

Integrated Care Group

Chairs:

Dr Jagan John, Clinical Lead, Barking and Dagenham Clinical Commissioning Group

Jane Gateley, Director of Strategic Delivery, Barking Havering and Redbridge Clinical Commissioning Groups

Items to be escalated to the Health & Wellbeing Board

- None

Meeting Attendance

25 November 2013: 59% (10 of 17)

23 December 2013: 38% (6 of 16)

Performance

Please note that no performance targets have been agreed as yet.

Action(s) since last report to the Health and Wellbeing Board

- The group receives a monthly update on the development of the Joint Assessment and Discharge Service (JAD) at BHRUT; the group was notified that following London Borough of Redbridge pulling out of the service at this stage, the service proposals have been reworked and the revised proposals were agreed at the Urgent Care Board in November 2013.
- The B&D Integrated Care Group discussed the EoL update paper at both the November and December meetings, developing the content to frame the discussion for the H&WBB in February 2014.
- The Group was updated on the funding awarded for end of life training within Barking & Dagenham. Gold Standards Framework training will be delivered by Saint Francis Hospice to care homes and domiciliary care providers; work to encourage care homes and domiciliary care providers to sign-up to the training programme has started. Within B&D a localised training plan has been developed for delivery to general practice.
- The group received its monthly update on the Community Services development. In September, B&D CCG Governing Body approved the trial of a new model of intermediate care. In the trial, to run Nov 13-Mar 14, the Community Treatment Team service extended its hours from 8am – 8pm to 8am – 10pm and has now 'gone live' in Redbridge with an Acute Hub at King George Hospital. The Intensive Rehabilitation Service which delivers rehabilitation services in patient's homes has gone live with a Dashboard developed to monitor weekly progress. NELFT continue to operate weekly project meetings to work up the operational detail of their proposals in partnership with health and social care colleagues. It was agreed this trial would 'double run' with the existing community bed based intermediate care services to provide opportunity to test the effectiveness of the new model. The approval was subject to the condition that intensive engagement with service users was be undertaken during trial period. An engagement plan has been developed in

B&D to maximise engagement both of potential service users, and those who have been supported by the Community Treatment Team and Intensive Rehabilitation Service. The engagement strategies seek to understand patient thoughts about the proposed model and their experience of using the new services to inform further development. Engagement strategies will be jointly undertaken by NELFT and the BHR CCGs and include:

- NELFT Patient Engagement Forum

- Exit surveys completed by patients who have been through IRS and CTT services

- Patient satisfaction survey

- Follow up phone calls to patients post discharge from IRS/CTT- a standardised 'script' has been developed to illicit information regarding patients experience of the new services

- CCG Patient Engagement Forum

- Healthwatch focus group

- Richard Vann from Healthwatch presented a 'Enter and View' report which detailed the findings of patient and family experience from a visit to Sunrise A&B wards in August 2013 and the BHRUT action plan published in response to the recommendations.
- A paper was presented to update sub group members on progress developing the local approach to the Better Care Fund (previously ITF). Detail of the plans and metrics are being worked up and a final version will be shared for discussion at the HWBB meeting in February 2014.

Action and Priorities for the coming period

- The group will continue to monitor Integrated Case Management performance, reporting progress to the Health and Wellbeing Board and escalating issues as required. Risks identified by the ICM ops group will be escalated to the Integrated Care Subgroup where appropriate.
- An End of Life paper outlining current provision in Barking and Dagenham and identifying gaps in service is being sent to the Health and Wellbeing Board in February from the Integrated Care Sub Group, to frame End of Life discussion.
- The Integrated Care subgroup will receive a regular update on the delivery of the end of life training programme for general practice, care home and domiciliary care providers.
- The integrated care subgroup will continue to discuss Community Services developments and update the Health and Wellbeing Board on progress.
- The Better Care Fund is now a standing item on the agenda of the Integrated Care group; the group will discuss ITF developments and update the Health and Wellbeing Board on progress going forward.
- The Integrated Care subgroup will continue to discuss Frail Elder developments and update the Health and Wellbeing Board on progress.

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