

Accountable Officer Report

Item 18c

Governing Body meeting

11 January 2018

Author(s)	Maddy Ruff, Accountable Officer
Purpose of Paper	
To provide an update to Governing Body.	
Key Issues	
<ul style="list-style-type: none"> • Improving access to Urgent Care in Sheffield • Winter Resilience • South Yorkshire and Bassetlaw Accountable Care System – Urgent and Emergency Care 	
Is your report for Approval / Consideration / Noting	
Noting	
Recommendations / Action Required by Governing Body	
The Governing Body is asked to note the report.	
Governing Body Assurance Framework	
<p><i>Which of the CCG's objectives does this paper support?</i></p> <p>This paper provides assurance that risks will be identified and managed to help ensure the achievement of the CCG's objectives.</p>	
Are there any Resource Implications (including Financial, Staffing etc)?	
No	
Have you carried out an Equality Impact Assessment and is it attached?	
<p><i>Please attach if completed. Please explain if not, why not</i></p> <p>There are no specific issues associated with this report.</p>	
Have you involved patients, carers and the public in the preparation of the report?	
No.	

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Accountable Care Partnership Board

Rebecca Joyce, Programme Director for the Sheffield Accountable Care Partnership Board, will commence in post on 8 January 2018. An update on the Accountable Care Partnership Board will be provided in my next report to Governing Body.

Winter Resilience

NHS staff are working hard to cope with seasonal pressures and ensure patients receive the best possible care as we know that the NHS is about to enter into the most challenging part of the year with spikes in demand likely after the Christmas and New Year breaks. Additional services and beds will be coming online over the next few weeks funded by the winter Budget cash released by the Government to the local NHS systems. However, we would like to remind the public to play their part by ensuring they have their flu jab and by using local pharmacies and NHS 111 for medical advice, alongside other services.

South Yorkshire and Bassetlaw Accountable Care System – Urgent and Emergency Care

Developing Integrated Urgent Care across South Yorkshire and Bassetlaw - we are working hard to design an approach and a way forward that will allow NHS 111 to integrate its services better with local urgent care services, including ability to directly book patient appointments and to transfer calls through to clinicians so that advice can be given to patients before the call is ended. A workshop for CCGs in South Yorkshire and Bassetlaw was held at the end of November where they presented their developing plans, and it was great to see a lot of common strands and principles in this area. This work will continue to evolve over the next few months with plans being developed further in each CCG.

NHS 111 Online is a new digital service that provides access to urgent care services for people who prefer to engage using their computer, mobile phone or other digital devices. The service will complement the existing 111 telephone service by ensuring people receive the right care, in the right place at the right time and by taking increasing pressure off our hospitals where appropriate. Four different online systems have been trialled across the country in 2017 to test different user features and to ensure the new service is safe and effective.

The NHS Pathways 111 Online system which is provided by NHS Digital has been trialled in Leeds since March 2017 and uses the same clinical assessment and triaging tools that support the national NHS 111 online telephone service. The online content has been carefully reviewed to make sure people can easily self-serve and are provided with the

most appropriate care options based on the symptoms they have described. The clinical content has been through the same stringent governance and assurance as the 111 telephone service. It has been shown to reduce the growing demands placed on the 111 telephone service and patients report a high level of satisfaction with the service. The pilot study in Leeds showed that the referral options given to patients following triage (self-care, see a GP etc) are very similar for people using the online service as those using the existing 111 telephone service. The pilots have demonstrated that NHS 111 Online is a safe and effective service which provides an opportunity to transfer urgent care activity from the telephone service to online. Commissioners across Yorkshire and Humber have chosen to extend the pilot of the NHS Pathways system.

The service was launched successfully across the 17 CCGs of Humber Coast & Vale and West Yorkshire & Harrogate STPs in December 2017 and it is anticipated the service will go live across South Yorkshire & Bassetlaw in mid-late February 2018.

The South Yorkshire and Bassetlaw Accountable Care System (ACS) has now commenced implementation of an Escalation Management System across South Yorkshire and Bassetlaw health economies. The initial focus will be on acute hospitals to upload a consistent set of metrics which will help us to understand the system pressures in each place. Whole health and social care 'systems' will be included on the system and each CCG will agree an implementation plan in January 2018. This will mean that we have a consistent view on system pressures within each health economy and right across South Yorkshire and Bassetlaw. To support this, an approach to developing 'mutual support' has been drafted and is being considered by each A&E Delivery Board with a view to adopting a proactive system wide (South Yorkshire and Bassetlaw) response at times of significant pressure. It is intended that the 'ACS system' will start to adopt elements of this throughout the remainder of the winter period.

The additional money announced in the Autumn budget has been allocated and South Yorkshire and Bassetlaw health economies have received money to support additional schemes to help manage the pressures over the winter.

Over the next 3 – 6 months the South Yorkshire and Bassetlaw UEC priorities and plans will be reviewed and refreshed in order that the ACS is clear on its priorities as we enter the 'shadow state' from April 2018, including the development of robust financial plans to support the ongoing sustainability of UEC services across South Yorkshire and Bassetlaw.

Improving Access to Urgent Care in Sheffield

The public consultation, which commenced in the Autumn, regarding the proposed changes to improve urgent care in Sheffield has been extended until the end of January. This is in direct response to feedback from the public and key stakeholders to ensure that as many people as possible have the opportunity to share their views.

To date, over 700 questionnaires have been returned but there are a number of communities that have not engaged with the consultation and so it is hoped that the extension of time will allow for this to happen.

The key components of the consultation are:-

- Change the way people get urgent GP appointments
- Change where people would go for minor illness and injuries

- Change where people go for urgent eye care
- Improve the way people access services

The full consultation, with details on all the options, can be found at www.sheffieldccg.nhs.uk.

For Pete's sake

I would like to take this opportunity to promote 'For Pete's Sake!' which is a new campaign that reminds all NHS staff, no matter what they do, to put themselves in the patient's shoes every step of the way.

Our Continuing Health Care team was inspired to develop the campaign by listening to the experiences of Pete, a father and husband who sadly died in 2016. Pete had multiple sclerosis and in the later stages of his illness used a wide range of local health and care services. His experiences helped him to identify some simple, small actions that can make significant differences to patients' quality of life. He was passionate about improving experiences for other people and his wife Sue is now campaigning to make this his legacy.

In every care setting 'For Pete's Sake!' calls on health care professionals, commissioners and business support teams to take steps to make sure they're delivering the highest quality of support. Taking the time to listen to patients, thinking about the small things which can make a difference to each individual and using this information to improve experience for patients and carers to make a great difference. By raising awareness of how important these steps can be for patients, 'For Pete's Sake!' aims to motivate staff to make these changes and improve the experience for all patients and their families whom receive care.

Sue Lenthall, Pete's wife, said: "Pete's story is a positive one, about overcoming adversity. We hope that with the 'campaign, health care professionals - no matter what job they do - will be more aware of the part they play, of listening, of putting themselves in the person's shoes and finding out what one thing can make a big difference. The smallest of steps can make a big difference."

This is about ensuring we all think about the small things which can make a great difference to each individual person. Whichever team you work in and whatever job you do ask yourself 'Where's Pete in this?' and 'What one thing could I do to make this better for patients?' We need to put ourselves in the patient's shoes every step of the way – from designing and commissioning services to delivering care."

Sheffield Cancer Information Hub

During December I had the opportunity to officially open the new Sheffield Cancer Information Hub in The Moor Market in Sheffield. The hub will provide essential support services to empower patients to live the best lives possible at all stages of their cancer journey. The Hub, which is funded by MacMillan Cancer support, will run for 16 weeks.

Advent Calendar

During December the CCG has been celebrating some of its achievements over the last 12 months with key partners and staff – please see attached infographic.

Recommendation

The Governing Body is asked to note this report.

Paper prepared by Karen Shaw, Executive Assistant to CCG Chair and Accountable Officer

On behalf of Maddy Ruff, Accountable Officer

2 January 2018



"We've made really good progress in developing easy to reach services in communities - this means wherever possible, more people are receiving care in their own homes instead of being admitted to hospital."

1
Dr Anthony Gore

"As a team, we feel really proud to give patients such a quality service; we have now managed over 125,000 calls since the service started last year."

2
Sheffield NHS Prescription Order Line



"We've worked really hard to reduce prescribing antibiotics, when taking them would be of little or no value to patients' health. This will help make sure antibiotics work effectively when they're really needed."

3
Ian Hutchison

"Over 1500 people have been referred to the diabetes prevention programme so far and additional NHSE funding is helping diabetic patients to receive better care in hospital and the community."

4
Ceri James & Tracey Turton



"Our new care navigation system makes sure our receptionists can point out the best service for your needs. We want to create a more personal and efficient way of accessing healthcare - both in our GP practice and in the community."

5
Kathy Peasegood

"My highlight of the year is that in 2016/17 the numbers of strokes in Sheffield have been reduced, due to our GPs and pharmacists working closely together to change prescribing."

6
Dr Tim Moorhead



"We're so pleased that we have been able to work with communities throughout Sheffield to allow them to help us shape future services - we're making sure services genuinely work for everyone."

7
Engagement Team

"Safeguarding children and adults is everybody's business; this year, we've ensured that more people across health and social care have been trained to spot the signs and provide support quickly and effectively."

8
Safeguarding Team



"Our Springboard Cafés offer safe & positive places for people with low level mental health conditions to access friendship and support. We hope everyone who attends will continue on the road to mental health recovery."

9
Mental Health Commissioning Portfolio

"Our team supports GPs, Practice Nurses and Healthcare Assistants by running education events. These events help keep their knowledge up to date and help ensure that patients receive safe, quality services."

10
Jane Howcraft



"The first Sheffield Care Homes Conference was a huge step forward in building relationships with care home providers & managers. We're working to make sure residents have the best quality of care possible."

11
Care Homes Team

"Our diabetes clinics are helping to give students a stable support system whilst they're away from home. We want to make it as easy as possible for them to maintain their health during this busy time."

12
Sheffield Hallam Medical Centre



"Our new way that GPs and hospital consultants work together to share their skills has meant around 2,500 patients have been treated in their local community, instead of having to go to hospital - which is great for patients."

13
Dr Charles Heatley

"Working closely with our partners in Sheffield, a real team effort has reduced the number of patients who are still in hospital when they don't need to be."

14
Dr StJohn Livesey



"Our 'Virtual Ward' has been really successful in joining up services to help people with complex care needs stay at home for their care, or reducing the time they stay in hospital if they need to be admitted."

15
Virtual Ward Team

"The new hospital clinic for children has received really positive feedback from families who get the care, treatment and reassurance they need, and from local GPs."

16
Anna Clack



"Every organisation has its unsung heroes - the vital people and teams who keep things running and make things happen."

17
Maddy Ruff

"Whether we're directly seeing patients or commissioning services on patients' behalf, 'For Pete's Sake!' is about putting ourselves in a person's shoes & finding out what 1 thing we can do to make a difference"

18
Emma Green & Sue Lenthall



165 Sheffield CCG staff had their annual flu jab this winter, protecting themselves, their families and their patients against the illness."

19
Claire Walker

"We have been working hard with our partners across health, social care and the voluntary sector to improve our delivery of personalised care and expand our offers of personal health budgets."

20
Chris Lomas



"We have been working closely with the 'Age Better Programme' in Sheffield, a National Lottery funded initiative which is helping to reduce social isolation and loneliness for thousands of older people in the city."

21
Sarah Burt

"We're working proactively to prevent suicide across Sheffield - if we make the most of our opportunities in GP practices and across schools, we can help save lives."

22
Dr Steve Thomas



"With our help, 17,000 patients in Sheffield are benefitting from receiving more tailored health & social care services this year, helping people feel more confident in managing their own health and wellbeing."

23
Eileen Hall

"Our 'pop-up' cancer information hub is raising awareness of the services available to people affected by cancer. We're trying to reach people who may not know where to turn."

24
Maddy Ruff



"My highlight of the year is that in 2017 Sheffield CCG have doubled the uptake of free Healthy Start Vitamins, helping improve the health of children, pregnant and breastfeeding women."

25
Kirsty Dale