

HEALTH AND CARE GENERAL UPDATE PAPER

Joint Report Joint Associate Director of Commissioning (Devon County Council and NHS Devon CCG) and the (Interim) Director of Commissioning – Northern, Eastern and Southern Devon (NHS Devon CCG)

1. Recommendation

- 1.1 That the Health and Adult Care Scrutiny Committee receives this report and agrees this model for receiving future updates and general information responding to specific actions or requests during committee meetings. Areas within this and future general update report could then be scrutinised further, should more information be required.

2. Purpose

- 2.1 This general update paper is intended to meet the needs of Scrutiny and can be developed further. Its purpose is to respond to specific questions from previous meeting (sections 3-5) and update on latest news (section 6).

3. GP practice update

3.1 The number of GP practices with a single GP

- 3.1.1 There are currently 6 of the 128 GP Practices in Devon where the contract is held by an individual GP:

- Parkview Surgery (Plymouth)
- Estover Surgery (Plymouth)
- Barton Surgery (Plymouth)
- Raleigh Surgery (Exmouth)
- Wyndham House Surgery (Silverton)
- Buckland Surgery (Newton Abbot)

- 3.1.2 That does not mean they are the only GP working within that Practice, rather that they are individually responsible for delivery of services as their contract requires.

- 3.1.3 They will typically have salaried or locum GPs who assist in meeting the needs of the patients registered with them, as well as other healthcare professionals such as nurses, health care assistants, pharmacists.

- 3.1.4 We have recently undertaken a supportive assurance assessment to determine how, should something happen to the individual GP that holds contractual responsibility, services would continue to be provided. This has led to opportunities for improvement being identified and we are progressing this in conjunction with the GPs concerned.

3.2 The percentage of Devon residents registered with a GP

- 3.2.1 It is impossible to quantify exactly how many Devon residents are registered with a GP, whether that GP is within Devon or elsewhere. This is primarily due to restrictions on how patient level residence information can be used; it must only be used for purposes relating directly to the delivery of care to patients. This also means that we are not able ascertain the numbers registered to a Devon GP but living in Somerset or Cornwall, or vice versa. Those numbers will however be relatively small.
- 3.2.2 What we are able to ascertain, when comparing high level residency numbers with registration numbers, is that the total number of patients registered with a GP Practice located in Devon is slightly higher than the number of persons reported as being resident in Devon. This would suggest that even allowing for boundary issues previously mentioned, the percentage of Devon residents registered with a GP is very high.

3.3 Recent changes

- 3.3.1 On the 1 April 2019 there were two separate practice mergers:
- In Plymouth: Pathfields Practice merged with Crownhill Surgery and Armada Surgery
 - Pembroke House Surgery (Paignton) merged with Parkhill Medical Practice (Torquay)
- 3.3.2 Additionally, in April the partners at Mannamead Surgery (Plymouth) informed the CCG that they wish to end their contract to provide general practice services. An interim provider has been appointed and the CCG are about to start a formal process to find a long-term provider.

3.4 eConsult

- 3.4.1 Currently 59% of practices across Devon are live with eConsult and during April over 4200 eConsults were submitted across Devon.

3.5 DCC Health and Adult Care Scrutiny Committee Member invitation

- 3.5.1 NHS Devon CCG would like to invite Committee Members to consider visiting a number of GP Practices across Devon as part of their wider programme of visits across the health and care system.

4. South West Ambulance Service Foundation Trust (SWASFT)

- 4.1 The Adult Health and Care Scrutiny Committee has requested: *Data relating to urgent and emergency care NHS 111 and 999 calls and the proportions and numbers leading to emergency admissions; and more information was requested on response times, use of NHS 'apps'*

4.2 Sources of incidents

4.2.1 Ambulance Incidents originated from three identified source groups:

- Healthcare Professional (HCP): Incidents originating from a Healthcare Professional who has had contact with the patient and recommended an ambulance response;
- NHS 111: - Incidents where the patient has initially contacted the NHS 111 Service and an ambulance response is required following triage, and;
- Public (999) - All other sources of ambulance incidents, including general public and other emergency services

4.2.2 The table below provides a breakdown of number of ambulance incidents across the three source groups and the over number of calls that result in the patient being taken to an Emergency Department.

	2018-19	2017-18
Total calls	215,484	215,380
To 999	141,999	140,076
From HCP	26,406	27,056
To 111	47,079	48,248
Calls resulting in patient admitted to ED	102,071 (47%)	99,298 (46%)

4.3 Response times

4.3.1 Response times to are broken down across four categories that denote the seriousness of the incident. NHS England has produced a series of very short clips (links provided in the headings below) explaining a little more about the category definitions. that range from Category 1 - life threatening to Category 4 - less urgent calls. In Devon the following mean response times across the 4 categories are:

- [Category 1 – Calls for life threatening illnesses and injury](#)
The monthly mean response times for category 1 incidents for 2018-19 range from 6 mins 48 secs (January) to 8 mins 54 (May)
- [Category 2 – Emergency calls](#)
The monthly mean response times for category 2 incidents for 2018-19 range from 22 mins 36 secs (April) to 28 mins 30 secs (January)
- [Category 3- Urgent calls](#)
The monthly mean response times for category 3 incidents for 2018-19 range from 48 mins 42 secs (April) to 1 hr 17 mins 24 secs (May)
- [Category 4 – Less urgent calls](#)
The monthly mean response times for category 4 incidents for 2018-19 range from 1 hr 29 mins 6 secs (February) to 3 hrs 2 mins 24 secs (June)

4.4 Use of apps

- 4.4.1 The NHS Apps has been launched in most areas of the South West. The NHS App and indeed the new online NHS111 (nhs.111.uk) services both signpost people with emergency medical need to call 999.
- 4.4.2 The NHS App is not planned to in anyway replace the 999 Ambulance Emergency service. SWAST is engaged with the NHS Digital team developing the NHS App to understand what future benefit there may be to Ambulance Trusts, for example patients using their NHS App login and showing attending Ambulance crews some of their medical history which can be accessed through that App. However, technology, process and governance roadmaps for any future benefit have not yet been mapped by the NHS Digital team.

5. Digital Innovation and the Integrated Care System

5.1 The STP Digital Strategy

- 5.1.1 Devon has a system-wide Digital Strategy which aims to accelerate innovation through organisations working together. Digital has been a key component of the STP, this will continue into the development of the Devon Long Term Plan.
- 5.1.2 2018/19 was the first year of the current digital strategy. It has delivered online GP access, with over 600,000 patients in Devon able to benefit from 24-hour online access to their GP practice.
- 5.1.3 During 2018/19, funding of £8.7m was secured from the Health System Led Investment (HSLI) in provider digitisation. This funding has been made available to support the digitisation of acute, ambulance, community and mental health providers.
- 5.1.4 An additional £475k has been secured to support the pilot of a Digital First Accelerator General Practice for Plymouth and Devon.

5.2 Digital principles of Devon health and care organisations

- Work towards a digital record that “Feels Like One System” based around the citizen and clinician
- That all organisations within Devon work to common standards for data structures, technology and information sharing
- Optimise and make best use of any funding sources to ensure that we maximise income within this programme of work
- Work collaboratively and apply a “Do it Once” methodology across the county
- Make the best use of national IT systems
- Make best use of our combined procurement power to ensure financial sustainability

5.3 STP Digital Priorities 2019/20

5.3.1 In 2019/20, there are several work programmes that are underway that will support the delivery of STP digital priorities, summarised below:

Priority	Example of what this means
Feels Like One System	System wide access to primary care information
Digital Citizen	Patient access to online consultation in primary care
Harnessing Information	One Devon Dataset

5.4 DCC ICT Strategic Roadmap 2018 - 2021: investing in your digital transformation

5.4.1 Our ICT Strategic Roadmap themes are aligned to the STP digital priorities. We have adopted the STP digital principles to inform the work of the council including in delivering social care duties. We have:

- Invested in a Digital Platform providing capability to build digital services around those using it
- Microsoft Office 365 technology support co-located staff now working in the County Hall Annexe
- Future options for ASC case management system capability extended to include our STP partners
- Ensuring that our own systems are modern and interoperable, GOV Wi-fi has been implemented across all council social care sites to allow health and social care staff to work effectively
- Supporting the development of Technology Enabled Care Services (TECS)

6. NHS Devon CCG communications update

6.1 Primary Care Networks

6.1.1 In January 2019 the NHS long-term plan included the ambition for every practice in England to be part of a local Primary Care Network by the end of 2018/19. Over the past few years many practices have already been working together and with other local organisations to provide joined-up services covering primary, community, mental health, social care, and pharmacy.

6.1.2 As the Long Term Plan for Devon develops and the system looks to implement the Integrated Care Model, Primary Care Networks will be a key structure across Devon that further supports the journey we're on. Practices have long been working together across Devon and ever tailoring their offer to meet the changing needs of the population and how they might want to access care and support.

6.1.3 Social prescribing will be key aspect of Primary Care Networks that will receive funding for social prescribing link workers in 2019/20. The King's Fund has just published Primary Care Network 'explainer' on it's website in a typically accessible and interactive way.

6.2 New Mother and Baby Unit (MBU) in Exeter

- Jasmine Lodge is set to accept its first admissions towards the end of May
- The new, state-of-the-art unit will mean that significant numbers of local people with mental health needs, and their families and supporters, will no longer need to travel outside Devon for their care and support

6.3 NHS Long Term Plan update

- Devon is developing its own version of the Long Term Plan and local engagement is taking place in June and July 2019
- The proposed seven themes of the engagement are: greater focus on population-based health outcomes; helping people to live healthier lives; enhancing how we help those needing mental health support; improving out-of-hospital care; better integrating health and social care services reviewing and developing hospital-based clinical services; children and early start
- The outcomes of the consultation will influence the final plan, which will be submitted in October 2019
- The engagement is timed around meetings of Devon's three Health and Wellbeing Boards, two health scrutiny committees and CCG governance requirements
- Local Healthwatch organisations ran two surveys in April 2019 and have been commissioned by Healthwatch England and NHS England to run nine focus groups (three in each of Devon, Plymouth and Torbay) – and these are covering cancer, lung and heart disease and dementia
- The STP is working with local partners and stakeholders to make sure as many people and groups can participate in engagement

6.4 Delivering STP objectives

6.4.1 Devon CCG is aligning its corporate objectives with those of Devon Sustainability and Transformation Partnership (STP), which are:

- Accelerating the digital opportunities for the system – fewer, more integrated and interoperable, care record systems and transformation of access to care through technology
- Development of a Peninsula Clinical Services Strategy
- Piloting the implementation of the national community models for mental health to improve the interface between primary and secondary care, development of patient services, work on geographical scope of specialist services and the relevant shifts in investment required
- Addressing inequalities by ensuring resources are deployed in line with strategic ambitions and population needs and outcomes
 - Investment in prevention to support people's needs in better ways, alternative to traditional care settings, to impact on demand in 2019/20
 - Implementation of the Integrated Care Model (ICM) blueprint agreed in 2017
 - Implementation of the workforce strategy

- The CCG's work will focus on delivering these objectives during 2019/20 and all system partners are being encouraged to do the same

7 Adult Care and Health communications update

7.1 Joint Health and Wellbeing Strategy

7.1.1 The HWBB board received an [update on the development of the Joint Health and Wellbeing Strategy](#) that is being refreshed. The report outlined the draft priority outcomes and the [timelines for production](#), including a consultation period over the summer to ensure the people of Devon are able to have their say.

7.2 Loneliness campaign

7.2.1 The '12 days of Christmas' Loneliness campaign that the Health and Wellbeing Board requested over the Christmas and New Year period. Here is an [update](#) on how the campaign was received. Here are [the messages](#) that our Communications Team developed. In terms of the reach of the campaign messages, they were viewed 791,000 times.

7.2.2 The commitment across Devon to ending loneliness is further demonstrated with the signing of Devon's charter to end loneliness by the chairs of the Devon Health and Wellbeing Board, the Devon Sustainability and Transformation Partnership and Healthwatch Devon.

7.2.3 You might have seen [Eat together for Age UK Exeter](#), an initiative to bring people together to share the psychological, social and biological benefits of eating with others. Other similar initiatives going on in your areas that you can personally support.

7.3 Proud to Care

7.3.1 Our Proud to Care campaigns continue to go from strength to strength, particularly the Ambassador service that now contains 245 Ambassadors working across many different areas in health and care across schools, colleges, universities and jobs fairs. Proud to Care was also launched locally in Torbay in March, with 30 new Proud to Care Ambassadors being registered from social care at the event.

7.3.2 Proud to Care Ambassadors worked together at the National Apprenticeship Show at Westpoint in January including representatives from Devon Partnership Trust, Royal Devon & Exeter hospital, Devon County Council, Torbay and South Devon NHS Foundation Trust and Livewell South West all working together to promote apprenticeships in health and care on behalf of all the STP organisations. There will also be a joint Proud to Care stand at the Devon County Show in the #WeAreDevon marquee, with 4 representatives from different STP organisations working together to promote the health and care sector.

7.3.3 The current Proud to Care advertising campaign is hoping to attract young people to careers in care and health. It focuses on a [short film clip](#) of 17-25 year old care and health workers in their roles to excite young people to find out more about the range of opportunities available. The film clip will be publicised on www.proudtocaredevon.org.uk, Instagram, Snapchat, Facebook, You Tube, Google.

7.4 Adult Social Care Green Paper

7.4.1 We still await the publication of the much-anticipated Green Paper on Adult Social Care that will set out how adult social care will be funded in the future. The delays have been well documented and as yet a publication date has still not been set. Another key publication is the Prevention Green Paper, expected later this year. This will be a key document that will set out government thinking on prevention and the improvement of population health; district and city colleagues are key partners in this area, leading on many aspects of population health and wellbeing.

7.5 Provide Engagement Network (PEN)

7.5.1 This month was the [PEN Conference](#). The PEN is main way for Devon County Council and NHS Devon to engage with providers of adult health and social care services. The conference was titled: “Serving everyone: meeting diverse needs in changing times” and was an opportunity for providers to maximise business opportunities, celebrate success and share good practice based on the lived experiences of people from a wide range of backgrounds. There were four workshops on the [agenda](#) and Cllr Leadbetter participated in a question and answer session that was very positive in continuing to hear the provider experience.

7.6 Personal assistant recruitment campaign

7.6.1 Devon County Council has just launched a campaign to encourage people into the role of Personal Assistants. The support activities described in the adverts are wide-ranging, as they include types of support which might be purchased by self-funders.

7.6.2 The adverts will direct people to the [PA network webpages](#) of Pinpoint where they will be able to find out what working as a PA entails. Real-life PA case studies will be added to these webpages emphasise the hands-on, personal care aspects of the work.

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Electoral Divisions: All

Cabinet Member for Adult Social Care and Health Services: Councillor Andrew Leadbetter

Chief Officer for Adult Care and Health: Jennie Stephens

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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BACKGROUND PAPER DATE FILE REFERENCE

Nil