

Report of the Chairs of NEW Devon and South Devon & Torbay Clinical Commissioning Groups for Devon Health and Well Being Board meeting

Recommendation

The Health and Wellbeing Board notes the updates and progress within the Devon health and care system.

Introduction

The following paper provides updates on CCG business, Devon-wide and national developments within the NHS. It is intended to provide the Health and Wellbeing Board with summary information to ensure that members are kept abreast of important developments affecting the NHS.

CCG BUSINESS

Primary Care Networks

- Devon CCG has approved 31 applications for Primary Care Networks (PCNs) and these are currently under development. Each PCN has identified a Clinical Director.
- Each PCN application received was approved and all practices in Devon are confirmed as part of a PCN. This means that Devon's population will begin to receive PCN-provided services from 1 July 2019.
- There has been extensive joint working between practices and the CCG on PCN configuration.
- PCNs build on core current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care.

Inaugural Celebrating You Awards

- The CCG's inaugural Celebrating You Awards took place on 18 June.
- The awards were set up in response to feedback from staff and recognise excellent achievement by people at the CCG.
- Congratulations to everyone who was shortlisted – and thank you to all those who submitted nominations.
- The awards are being used to showcase the achievements of staff internally and externally.
- Holsworthy Community Involvement Group won the collaboration of the year award. This is a joint initiative between **Devon County Council**, NHS Devon Clinical Commissioning Group, Northern Devon Healthcare NHS Trust and the community of Holsworthy to design services in the area.

Annual report 2018/19

- The annual reports of Northern, Eastern and Western Devon CCG and South Devon and Torbay CCG were submitted to NHS England at the end of May and have now been published.
- NEW Devon and SDT ended the year with planned deficits of £20 million and £5 million, respectively, in line with the plans agreed with NHS England at the start of the financial year.

- By delivering these year-end positions, the CCGs met the financial conditions necessary to receive money from the Commissioner Sustainability Fund (CSF), which was introduced by NHS England to incentivise financial performance. This money fully offset the planned deficits and meant the CCGs ended the financial year in balance.
- This demonstrates the progress the CCGs have in delivering improved financial performance.
- There are financial challenges ahead, not least due to an anticipated steep rise in demand in coming years, but STP partners are working together to rise to these challenges through the Devon NHS Long Term Plan.

Embedding new values and behaviours in the CCG

- The CCG's Working Together group, made up of more than 30 volunteer staff members, met for the second time in May and discussed ways of embedding behaviours that support the CCG's new values.
- A short staff survey has been launched asking two questions on how well we currently demonstrate the new values and behaviours.
- The outcome will help provide a baseline against which progress can be measured.
- The vision, mission and values underpin everything we do.
- Vision: Working together for Devon
- Mission: Working together to commission the right services that improve the lives of those who live in Devon
- Values:

One team

- We think corporately, but act locally
- We work together with staff, partners, patients, families, carers, communities and professionals to commission the right services for our population
- We share information, skills and resources

Respect for all

- We treat people with respect and compassion
- We listen to understand people's priorities, needs, abilities and limits
- We are open, honest and transparent
- We take our own health and wellbeing seriously

Quality in everything we do

- We develop safe, effective and accessible services
- We make decisions that are evidence-based, cost-effective and innovative
- We recognise achievements and celebrate success
- We take pride in our work and learn when things go wrong

Everyone is a leader

- We lead by example
- We demonstrate leadership and expect to be held responsible for our actions and performance
- We are accountable to each other, and to our population
- We are responsive, consistent and professional

DEVON-WIDE ISSUES

NHS Long Term Plan update

- Engagement on Devon's version of the [Long Term Plan](#) is due to begin this month. This will be aligned with Devon County Council's Health and Wellbeing Board's strategy refresh.
- As well as pan-Devon engagement on strategic issues like technology and workforce, Local Care Partnerships (LCPs) in each locality will use their local knowledge to play a key role in designing and delivering the engagement.
- Engagement that has been undertaken recently or is currently in progress will be taken into account as part of the process.
- LCPs will be expected to use a range of techniques and involve key local stakeholders and partners in the process.
- The STP is working with local partners and stakeholders to make sure as many people and groups can participate in engagement.
- The aim of the engagement is to make sure Devon's plan is relevant to local needs and clearly sets out the Devon system's vision for the future.

Mental Health

- **A garden co-designed by HRH The Duchess of Cambridge will be making its way to the Dewnans Centre** at Langdon, Dawlish. Devon Partnership NHS Trust successfully bid for the garden, which was displayed at this year's RHS Chelsea Flower Show, as part of the RHS' 'Greening Great Britain' campaign for health and the environment. The trust hopes the garden will provide 'a sanctuary, a spiritual and peaceful space for patients, staff and carers to enjoy'. The woodland design by the Duchess and landscape architects Andree Davies and Adam White featured a crafted hollow log, a den, waterfall, stream and tree house.

NATIONAL NEWS

NHS 111 prevents more than 12 million unnecessary A&E visits

- The NHS 111 urgent care advice line has saved over 12 million unnecessary A&E visits, figures from NHS England and Improvement have revealed.
- There were 80 million calls to 111 between its foundation in April 2011 and September 2018. Analysis of calls over that time shows that more than one in four people, 28%, would otherwise have had to go to A&E. One in six, 16%, would have phoned for an ambulance, meaning 111 prevented three million 999 calls that could have resulted in unnecessary ambulance call-outs.
- Increasing numbers of people are getting the health care help they need by phone or online without having to spend time in A&E or call an ambulance.
- The NHS 111 service dealt with almost 75,000 extra calls over this winter, with the proportion of calls receiving input from a clinician increasing to 53.7% in March 2019, compared to 48.8% in March 2018.