



East Staffordshire CCG Briefing

September 2016

Welcome to the first of our quarterly briefings which we hope will give you an update on some of the issues that we at East Staffordshire CCG are focusing on at the moment.

In this briefing we cover:

- **our Local Delivery Plan for the future of GP practices**
- **the work going on across the NHS and Social Care in Staffordshire to develop plans for the future**
- **the Virgin Care Improving Lives contract**

Our future local GP services

We have devoted a lot of time and energy over the last six months developing a Local Delivery Plan (LDP) for East Staffordshire. The purpose of having a LDP is to agree a vision and a plan with our GP practices and our Governing Body for how best we can achieve having clinically and financially sustainable general practices in East Staffordshire within the next five years.

The LDP describes how we intend to address our immediate priorities facing general practice, including financial and growing workload pressures, increase challenges in recruiting and retaining GPs. It sets out how by 2021, general practices in East Staffordshire will work together to prevent ill health and support patients who become unwell to receive the care they need in the community and only be admitted to hospital where there is a clinical need for this to happen.

The LDP has been developed together with our Governing Body, GP Steering Group and the local GP Cooperative through a number of workshops and seminars during 2016. It has been shaped by the NHS Five Year Forward View and Staffordshire-wide policies and strategies and also builds on what we have heard from patients through key engagement events and a recent Patient Board survey.

The vision for East Staffordshire is that:

General practice within East Staffordshire will be vibrant and innovative delivering high quality, clinically effective and integrated care that is wrapped around the patient and not restricted by organisational boundaries.



We will do this by:

- Working in partnership to integrate patient care across general practice and encompass acute, community and voluntary sector services crossing organisational boundaries, to ensure that the patient is at the centre of everything we do
- Building a resilient general practice, empowered to shape the future of patient services
- Developing sustainable primary care services with a multidisciplinary workforce and delivering quality care in the most appropriate setting
- Empowering the population to stay as healthy as possible; giving greater control to self-care, educating patients on how to manage long term conditions and helping them live healthier lives for longer
- Ensuring that there are effective and efficient care pathways for patients who require hospital care and that care is wrapped around the patients' needs
- Supporting Practices to build resilience through developing the work-force and redesigning how care is delivered; through embracing new technologies, breaking down the traditional boundaries as to how and where care is delivered
- Ensuring that each patient with a long term condition and those who are vulnerable due to frailty, are given the opportunity to develop a personal care plan with a health professional, which will shape holistic care for that person
- Achieving financial resilience of general practice through facilitating joint working to achieve economies of scale
- Creating vibrant, innovative and active research hubs in East Staffordshire.

Our LDP was approved by our Governing Body at its June meeting and is available on our website <http://eaststaffscg.nhs.uk/publications/miscellaneous/429-local-delivery-plan-2016-2021>

We are now working with GPs, Patient Board and colleagues to do everything that needs to be done to help us achieve our aims.



Together We're Better / Sustainability and Transformation Plan

Like every health and care system in England, we are working with all Staffordshire NHS organisations – including CCGs and acute and mental healthcare Trusts, Staffordshire County Council and Stoke on Trent City Council, to produce a plan showing how we will deliver the NHS Five Year Forward View vision of **better health, better patient care and improved efficiency**.

These plans are called Sustainability and Transformation Plans (STP) and are designed to help drive genuine, affordable improvements in both patient experience and people's health for the longer-term.

Together We're Better is a commitment from all health and social care organisations in Staffordshire and Stoke on Trent that only by working together can we bring about the changes we need.

At this stage, plans are in draft form and proposals could change. More information can be found on the Together We're Better website <http://www.twbstaffsandstoke.org.uk/>.

Improving Lives Update

Virgin Care's role as Prime Contractor

As our Prime Contractor for the Improving Lives contract, Virgin Care is now responsible for services in East Staffordshire for adults with long term conditions, frail elderly people and also urgent/emergency care services for East Staffordshire residents.

Our joint aim is to keep people as active and able to manage their conditions as well as possible. This will help people live healthier, more fulfilled lives and will also reduce the pressure on the emergency services and hospital beds.

As Prime Contractor, Virgin Care has set up a number of subcontracts with partners to provide many of these services for example, with organisations which provide the relevant hospital services, such as Burton Hospital, and with the 111 service and with Age UK South Staffordshire for Care Navigators.

Virgin Care will be measured in the same way as any NHS organisation, on the quality and safety of services and also, which isn't usual, will gradually be measure against new 'patient reported outcome measures' which will be about how patients feel, having experienced care and support. Virgin Care will be using the same NHS



and patient outcome measures when monitoring the services its subcontractors are providing.

Virgin Care's role as Community Services provider

Virgin Care transferred staff and community services safely on 1st May 2016 and, to begin with, patients won't see many changes. Contact numbers for patients to use remain the same, unless they are notified otherwise by staff. Their staff will always let patients know in advance if there are any changes they need to know about.

Joining up care outside of hospital

Many people suffer from multiple conditions and have social care, mental health and other needs as well as a medical condition. This can mean their care and support needs are complicated and cannot all be met by one or two professionals. Virgin Care is taking a proactive approach to working with those people who are at high risk of being admitted to hospital if their care is not well managed.

Virgin Care is bringing together multi-disciplinary teams across organisations to ensure that they are meeting all the care and support needs of individuals. These teams include community matrons (experts in managing patients with multiple conditions and complex needs), district nurses, doctors, pharmacists, social workers, therapists, colleagues from the mental health Trust and colleagues from Age UK South Staffordshire.

These teams, led by community matrons, will ensure that they are identifying the people at most risk of assessment, and then they will carry out a full assessment of the person's needs, support the person to manage his/her own condition better, and develop and agree a care plan with the individual, which will be reviewed regularly.

While their aim would be to keep people at home, the community matrons within the multi-disciplinary team will be able to access community resources such as their Rapid Response Team and intermediate care beds to prevent hospital admissions if people do become too unwell to be safe in their own home.

Care coordination

The Care Coordination Centre is at the heart of the Improving Lives model and its aim is to make sure that people get the right services at the right time. At the moment there is a small Care Coordination team and this will grow over the coming months. This will help colleagues, such as GPs, who will be able to refer patients to the Centre, knowing that the team at the Centre will be able to sort out how best to respond.

There are many charities, support groups and small projects in East Staffordshire already supporting people with long term conditions. Virgin Care is looking at how they can best work in partnership with these organisations and make sure that people get signposted to the support they need.



Joining up sources of patient information

The sharing of up-to-date patient information is vital. Virgin Care has invested in an IT system that, with patients' consent, will allow information to be pulled from GP records, hospital records, district nurses and other care providers and create a single patient record which the Care Coordination team and appropriate staff at those organisations will be able to access to help support the person better.

Other IT support

There are many ways in which community staff, such as district nurses, can work more efficiently – such as having 'tablets' on which to record patient information when out visiting. These are being introduced later this year for these staff.

There are also many ways in which some patients can be given IT solutions to help them record and monitor their own conditions, or where their results will be able to be linked into the shared patient record. This won't be appropriate for all patients, and it won't be available for a while, but in the longer term will have many benefits.

Long term conditions – development of pathways

Virgin Care is working on reviewing the whole patient journey for people with long term conditions and frail/elderly people.

They have begun by looking at the most common conditions – diabetes, chronic respiratory pulmonary disease and heart conditions. They are working on these with colleagues from the hospital, GPs, national experts and will, of course, involve patients with those conditions. These pathways will continue to be developed over the coming months and will be introduced as soon as they are ready.

Emergency and unplanned care

Virgin Care are working with hospital and GP colleagues, looking at services for people with urgent and emergency health needs, to make sure that A&E works efficiently and that people can get the right sort of care they need, when it isn't necessarily A&E that they need. Over the coming months, Virgin Care will want to get local people's views on these services.

Citizens' Panel

Virgin Care has set up a Citizens' Panel because they want to involve local people in helping improve services and get feedback on their experiences and their suggestions. This isn't an actual 'panel' that meets formally, but a virtual network of members.

They would like to get people from all walks of life and from all parts of East Staffordshire to become members. People can sign up online on the Citizens' Panel website <http://eaststaffscitizenspanel.co.uk/>.

Our next quarterly CCG briefing will be issued in December. If you have any comments or if there are any items you would like to see covered, please contact deborah.neal1@nhs.net or call 07710 916 043.