

MEETING:	HEALTH & WELLBEING BOARD
MEETING DATE:	18 NOVEMBER 2014
TITLE OF REPORT:	SYSTEM RESILIENCE PLAN
REPORT BY:	Chief Officer, Herefordshire Clinical Commissioning Group

Classification

Open

Key Decision

This is not a key decision.

Wards Affected

County-wide

Purpose

To give assurance on the progress of the System Resilience Plan

Recommendation(s)

THAT:

- (a) the Board acknowledge the progress made on the system resilience plan.

Overview

- 1 The Hereford System Resilience Plan was assured by NHS England in October 2014 (see Appendix).
- 2 This assurance triggers the release of the allocated monies (£1.1M) to support targeted improvement in the Urgent Care system. The Herefordshire System Resilience Group have prioritised new investment in various multi-agency partnership schemes that were agreed as most beneficial to demand management, diversion and the increasing the efficacy of flow through the Health and Social Care System. This resource itself is non-recurrent though was partially targeted at pump-priming system transformation, and on initiatives that over the funding period could be self-financing.
- 3 Additional Funding has also been recently allocated from central resilience funds and these plans are currently being worked up. Specifically these are:
 - a. Additional System Resilience monies (£2.6M) in direct support to Wye Valley Trust;
 - b. Targeted resilience funding- improving crisis care and early intervention in psychosis (c. £92k) which will extend Liaison Psychiatry to Community hospitals.
- 4 In parallel to the System Resilience Plan Wye Valley Trust has developed an internal action plan to improve Urgent Care services with the support of two external bodies (ECIST & AEC National Network) and they continue to benefit from this support. Progress continues to be made to support patient flow and admission avoidance: including enhancing the Complex Discharge Team and implementation of Ambulatory Care pathway supporting the Frail and Elderly patients.

Governance

- 5 The System Resilience Group receives monthly updates on the progress of these schemes and will take remedial action where necessary.

Progress of SRG Funded Schemes

A summary of the progress of the Prioritised Funded Schemes is below:

HEREFORDSHIRE CCG SYSTEM RESILIENCE PLAN - PRIORITISED FUNDED SCHEMES						
Scheme Short Name	PM	Description	Effective Start Date	RAG Oct	Progress	Current Funding
GP in A&E	Primcare	Procure GP in A&E department	Aug-14	G	GP in A&E during weekend	£100,000.
Rapid Assessment by Nursing and Care Homes	HCC	Incentivise same day assessment by Residential Care and Nursing Homes.	24-Nov-14	A	Supplier engagement is nearing completion with implementation planned to start 24 November.	£8,000.
RAAC	HCC	Implementation of additional RAAC bed capacity in community settings to support system flow.	Ongoing	G	- RAAC capacity being delivered through spot purchase while formal contract negotiations underway. - Formal Contract to be in place for end-November	£900,000.
Additional Brokerage	HCC	Procure additional Social Care Brokerage capacity for weekends	17-Nov-14	A	-Additional brokerage capacity agreed; -Communication to Providers is nearing completion; -Coordination with Rapid Responses Services.	£72,000.
CPN support to Community Hospitals	2g	Procure additional CPN support to Community Hospitals to enable more effective management of patients with mental health needs.	24-Nov-14	A	Recruitment Underway, though proving difficult to find suitable candidates.	£60,000.
Community services redesign	HCC	System capacity to Health and Social Care providers (WWT/ASC) to enable implementation of the IUCS (D2A and Admission Avoidance)	27-Nov-14	G	-Process Manager has been recruited and took up post 27 October 2014 -IUCS soft launch 1 October; -First week has been successfully completed.	£60,000.
Support to Self Funders	HCC	Procure social work capacity to support people who are self funding and/or not eligible for a social care service in order to facilitate discharge.	27-Oct-14	A	-1.X Social Worker recruited and started 27 October; -1.X Social Worker to be recruited.	£82,000.
Fallers First Response	CCG	Implementation of Fallers Response scheme to address gaps in fall's pathway. This will care for fallers without fractures in their own home to remove the need to ambulance conveyance.	03-Nov-14	G	Faller response service commenced 3rd November	£60,000.
Escalation capacity	WWT	Procure Vanguard Unit to provide additional short-term day case capacity for 7 trolleys and enable current day case capacity to be used as escalation capacity for overnight patients.	17-Nov-14	G	Vanguard Unit has arrived and is being prepared to receive patients.	£358,000.
PM Challenge Fund	Taurus	Improve access to GP service s.	01-Oct-14	G	All Primary Care Hubs open. Working with A&E and Primcare to ensure system coherence.	Other funding
Total						£1,100,000.

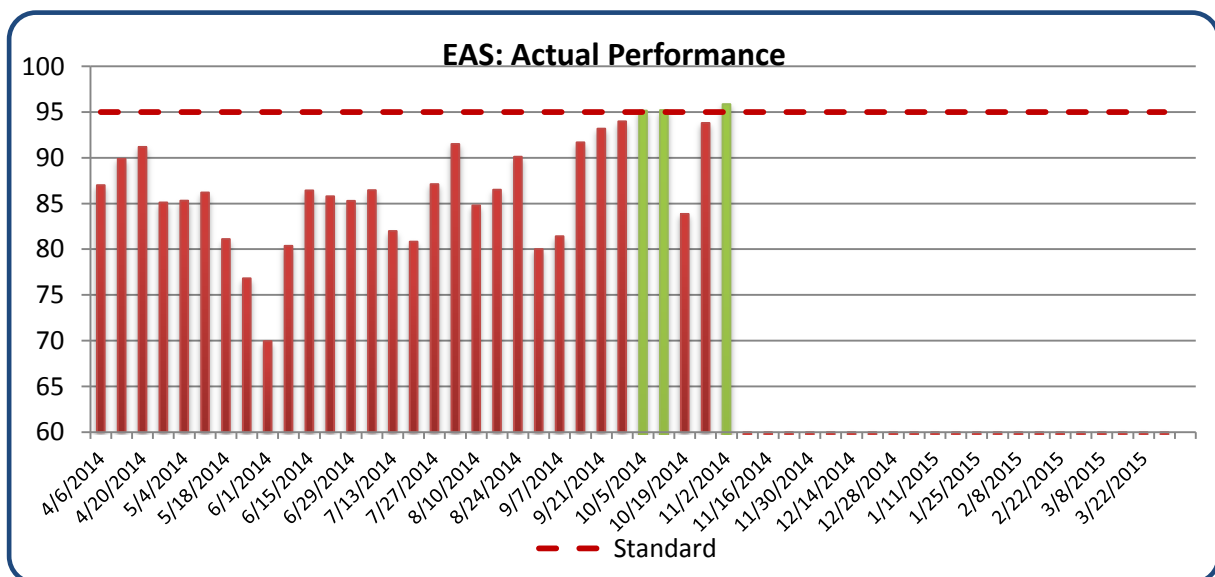
6 We are expecting to increase the pace of the delivery of these schemes over the coming months. Of particular note this month is:

Further information on the subject of this report is available from
Jo Whitehead, Chief Officer on Tel (01432) 383862

- a. The implementation of a fallers' response scheme to alleviate pressure in A&E by offering an alternative to conveyance to hospital for adults who have had a non-traumatic fall. The service will operate 24 hours a day, 7 days a week, including weekends and Bank Holidays;
- b. The continuing work of including a GP into the Emergency Department to support deflection and early discharge;
- c. Increased integration of the Health and Social care teams to support increased rate of flow through the hospital and the Discharge to Assess pathway through the Integrated Urgent Care System.
- d. Taurus is in receipt of a Prime Ministers Challenge Fund grant; and as part of this project three Primary Care hubs are now in operation in Hereford City, Ross on Wye and Leominster and will improve access to GP services at evenings and weekends. Taurus are working closely with A&E and OOH services to ensure system cohesion.

Performance Against the EAS (4-hour waits)

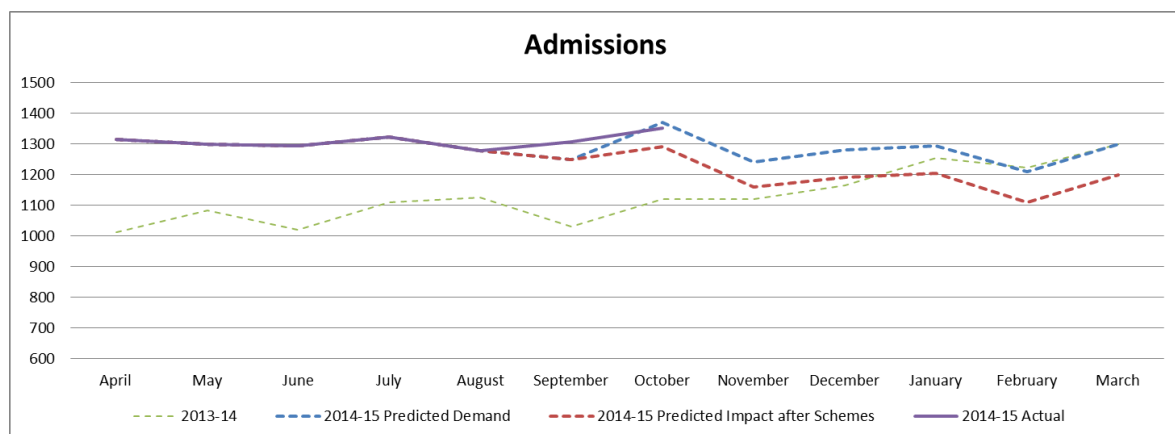
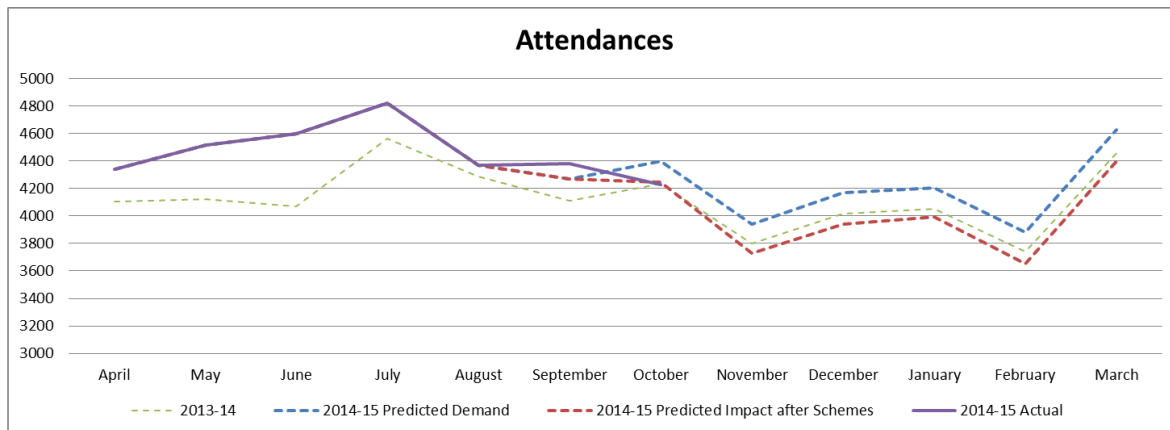
7 Progress towards achieving the Emergency Access Standard has shown an improvement over recent weeks though the improvement will still require work to be sustained.



Performance Attendances and Admissions

8 The A&E Attendance and Admissions for last month shows that the performance falls within the expected range of the plan. Though the further pressure will be required to ensure that the full effect of these schemes are seen.

9 The full effect of the majority of the schemes will commence over the coming month.



Elective Care

- 10 The Elective Care pathways remain challenged. Wye Valley Trust has an agreed recovery plan with the NHS Trust Development Authority and NHS England which predicts aggregate RTT (18 week standards) delivery during in December. The Trust will be in a period of RTT recovery for the remainder of the financial year.
- 11 Additional central funding has been made available to support increased use of the Independent Sector (IS) and for additional Waiting List Initiative Schemes. The Trust is current transferring 50 patients per week to the IS, and there is increased direct referrals to the IS through the Choose and Book system.
- 12 A process to validate the complete waiting list has started in the Trust; also clinical review of selected patients by the referring GP has been initiated.

Appendices

- System Resilience Plan