

**Title:** Update Report –South Devon and Torbay Clinical Commissioning Group  
**Wards Affected:** All  
**To:** Health and Wellbeing Board **On:** 12 February 2014  
**Contact:** Dr Sam Barrell, Chief Clinical Officer  
**Telephone:** 01803 652 451  
**Email:** mollybishop@nhs.net (PA)

---

## 1. Achievements since last meeting

### 1.1 Pioneer Bid / Transformation

Our Pioneer aims are progressing well, and plans for the forthcoming years are as follows:-

- Year one – the formation of two community hubs (at least in outline form), with plans for a further three to be underway with a particular emphasis on the life course model.
- Year one and two – significant progress on the Joined-Up IT Strategy (to support hubs) and the joining-up of health information exchange across organisations and progress towards 7 day services.
- Year two – with transition complete, all further work plans across the economy to be re-aligned to transformation and integration.
- Years two onwards – development and delivery of three further hubs.
- Year five – Joined-Up IT Strategy to be fully implemented, 7 day services implemented and person centred community hubs with an emphasis on:-
  - Self-care and prevention
  - Decreasing inequalities in health and care
  - Improving population based health and care outcomes

The creation of an Integrated Care Organisation (ICO) locally is a great enabler for Pioneer, and the ICO will certainly work to support the delivery of the Pioneer vision. Teams of staff are currently working together to ensure that service-change projects are not duplicated as the Pioneer project progresses.

At the beginning of December, members of the Pioneer Board started the journey by attending the 'Integrated Care and Support Pioneers Inaugural Workshop', which:-

- Introduced pioneers

- Detailed partner organisations (including Monitor, Directors of Adult Social Services, Care Quality Commission, Department of Health, Public Health England, Local Government Association, NHS England, NICE, NHS IQ, Think Local Act Personal, and National Voices)
- Clarified shared expectations of, and commitments to the programme
- Detailed how the support programme will work
- Initiated the open learning community for developing and sharing knowledge and solutions

Pioneer sites will be required to report good outcomes in integration and the expectation is that metrics and measurements will be set nationally.

## **1.2 Acquisition**

During last year, conditional support was given to the Full Business Case for the acquisition of Torbay and Southern Devon Health and Care NHS Trust by South Devon Healthcare NHS Foundation Trust (Torbay Hospital) to create a single Integrated Care Organisation (ICO).

Monitor (the Foundation Trust sector regulator) is required to assess the case from the Foundation Trust perspective, and following a self-assessment, the Office of Fair Trading may be required to formally assess the competition aspects.

The CCG is a member of work-stream and committee groups established to manage the merger, the governance arrangements, and to ensure that the system integrates in line with our whole system aspirations.

The assumed 'go-live combined ICO' date is likely to be this autumn.

## **1.3 Engagement Events**

The themes that emerged following the engagement events that the organisation hosted in the last 4 months of last year included:-

- Need for better communication – between providers and to patients – including directory of services for patients, so people know who to contact for what & when
- Education, prevention & self-care. People want to know more about their condition, what it is, how to manage it.
- Accessibility of services is important – opening hours, public transport, buildings that are fit for purpose. Includes access to information, linking to theme of communication
- Reliability of services, consistency – knowing who will come to see them and when. Continuity of care, relationship building with carers important to make people feel safe
- Make more use of voluntary services to help people live at home, using support already in community, "neighbourliness"

These themes and the detailed notes taken at the events will be analysed further to inform our plans and priorities.

## **1.4 Strategic Public Involvement Group (SPIG)**

The SPIG continues to:-

- Support the CCG to be community focused at all stages of commissioning
- Represent and share feedback from patients, carers, the public, the voluntary sector and Healthwatch (Devon and Torbay) to ensure that experiences influence commissioning decisions

During its first 12 months, SPIG has:-

- Developed its understanding of:-
  - Health and care commissioning
  - The shifting balance between primary and secondary care
- Debated a range of commissioning areas including self-care, mental health, carer support and urgent care
- Implemented a schedule for the CCG to share plans with SPIG members, allowing important issues to be raised within the community
- Continued to share one-way patient feedback to the CCG
- Ensured patient representatives are involved on key redesign boards

Chris Peach has been Chair of the group since its inception, however he has recently been appointed as a Non-Executive Director of Patient and Public Involvement to the CCG's Governing Body, where he ensures the voice of the public is heard and the interests of patients and the community remain at the heart of CCG work.

## **1.5 Localities Commissioning Groups**

The development of Community Hubs based around our 5 localities forms a fundamental part of our vision of future commissioning and service provision. Our aim is that the Joined-Up concept is reflected at the locality level with health, social care, and community and voluntary groups all working together to achieve the overarching CCG commissioning intentions but adapted to local provision. We envisage that patient and public involvement is a key part of this; one move in this direction which has just occurred is that the Practice Patient Participation Groups have opted to link themselves together at a locality level rather than across the whole CCG footprint, recognising that this enables them to have a greater say in the way services are organised locally.

## **2. Challenges for the next three months**

### **2.1 Challenge Fund**

GP surgeries have until 14 February 2014 to apply for part of the NHS England £50m 'Challenge Fund' aimed at piloting appointment access improvements. At least 9 pilot sites across the country will explore ways to extend access to GP services to better meet local patient needs, including:-

- Longer opening hours, including weekends

- Access to various GP surgeries within their local area
- Appointments via telephone, email, webcam and instant messaging
- Online patient registration
- Tele-care and healthy living apps

## **2.2 Acquisition process**

## **2.3 Ensuring good progress on pioneer implementation**

## **3. Action required by partners**

Please see separate papers relating to the CCG Integration Plan and the Better Care Fund.