

NHS Swindon Clinical Commissioning Group

Adults' Health, Adults' Care and Housing

Overview & Scrutiny Committee

Date: 6th December 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 that require further investigation.

3. Detail

Winter Plan

- 3.1 During 2015/16 the urgent care system experienced another tough winter with high levels of demand and acuity. This put considerable pressure on services trying to cope and deliver good quality and safe services for patients.
- 3.2 During 2016/17 we have continued to see high demand on our non-elective services, with our acute trust declaring black escalation status during those months we would have traditionally not expected to see this status being declared.

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- 3.3 The CCG are required to write a plan clearly outlining and providing assurance that the whole system is prepared to meet expected demand during the winter months, have the additional capacity in place to care for all patients both when admitted to hospital but also when they are able to be discharged and ultimately is able to be resilient throughout the winter period.
- 3.4 A plan has been written in collaboration with providers, incorporates their expected demand profiles and outlines lessons learnt from quarter three and four from 2015/16. It details the operationally implemented changes and resilience measures to support the highest possible care delivery within financial constraints.
- 3.5 A joint communications programme is being coordinated between the CCG and partner organisations to ensure that we are providing consistent messages around 'Stay Well This Winter' and are making the best use of available resources.
- 3.6 There are specific schemes in place to support the system overall. Swindon CCG and Swindon Borough Council have supported a Discharge to Assess model to expedite discharge from the acute hospital which went live on 14 November 2016. Other initiatives with NHS 111, Ambulance services and Mental Health are in place to expedite emergency assessment and triage to support the community this year.
- 3.7 The plan has been submitted to NHS England and the CCG await feedback to confirm they are assured that the whole system is ready and prepared.
- 3.8 The initiatives will be monitored through the Urgent Care Working Group and overseen by the Accident and Emergency Delivery Board.

Planned Care

- 3.9 We are currently experiencing challenges within planned care services in Swindon. Planned care is care that can be delivered at a time that is convenient to the patient and the hospital and is not immediately life threatening. Examples include hip replacements and cataract surgery. There are a combination of factors that are causing the challenge, namely the growing patient demand and recruitment difficulties due to national shortages of particular groups of clinical staff.
- 3.10 As a result of these issues, there is an increase in waiting times to the first outpatient appointment and some patients are being seen for follow-up

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appointments beyond the clinically optimum periods. This puts pressure on achieving performance targets set by Government.

- 3.11 Specialties experiencing particular pressures are currently Dermatology, Rheumatology, Pain Management, Gastroenterology, Cardiology, and Ophthalmology. We continue to work collaboratively with providers and commissioning partners to manage the growth on these services.

Sustainability and Transformational Plan

- 3.12 The STP plan for the BaNES, Swindon and Wiltshire CCG footprint has been submitted and a summary of that plan is attached at Appendix A for information.

SWIPE Wound Care Programme

- 3.13 This is a project focusing on community and primary nursing wound care and improving nursing knowledge and skills and access to specialists for prompt review and advice. SWIPE workstreams report into an over-riding Project Board with Executive level representations from all organisations involved and is reported through the CCG Project Management Office.
- 3.14 The project began with an audit of observation of nursing wound care, knowledge and skills and patient quality of life, carried out by experts from the Welsh Wound Improvement Centre in May 2016. Most of the wounds reviewed were leg ulcers by the nature of what the nurses had on their caseloads. These results and recommendations have become "SWIPE" and Swindon CCG is working in collaboration with the West of England Health and Science Network, Primary Care and Swindon Community Services & GWH to deliver the improvements. A group of interested clinicians have come together as the Clinical Leads for this project (meet monthly) and following quality improvement methodology training, they now have responsibility for steering the implementation and evaluation of the improvements, working with hands-on support from the Network. This Network support will be in place until the end of March 2017 and the CCG will be developing a sustainability plan to review services and ensure quality improvements are sustained.
- 3.15 Improvements:
- 3.15.1 Already, improvements have been tested in one GP surgery resulting in more timely management of people with wounds and allowing greater

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clinic time for the dressings and we will be sharing this work with all GP surgeries via the GP Locality meetings.

3.15.2 Swindon Community Services now have a superb new Tissue Viability Team leader in post who has planned a robust education programme which will be rolled out from December.

3.15.3 Additionally, work is in place to design and test new information leaflets for patients and their carers outlining what they can expect from the nurse caring for their wound and what they need to do to maximise wound healing.

3.15.4 Swindon Community Services have redesigned their assessment process for the review, provision of expert advice & classification of pressure sores and it is expected that this will reduce the incident of severe pressure sores in Swindon.

3.15.5 We will be seeking further patient and carer feedback in January 2017, once improvements are in place. It is important for us to understand from a patient and carers perspective what it's like living with a wound and to understand from them what further improvements they may suggest to the wound care pathway.

Social Media

3.16 We are pleased to confirm that Swindon CCG is now live and active on social media on Facebook as NHS Swindon CCG and on Twitter @swindonccg.

3.17 Social media will help the CCG interact with service users, stakeholders and communities and will provide the CCG with a new and more direct way to achieve engagement and involvement with a much wider range of people, including those who usually do not engage, those in harder to reach groups or other disengaged groups, people who work full time and those whose time is pressured, such as young parents. This will enable the CCG to build better relationships with patients, leading to potential long-term partnerships

4.

4.1 Supporting Information

4.1.1 None

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5. Alternative Options

5.1 None

6. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

6.1 None

Legal and Human Rights Implications

6.2 None

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

6.3 None

Diversity Impact Assessment

6.4 None

Risk Management

6.5 None

7. Consultees

7.1 The Interim Corporate Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

8. Background Papers

8.1 None

9. Appendices

Appendix A – Sustainable and Transformation plan Summary.