

Accountable Officer's Report

Item 21e

Governing Body meeting

5 July 2018

Author(s)	Maddy Ruff Accountable Officer
Purpose of Paper	
Noting	
Key Issues	
<ul style="list-style-type: none"> • NHS Employers Board • Leadership Panel – MCA expo 2018 • NHS Confederation • Healthcare Transformation Awards – June 2018 • South Yorkshire and Bassetlaw Accountable Care System – Urgent and Emergency Care • Accountable Care Partnership • CQC Local System Review Summit • Chief Executive Recruitment – STH • NHSE Primary Care Advisors' Visit • GP Practice Visits • Deputy Director of Communications and Engagement 	
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> 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?

Please attach if completed. Please explain if not, why not
There are no specific issues associated with this report

Have you involved patients, carers and the public in the preparation of the report?

Not applicable

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

NHS Employers Board

I attended the NHS Employers Board, the key areas for discussion were:

- **The Topol Review**
The group were informed about the interim conclusions of a review into the impact of technology and other development on NHS staff, and give their views on the possible implications on training, education and future jobs.
- **Health and care workforce strategy for England to 2017**
Headlines from the workforce strategy consultation were received and the group considered the role for employers taking forward recommendations.
- **Employer of Excellence**
The group considered the planned 'Employers of Excellence' initiative proposed by DHSC.

Leadership Panel – MCA expo 2018

I was invited to be part of the MCA expo '18 leadership panel. The panel was chaired by Caroline Eadson, Programme Manager – Building Capability, STH. The aim of the panel was to give the audience a varied view of what leadership is based on, and what our experiences have been

NHS Confederation

I attended the NHS Confederation Conference, which despite no new policy announcements, galvanised the direction of travel of integration across the system – both at Accountable Care Partnership level across the city (which we are progressing well), and at Integrated Care System level (South Yorkshire and Bassetlaw, which we are also progressing).

The longer term investment for the NHS was previewed and confirmed subsequent to the event, with £20bn investment over the coming years. With that investment will come a longer term plan for the NHS which will be developed over the summer, with an expected focus on Children (particularly mental health and obesity), cancer mortality, health outcomes and prevention.

There was a strong focus on workforce development, in retaining, retraining and developing our staff. Plus an emphasis on supporting our staff in health and wellbeing, both physical and mental

Healthcare Transformation Awards – Improving Cancer Outcomes Award

I am delighted and honoured to announce that we received national recognition at the 'Healthcare Transformation Awards' for improving cancer outcomes. The event was held at the ExCel in London on 27 June. Lesley Smith, Senior Commissioning Manager for Cancer was in attendance to collect the award for the 'Sheffield Markets Cancer Information Hub'.

The idea for the cancer information hub came from the work undertaken on the Macmillan information bus which was situated outside Sheffield markets and highlighted an unmet need for a demographic of people who wouldn't normally seek out support. Bringing the support service to these people in their community has opened up new opportunities to fill a "gap" in their knowledge of early diagnosis, supporting them to be more cancer aware and helping them to understand how and where to access help if they suspect cancer.

*'Working in collaboration with social movement, Macmillan cancer care, Age UK and Cavendish cancer Centre. The hub has been **inundated** with visitors seeking cancer advice and support. Information and data gathered from the people who have visited the cancer information hub is analysed and fed back to support further improvement work within the cancer portfolio. It is our ambition in Sheffield that we will re-dress the imbalances, through inequality, in cancer survival rates across the population and use our learning from this success to reach out to more people and as such improve their experiences of cancer and deliver better outcomes for them'.*

Louise Metcalfe Macmillan Primary care Quality Lead Nurse

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

Developing Integrated Urgent Care across South Yorkshire and Bassetlaw – The 21 CCGs across 3 Sustainability Transformation Partnerships (STPs) and the South Yorkshire and Bassetlaw Integrated Care System (ICS) together with NHS England (Dental) seek to jointly commission Integrated Urgent Care (IUC) services for the entire Yorkshire & Humber footprint. The process of Competitive Dialogue has been selected as the method of procurement most likely to enable the market and the commissioning organisations to bring together their individual knowledge and expertise to develop solutions that can meet the needs of the people of Yorkshire & Humber.

The Competitive Dialogue procurement was launched to the market on 24 April 2018, and comprises of 3 stages.

Stage 1 (pre-qualification) has now concluded, and a number of providers (shortlist) have qualified for stage 2 of the procurement.

Stage 2 will involve face to face dialogue with the shortlisted bidders, followed by written submissions.

The final stage (stage 3) will involve further dialogue with bidders followed by final tender submissions.

The commissioners expect to be in a position to announce the winning bidder in early December.

The start date for the new contract to start providing the services in Yorkshire & Humber will be on 1st April 2019.

The CCGs in South Yorkshire and Bassetlaw have designed an approach that will allow the regional 111 telephony and clinical advice service to integrate better with local urgent care services, aimed at making sure the patient has their needs dealt with more efficiently and where they need to be seen that they access the right local urgent care service.

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. The NHS Pathways 111 Online system which is provided by NHS Digital has now been tested with South Yorkshire and Bassetlaw OOH providers and went live in February 2018. Patients across South Yorkshire and Bassetlaw, when they contact 111 will hear a voice recording advising them that they can choose to access the service online, if they prefer. 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 Integrated Care System (CS) has commenced implementation of an **Escalation Management System** across South Yorkshire and Bassetlaw health economies. This will mean that a consistent view on system pressures is available within each health economy and across South Yorkshire and Bassetlaw. Each 'place' has agreed to implement this system that will enable them to manage escalation and system pressures more efficiently and consistently. The roll out has commenced and each place has developed a local plan to implement the system. Implementation in the Sheffield health and care system is currently being developed with all system partners being actively encouraged to embrace this online system. A workshop is being held on 28th July to discuss local plans and how the system can be used to help engender mutual support across South Yorkshire and Bassetlaw. 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 South Yorkshire and Bassetlaw UEC Programme has reviewed it's priorities for 2018/19 and the top three areas of focus for 2018/19 are;

1. Transforming 'urgent and emergency care transport' to increase the number of patients who are offered appropriate alternatives to conveyance to A&E departments
2. Understanding the models of care co-ordination outside of hospital; supporting patients to remain at home and avoid admissions

3. Improving patient flow in hospital, including a focus of care home and best practice across South Yorkshire and Bassetlaw in these areas.

Establishing a **clinical focus on Respiratory pathways** has been agreed by the UEC Steering Board and will become the 'clinical theme' running through the priorities. An initial baseline of work in being undertaken by each place will be established in the first instance.

Sharing best practice between the health economies continues to be a strong theme within the work programme and in the last month we have heard from Doncaster on their approach to escalation beds, their 'system perfect' approach as well as the successes that they have achieved by transforming care of frail patients.

Accountable Care Partnership

ACP activities have been provided in the ACP Programme Director's Governance Report.

CQC Local System Review – Summit

Sheffield was one of 20 areas selected for a CQC system-wide review, which was carried out earlier this year. The focus was on care of older people aged over 65. The report has now been published and a summit held to develop an action plan to take the recommendations forward. While we are making good progress in some areas, we know there is much more to do towards developing a truly joint approach and this was reflected in the review. Particular areas requiring improvement included discharges from hospital, which as you know we are focusing on already, and improving communication across health and social care services. The report also highlighted that more needed to be done to engage all staff and embed a joint approach between staff at all levels. Part of this will be developing a joint workforce strategy to tackle the challenges we are facing in Sheffield and to reduce pressure caused by staff shortages.

The hard work and commitment of health and social care staff across our organisations is also recognised, with the report finding that "staff were dedicated to providing high-quality, person-centred care" and with most people reporting positive experiences of the care they received.

The report recognises the start we are making to transform services by implementing new partnership initiatives and ways of working, such as the active recovery support service, OK to stay plans and neighbourhood working. The positive impact these joint approaches are starting to have for patients was highlighted and the CQC recommended that we continue to build on these to ensure older people have every opportunity to stay independent and well for as long as possible.

Chief Executive – Sheffield Teaching Hospitals

Following interviews for the Chief Executive recruitment on 14 June, the decision was made not to appoint at this time. Kirsten Major, Deputy Chief Executive will continue to be Interim Chief Executive once Andrew retires on the 15th August.

NHSE Primary Care Advisors' Visit

At the time of writing I am preparing for the NHSE Primary Care Advisors' visit. Ashley Moore (Deputy Head of Integration for Primary Care) and Joe McManus (GP Advisor to NHSE/ Chair of Oxford CCG) will attend the CCG on Tuesday 26 June. Their itinerary will include a meeting with Tim and I to discuss strategic approaches to Primary Care in SY&B, followed by a visit to Southall & Beighton where they will hear about person centred care and the work they are doing with people with diabetes, group appointments and volunteers.

GP Practice Visits

Tim and I have embarked on the GP practice visits; we both have found the discussions extremely helpful and informative. GP practice visits will continue throughout the year.

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

On behalf of the Accountable Officer

25 June 2018