

Accountable Officer's Report

Item 19c

Governing Body meeting

1 March 2018

Author(s)	Maddy Ruff Accountable Officer
Purpose of Paper	
Noting	
Key Issues	
<ul style="list-style-type: none"> • Winter Resilience • Improving Access to Urgent Care in Sheffield • NHS Employers Board • Quarter Three Review with NHS England • ACS Development Session • Accountable Care Partnership • 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?

Not applicable

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Due to annual leave and special leave for a close family bereavement, my attendance at external events and meetings was limited throughout January.

This report summaries the business that has been concluded on behalf of the CCG during January/February 2018.

Winter Resilience

NHS and social care staff continue to work hard across the Sheffield system to cope with seasonal pressures and ensure that patients receive the best possible care during this challenging winter period. Performance has been particularly challenged over recent weeks. Additional capacity within health and social care services including within primary care is coming on line in anticipation of spikes in demand over the half term break and in the run up to and over the upcoming Easter period. However, we would like to remind the public to continue to play their part by using local pharmacies and the NHS 111 service for medical advice alongside other services and alternatives to A&E.

Improving Access to Urgent Care in Sheffield

The public consultation closed at the end of January. We would like to thank all those people who took the trouble to respond to the questionnaire or attend one of the meetings or drop in sessions held over the 4 month period. We also appreciate the efforts of many to raise awareness of this important consultation across the city. All of the feedback is currently being analysed by an independent company and will be presented back to the CCG in March.

NHS Employers Board

As part of my role as Commissioning Group Representative, I was invited to attend the NHS Employers Policy Board in London on 8 February, along with other all other Commissioning Group Representatives. The key areas for discussion were feedback on the draft health and care workforce strategy for England to 2027, and the proposed small changes to the Agenda for Change Terms of Reference.

Quarter Three Review with NHS England

The Quarter Three Review took place on 15 February; feedback from the centre is expected shortly.

ACS development session

The Accountable Care System development session took place on 2 February. The next steps for Integrated Care Systems and how we move forward were discussed.

Accountable Care Partnership

Headlines from the Accountable Care Partnership Board and a programme of ACP activities have been provided in my full report to Governing Body.

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 the 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. Further to the workshop held in November, the individual CCGs have been provided with some feedback on their emerging models, so that this can inform the service specification for future provision. The current call handling and some clinical advice capacity is a major part of a regional service and this contract is due to terminate on 31st March 2018. A prior information notice has been issued and a number of providers have expressed an interest in providing this service. This is likely to result in procurement for the future service to commence in 2018.

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 now been tested with South Yorkshire and Bassetlaw OOH providers and is planned to go live on 19th February 2018. After this date patients will hear a voice recording advising them that they can access the service online. They will receive the same level of assessment online as they would if this was a call handler and if the patient is deemed to need primary care OOH an automated notification will be sent to the provider. For other outcomes, the patient will be given self-care information relating to their symptoms or be given details of the nearest service provider for their needs based on their geographical location, for example, the nearest pharmacy.

The South Yorkshire and Bassetlaw Accountable Care System (ACS) has commenced implementation of an **Escalation Management System** across South Yorkshire and Bassetlaw health economies. All the acute providers have commenced use of the system. Plans are now being developed to roll this out to other services in the health and care

system. This will mean that a consistent view on system pressures is available within each health economy and across South Yorkshire and Bassetlaw. A workshop to develop an approach to 'mutual support' has been held on 22nd February 2018.

Over the next 3 – 6 months the South Yorkshire and Bassetlaw UEC priorities and plans will be reviewed and refreshed in order that the Integrated Care System 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.

The Governing Body is asked to note this report.

Paper prepared by Alison Kuppusamy, Business Manager to CCG Chair and Accountable Officer.

On behalf of the Accountable Officer.

19 February 2018