

# Clinical Commissioning Group Update

## Adults Care, Adults Health and Housing

### Overview & Scrutiny Committee

Date: 19 September 2017

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

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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.

#### 3. Detail

##### 3.1 Walk-in centre

From 7 August 2017, Great Western Hospital is the interim provider for the Swindon Walk-in Centre service, which offers local people same-day care and treatment for minor illnesses and injuries. The change in provider comes after Carfax Health Enterprise, who ran the service, served notice to the CCG.

The change in provider will not make any difference to the way patients access the service, with the walk-in centre continuing to open between 8am and 6pm, seven days a week.

NHS England has developed and published a set of standards on Urgent Treatment Centres as part of the commitment set out in the "Next Steps on the

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NHS Five Year Forward View” on the “Roll out of standardised new “Urgent Care Centres”.

The guidance sets out the principles and standards for establishing Urgent Treatment Centres as part of a wider network of care, including clinical advisory services for NHS 111 and general practice.

Swindon CCG alongside the Sustainability and Transformational Partnerships (STP) partners are now considering how these standards and principles will be implemented within and alongside current urgent care services in Swindon.

### 3.2 Primary Care

The CCG is in the process of evaluating bids from practices to assist with transformation and improving primary care sustainability, following a GP Forward View event held on 6 July 2017. There are still some vulnerable GP practices in Swindon and both Swindon CCG and NHS England are working closely with them to implement changes to improve quality and sustainability.

### 3.3 Cancer services

The CCG is required to ensure all commissioned providers of cancer services meet the targets as set out in the NHS Constitutional standards. The Breast 2 week wait pathway has been under pressure and the CCG alongside clinicians and managers at GWH have worked hard to recover this performance with additional clinics being provided across several services throughout GWH. The target for urgent cancer referrals is 93% within 2 weeks and early indications are that for July, this will be achieved. GWH do have workforce challenges particularly around gastroenterology, which both Swindon CCG, Wiltshire CCG and GWH NHS Foundation Trust are working through to improve the access times for this service.

### 3.4 Accountable Care System

In previous reports the committee has received information detailing how an Accountable Care System could work in Swindon. A newly established Accountable Care Alliance Board is working to create a more joined up health and social care system for people living in Swindon and Shrivenham, working towards a common goal of helping the local population to live healthy, independent lives in which the right health and social care is available when needed.

It is recognised that projections estimate that Swindon’s population could increase by 14% from 2011 to 2021, and a further 10% from 2021 to 2031. This will have an impact on the following:

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- Housing growth
  - Population density by age, older people, areas of deprivation and black and ethnic minority
  - Services - practices, providers, pharmacies and care homes  
Hospital activity – A&E, non-elective, elective and outpatient.

In respect of the age profile it was recognised that the health needs of all patient cohorts would be different across the footprint, in particular in areas of new housing development which would be skewed towards the younger age range. In terms of deprivation, Swindon contains some of the most deprived areas in the country in Penhill, Parks and Pinehurst.

#### 3.4.1 Swindon Operating Model

The Swindon Operating Model is centred on the Swindon and Shrivenham population:

- Single point of access and signposting to appropriate services
- Committed to prevention and population health management
- Community services to support more people at home working alongside Primary Care
- Improving discharge to the right place
- Management of chronic disease and high intensive care in a proactive way using risk stratification
- Integrated IT across systems

3.4.2 Although it is still early days, a timeline for the development of accountable care in Swindon has now been produced. The Alliance Board agreed that it was realistic to suggest that accountable care could be operational in Swindon by April 2019, with a shadow system in place 12 months earlier in April 2018. Having a shadow system in place will give organisations the chance to assess and review any potential risks and test out new models before the official launch in 2019.

Proposals for this shadow version of Swindon's accountable care model are expected to be presented to the Alliance Board in December 2017. These plans will then be shared with the various governing bodies of the GWH, the CCG and Swindon Borough Council for final review and official sign off in December.

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#### 3.5 Swindon NHS Health Centre

At the Committee's last meeting, the Executive Nurse was asked to update on signage and the location of clinics at the new Health Centre.

We can confirm that the location of services within the Health Centre are still under review and thus, no changes to signage have yet been made. We will update the committee further once we have further details.

#### 3.6 Section 136 update

Following an extensive consultation on improving the provision and quality of Places of Safety suites, Avon and Wiltshire Mental Health Partnership Trust (AWP) recently published a paper on the consultation outcome.

Since then the Trust has noted several concerns raised and decided to review further comments from stakeholders. The AWP Board will formally consider the consultation outcome and Trust decision at its next meeting on the 27 September and announce its conclusions shortly afterwards.

Pending that announcement, the Places of Safety suites in Swindon, Devizes and Salisbury will continue to operate.

#### 3.7 Swindon Falls and Bones Health Collaborative

Reducing the risk of falling and effective support for people who do fall is a priority for Swindon and requires a multi-agency approach. A Falls and Bone Health Strategy for Swindon has been developed and is owned by the Swindon Falls and Bone Health Collaborative; a partnership of key organisations in Swindon who have come together to deliver the recommendations of the Swindon Falls and Bone Health Joint Strategic Needs Assessment and improve quality of life for people living in Swindon. This strategy aims to promote mobility and independence for people by reducing the number and the impact of harmful falls in Swindon. However, it also recognises that falls will happen and that preventative work should not be at the expense of limiting mobility and reducing independence.

##### 3.7.1 Data on patient falls across Swindon is collated from a number of sources and the graphs can be viewed at Appendix 1. We cannot collate data on all falls across Swindon as falls in patient homes and within the community are not easily collected.

- Inpatient falls – 1105 reported between June 2016 and May 2017

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- Admissions as a result of a fall – 2,121 reported between June 2016 and May 2017
  - Number of hip fractures following a fall – 120 reported between June 2016 and May 2017
  - Homeline responses to falls – 3,164 reported between June 2016 and May 2017
  - Ambulance calls to falls – 227 reported between October 2016 and March 2017

3.7.2 A mapping exercise undertaken by the Swindon Falls and Bone Health Collaborative identified that there is a wide range of existing provision in Swindon but more could be done to raise public and organisational awareness of what is available and a clearer pathway is needed to look at the flow between these services. As result, the following have been completed or are underway:

- Steady Steps public event in October 2016 – planning a falls prevention campaign for the Autumn 2017.
- Steady Steps to Staying Active for Life booklets have been developed by the collaborative. 12,000 copies have been distributed and are available across Swindon from GPs, pharmacies, GWH, Ambulance Service, Homeline, Fire and Rescue Service, libraries, housing, and the Community Health and Wellbeing Team.
- A number of people have also been trained to deliver community balance and strength classes and are working with care homes, sheltered housing and community groups.
- Inpatient falls quality improvement work stream
- Collaborative working with the fire services to utilise Safe and Warm Visits to inform/identify risks of falls
- Review of referral routes for patients to ensure they are simplified
- Review of training provision for staff across Swindon

#### 4. Alternative Options

4.1 None.

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

#### 5.1 Legal and Human Rights Implications

N/A

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

N/A

#### 5.3 Diversity Impact Assessment

A DIA has not been completed for the purposes of this update.

#### 5.4 Risk Management

N/A

### 6. Consultees

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.

### 8. Appendices

#### 8.1 Appendix 1 – Swindon Falls and Bone Health Collaborative update.