

# Clinical Commissioning Group Update

## Adult's Health, Adult's Care & Housing Overview & Scrutiny Committee

Date: 12 September 2018

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Author:	Executive Nurse, Swindon CCG
Wards:	All Wards
Locality Affected:	All Locality Area
Parishes Affected:	All Parish Area

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### 1. Purpose and Reasons

- 1.1 This report provides the Adults Care, Adults Health and Housing Overview and Scrutiny Committee with an update of performance and key issues relating to Swindon CCG.
- 1.2 A key purpose of the Adults Care, Adults Health and Housing Overview and Scrutiny Committee is to hold Commissioners of Health and Social Care Services to account.
- 1.3 Any Commissioner of Health and Social Care Services in Swindon is required to provide information on the planning and provision of health and social care services within the Borough and consult with the Committee on any planned substantial changes or developments to service provision.

### 2. Recommendations

The Committee is recommended to:

- 2.1 Note the report.
- 2.2 Identify any areas of concern that require further investigation.

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#### 3. Detail

##### 3.1 What are the challenges that your organisation is facing?

Top Priorities	Progress & Next Steps	Impact/outcomes
Health Based Place of Safety – Swindon  (Section 136 of the Mental Health Act (MHA) is an emergency power which allows a person to be taken to a Health-Based Place of Safety (HBPoS) from a public place, if a police officer considers they are suffering from mental illness and in need of immediate care)	<p>NHS England has authorised the temporary consolidation of two of three HBPoS Suites in Swindon and Salisbury to a third site in Devizes in Wiltshire for 12 months to provide an opportunity to address the CQC improvement requirements, particularly around assessment times and to meet the requirements of The Policing and Crime Act 2017.</p> <p>On the 26 March 2018, Swindon HBPoS within the Sandalwood Court site closed temporarily for 12 months. During the period of temporary relocation, engagement will be undertaken with the population of Swindon and individuals using the service. This will then lead to recommendations to NHS England</p>	<p>For the period 1 May 2018 to 30 June 2018, 14 Swindon residents were taken to the Devizes HBPoS suite - these numbers are consistent with the position when Swindon operated a HBPoS in Sandalwood Court.</p> <p>The assessment times were:</p> <ul style="list-style-type: none"><li>• 0 - 12 hours: 7 people</li><li>• 12 - 24 hours: 6 people</li><li>• 24 - 48 hours: 1 person</li></ul> <p>This demonstrates a high level of compliance with the Police and Crime Act 2017 and addresses the Care Quality Commission concerns regarding assessment times.</p> <p>Of the 14-people subject to Section 136 of the MHA, 10 were discharged, with 4 requiring in-patient admission.</p> <p>Initial feedback from Wiltshire Police is as follows:</p> <p>Since the introduction of the Police and Crime Act 2017 and the temporary move of the Swindon HBPoS</p>

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	<p>and NHS Improvement.</p> <p>Longer term arrangements in relation to these PoS suites will be subject to an NHS England assurance process.</p>	<p>[move to Devizes], no people with a mental health need have been taken into Swindon custody.</p> <p>Positive, good relationships with the HBPoS, at Green Lane Hospital, Devizes, where the unit is staffed 24/7 by a dedicated and skilled workforce, whereas in Swindon it was formerly staffed on a needs-led basis, often by agency or bank staff. i.e. police would often be asked to wait outside the Swindon PoS unit whilst staff were located and then spent time preparing for the person held under S136 of MHA to be admitted to the unit – during this time, often up to an hour, the person would be waiting outside in a police car.</p>
<p>Swindon CCG 360 stakeholder Survey 2018</p> <p>(Please see appendix 1 for general information about the survey)</p>	<p>There are a few areas where the CCG did not perform so well as previous years. Of note is the need to improve engagement with hard to reach groups.</p>	<p>During September 2018 some staff from the CCG are taking place in an engagement exercise with the homeless community in Swindon via links with Threshold. During the engagement staff will be discussing with those they meet their healthcare experiences.</p> <p>As part of the engagement relating to the temporary closure of the Place of Safety Suite the CCG is working</p>

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	<p>Leadership of the CCG: within this category several responses indicated individuals neither agree or disagree with statements about the clinical leadership of the CCG, as a result we recognise the need to build time into the clinical leader's programme to ensure greater visibility in their work across all stakeholders.</p>	<p>with Avon and Wiltshire Mental Health Partnership Trust, Swindon Advocacy Movement and Healthwatch Swindon to ensure there is engagement with those less likely to participate in discussions.</p> <p>The CCG's monthly newsletter 'New-Bites' will start to include more information about what the CCG's plans and priorities are.</p> <p>The CCG has started to meet with voluntary sector organisations to look at how we can build stronger links and work together.</p> <p>Following on from initial work started in 2017, further engagement is underway to link with the diverse population / hard to reach groups in Swindon.</p> <p>The CCG would hope to improve the knowledge across all stakeholders of who the clinical leaders and wider leadership team are. We want to promote an open and listening organisation to our partners.</p> <p>As an immediate action the CCG has offered the opportunity for those who strongly disagreed with any of the statements in the survey to meet individually with</p>
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		Nicki Millin, Accountable Officer. No one has yet taken up the offer.
Maternity Transformation across the BANES, Swindon and Wiltshire Local Maternity System, or LMS	<p>The BANES, Swindon and Wiltshire Local Maternity System, or LMS, over the past 15 months has worked with women and families, its staff and partner organisations from across Bath &amp; North East Somerset, Wiltshire and Swindon, to co-create a vision for maternity services and together they have developed a Maternity Transformation Plan to set out what they need to do to get there.</p> <p>A 12-week consultation is being planned from early October. The consultation is being led by Wiltshire CCG on behalf of the Bath &amp; North East Somerset, Swindon &amp; Wiltshire Local Maternity System.</p> <p>The proposals which will be in the consultation are just that, a proposal. No decisions have been made yet. choice. The consultation document is</p>	No decisions will be taken until after public consultation has been completed and public responses fully considered by Wiltshire, Bath and North East Somerset, Swindon and Somerset CCG Boards.

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	awaiting approval by NHS England.	
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#### 3.2 What have you done well?

Top achievements	Progress to date & Next Steps	Impact/outcomes
Merger of Eldene Health Centre with Victoria Cross Surgery and the closure of Nythe Branch Surgery	<p>Swindon Clinical Commissioning Group has worked closely with Victoria Cross Surgery following its merger with Eldene Health Centre on 31 March 2018.</p> <p>The closure of Victoria Cross' Nythe Branch Surgery took place on 1 April 2018. Since the closure of the branch surgery patients have been able to book appointments at Victoria Cross Surgery or Eldene Health Centre.</p> <p>Initially there were some technology issues at Eldene Health Centre causing some delays with patients</p>	<p>Victoria Cross Surgery has had a Care Quality Commission inspection in April and the overall rating was good and it also received good ratings for the five areas that make up the overall rating – safety, effectiveness, care, responsiveness and leadership.</p> <p>Patients have found the additional opening hours at Victoria Cross Surgery and Eldene Health Centre beneficial compared to the previous opening hours at the Nythe Branch Surgery.</p> <p>The Friends and Family test responses have been positive in relation to the move from the Nythe Branch Surgery to Eldene Health Centre</p> <p>Since the 18 June these issues have been resolved as both sites are now using the same IT systems.</p>

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	<p>making appointments.</p> <p>Prior to the merger there were concerns about potential transport issues for people who used the Nythe Branch Surgery getting to Victoria Cross or Eldene Health Centre</p>	<p>Patients who previously attended the Nythe Branch Surgery have been using cars, buses and dial a Ride to get to Eldene Health Centre. There have been no complaints about transport and people have praised the use of the Dial a Cab Service which some are using.</p>
<p>Swindon CCG 360 stakeholder Survey 2018</p>	<p>Swindon CCG's 360 overall Stakeholder Survey results are positive and in the detailed findings the CCG has performed well on:</p> <ul style="list-style-type: none"><li>• Monitoring and reviewing services</li><li>• The effectiveness of working relationships with the CCG</li><li>• The leadership of the CCG has the necessary blend of skills and experience</li><li>• Feeling able to raise concerns about the quality of local services</li><li>• Confidence in the CCG to act on feedback it receives about the quality of services it commissions</li><li>• How the CCG involves patients</li></ul>	<p>The CCG has reviewed its terms of reference for its Patient and Public Engagement Forum and how it will function and provide comment and challenge to what the CCG is doing.</p> <p>The CCG has developed a Stakeholder Engagement Strategy and action plan, and this shows the priorities areas for the CCG.</p>

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	<p>and the public.</p> <ul style="list-style-type: none"><li>• 44 of the Swindon CCG's stakeholders completed the survey. The overall response rate was 71%. The national response rate was 59%</li></ul>	
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### 4. Alternative Options

4.1 None identified

### 5. Implications, Diversity Impact Assessment and Risk Management

#### Financial and Procurement Implications

5.1 N/A

#### Legal and Human Rights Implications

5.2 N/A

#### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

5.3 N/A

#### Diversity Impact Assessment

5.4 N/A

#### Risk Management

5.5 N/A

### 6. Consultees

6.1 The Director of Finance (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

### 7. Background Papers

7.1 None

### 7.2 Appendices

7.3 Appendix 1: Overview of 360 survey

7.4 Appendix 2: 360 Stakeholder Survey Summary Report Strategy (*The appendix is available online at the Council's website or on request from Committee and Member Services*).