

NHS Swindon Clinical Commissioning Group

Adults Care, Adults Health and Housing Overview & Scrutiny Committee

Date: 27 September 2016

Author:	Gill May, Executive Nurse
Wards:	All Wards
Locality Affected:	All Locality Area
Parishes Affected:	All Parish Area

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 or interest that require further investigation.

3. Detail

3.1 Community Services Update

Further to updates previously provided to this committee around the procurement for Community Services, we are pleased to inform that the contract for adult community health services has been awarded to Great Western Hospitals NHS Foundation Trust (GWH). The decision was taken in partnership with Swindon Borough Council (SBC) and follows a robust and comprehensive re-procurement process.

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Delivery of the new contract for adult community health services in Swindon and Shrivenham was due to commence on 18 February 2017 when the current provider's (SEQOL) contract comes to an end, however, in response to a direct request from SEQOL to formally end their contract ahead of schedule, due to their challenging financial position and workforce challenges, the CCG have asked GWH to take on the services earlier than the formal contract commencement date.

GWH has agreed to do this but it will be in a caretaking role until the formal contract starts in February. The caretaking role will commence from 1 October 2016.

This need to provide stability to patients, service users and staff is clearly our priority at this time and to make sure that there is a smooth handover of this service and that patients and service users continue to receive the care they need from the familiar faces they have come to know.

A transition board has been set up and is meeting weekly. The role of the board is to review and oversee a range of areas, including:

- The transfer of all SEQOL staff
- Novation of contracts
- Leases/Estates
- Transfer of Assets
- Governance
- Records (current and historic)
- Complaints
- Any contractual or performance concerns the CCG have about the services which are transferring.

With reference to the last bullet point, the importance of this is to ensure we are clear with the receiving organisation about any remedial actions either already in place or may be required in order to bring services in order to ensure the delivery of quality services.

In May 2016 the CCG had commissioned an external review of SEQOL community nursing service. A number of recommendations were made including a review of all community nurse caseloads. Therefore, as a starting point the CCG have commissioned an external team to carry this out and it will be completed prior to the 1 October transfer to GWH. All recommendations have been collated into a comprehensive action plan and will be the focus of discussions between SEQOL and GWH during the transition period but will also support GWH as they carry out their own clinical due diligence as part of contract mobilisation.

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The CCG have held weekly calls with NHS England, NHS Improvement and the CQC sharing and assuring them of the governance arrangements to oversee the transfer of services.

3.2 Primary Care Procurement

NHS England and Swindon Clinical Commissioning Group (CCG) are responsible for the commissioning of local GP services.

On Wednesday 10 August 2016, we began a joint procurement process with NHS England to appoint long-term providers of GP services across several areas of Swindon.

There are a number of reasons for this:

- As Swindon's population continues to grow, we are seeking providers to deliver general practice services in the New Eastern Villages and Wichelstowe areas.
- Following lengthy discussions and consideration of a range of options, two GP practices in Swindon, Great Western Surgery and Hermitage Surgery, have decided that they wish to end their contract. New providers are therefore required to ensure patients can continue to access these surgeries.
- A third practice, Carfax NHS Medical Centre, will reach the end of its contract on 31 March 2017. A provider is therefore required to ensure the ongoing provision of GP services.

The contracts for these services will go live over a phased period of time. Providers for the three existing practices will all be in place by April 2018.

By undertaking a joint procurement process, we believe that we will be in a better position to secure long term providers of general practice services for our Swindon population that will offer equal access to high quality care.

3.3 Primary Care update

At the last Committee meeting, it was agreed that we would provide a further update on opportunities to develop a not for profit organisation within primary care. Since the last committee meeting, discussions have not progressed further other than we are engaging with our membership to look at what a proposed model could look like.

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Swindon CCG has developed a Recruitment video which outlines reasons to consider becoming a GP /Healthcare Professional in Swindon. This includes quality professional support, access to portfolio career options working with The Great Western Hospital NHS Foundation Trust and lots of offers of housing and financial support to move to live and work in Swindon as an NHS Key Worker. The video is available on the [Swindon CCG website](#).

3.4 Prescription Ordering Direct (POD)

The Prescription Ordering Direct Service was launched on the 1 August 2016 and operates from Swindon CCG. Unused prescription medicines cost the NHS over £3 million every year in Swindon & Shrivenham alone and the aim of the POD service is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner, to reduce the amount of prescription waste in our area. A call centre is manned by appropriately trained clerks through which patients can call and speak directly to an individual about their medication requirements. The team provides advice and support to the patient including reviewing the individual's specific needs for medication. Prescription requests are directly communicated to the relevant practice via their specific clinical system, reducing the workload on staff within the practice who are currently involved in the management of repeat prescription process. Further benefits of this service include:

- Increased patient empowerment and engagement in their own care and treatment;
- Reduced number of prescriptions generated for primary care approval.
- Reduced waste generated from refining the prescription needs to that of the individual following direct discussion and agreement with the patient (thus reducing the opportunity to stockpile);
- Reduced Clinical Risk associated potential stockpiling in the patient's home and for patients to use medications that are possibly out of date.

The service is currently available at Abbey Meads, Penhill, Crossroads, Ashington House and Kingswood Surgeries. More surgeries will be using the service over the coming months.

3.5 Supporting Information

3.5.1 None

4. **Alternative Options**

4.1 None

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5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

5.1 None

Legal and Human Rights Implications

5.2 None

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

5.3 None

Diversity Impact Assessment

5.4 None

Risk Management

5.5 None

6. Consultees

6.1 The Board Director, Resources (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

8. Appendices

8.1 None