Title: Update on Urgent and Emergency Care Services Transformation (Vanguard) Programme

Report of the Barking and Dagenham, Havering and Redbridge (BHR) Systems Resilience Group

Open Report | For Information

Summary:

This report gives Members an update on the work to transform Urgent and Emergency Care (UEC) services across Barking and Dagenham, Havering and Redbridge. This work is led by the System Resilience Group, a partnership of NHS and local authority partners. The transformation programme successfully bid for funding from NHS England for 2015/16, and is the only UEC “Vanguard” programme in London.

Recommendation(s)

The HASSC is recommended to:

(i) Note the update included in the report

(ii) Note that a verbal update will be given at the meeting on ongoing research and co-design activity as indicated within the report.

Reason(s)

This report relates to the Council’s priority to ‘enable social responsibility’ and under it, the objective to ‘ensure everyone can access good quality healthcare when they need it”. The issue of urgent and emergency care services relates to the HASSC’s function to scrutinise any matter relating to the planning, provision and operation of health and social care services in the borough accessed by Barking and Dagenham residents.

1. Introduction and Background

1.1 Barking and Dagenham, Havering and Redbridge residents live in one of the most challenged health and social care economies in the country when it comes to the quality of services and the available finances to deliver them.

1.2 NHS and local authority partners across Barking and Dagenham, Havering and Redbridge (BHR) are working together on transformation of the urgent and emergency care services in our area through the System Resilience Group (SRG).

1.3 In 2015, the NHS invited individual organisations and partnerships to apply to become ‘vanguards’ for the new care models programme, one of the first steps towards delivering the NHS Five Year Forward View and supporting improvement and integration of services.
1.4 In late July 2015, BHR Systems Resilience Group was announced as one of eight vanguards in the third wave of the funding programme. Urgent and emergency care vanguards will develop new approaches to improve the coordination of services and reduce pressure on A&E departments. BHR is the only UEC vanguard in London.

1.5 An update was shared with stakeholders in early February 2016 and is attached as an appendix.

2. **Our challenge**

2.1 Our ambition is to radically transform local UEC services, removing the barriers between health and social care and between organisations.

2.2 Our vision is in line with the Keogh Urgent and Emergency Care Review, which proposes a “fundamental shift in the way these services are provided to all people of all ages”.

2.3 Together with patients, carers, local representatives and staff, we want to create a simplified, streamlined urgent care system, delivering intelligent responsive urgent care for local people, using the latest technology to create a smart digital platform to personalise the help that individuals get as soon as they make contact.

2.4 This digital platform will also allow health and social care professionals to share access to and update patient care records, regardless of which setting they are seen in. Work is currently underway to scope how we achieve a secure and robust link between the various systems used by the SRG partners.

2.5 A business case for funding for the programme in 2016/17 was submitted to NHS England on 8 February 2016. We are bidding for a share of a £12million funding allocation that all eight UEC vanguards have bid for.

2.6 We expect an announcement from NHS England before the end of March 2016 to confirm the allocation we will receive, and will update the committee at the meeting. Following the announcement, we will review the current programme of work proposed for 2016/17 to ensure it is in line with the guidance we receive from NHS England.

3. **Research, engagement and consultation**

3.1 As a partnership, we are committed to putting patients and carers at the heart of what we do. We also know that staff and local representatives have ideas and experiences that will help us shape the future.

3.2 Significant research is currently underway across Barking and Dagenham, Havering and Redbridge to provide a sound baseline assessment of local people’s understanding of UEC services, to start to test the proposed “Click, Call, Come in” model and to look at where we can involve local people in co-design of services in future.

3.3 A telephone survey has gathered views from 3,000 people across the three BHR boroughs, with data analysed by core demographics on a borough basis. We are also specifically looking for views from people we know to be high users of our
existing UEC services, such as parents of young children, carers, people with long term conditions, and older people.

3.4 Our three local Healthwatch organisations helped to co-design the survey questionnaire and have also been commissioned to carry out 1:1 interviews and focus groups in the three boroughs to provide more qualitative data.

3.4 Findings from both pieces of research informed a stakeholder co-design workshop on 17 March 2016. We will update this committee with the findings from the workshop and the proposed next steps at the meeting.

3.5 All partners are asked to communicate and engage with their own staff, with support from the SRG. The three boroughs’ clinical commissioning groups undertook engagement with local GPs in March.

Background Papers Used in the Preparation of the Report:


List of appendices:

Appendix 1: Stakeholder update – February 2016