

CCG UPDATE PAPER

Report of the Chair of NHS Devon CCG.

1. Recommendation

- 1.1 That the Health and Wellbeing Board is recommended to –
- i) note the report;
 - ii) to delegate to the Director of Public Health, in consultation with Chair and Vice Chair, final approval of the Long Term Plan before submission on the 15 November 2019.

2. Purpose

- 2.1 To provide an update on latest news from the Clinical Commissioning Group.

3. NHS Long Term Plan update

- 3.1 Devon is developing a local version of the NHS Long-Term Plan, called Better for you, Better for Devon. The plan will make sure we are fit for the future, providing high quality care and better health outcomes for people and their families, through every stage of life.
- 3.2 People across Devon have helped to shape the future of health and care in the county by sharing their views in the Long-Term Plan (LTP) engagement programme, which launched on 11 July and closed on the 5 September 2019
- 3.3 The engagement took a two-tier approach, engaging stakeholders at a strategic level across geographical Devon, and a second tier during which local engagement was undertaken by Local Care Partnerships in the Northern, Eastern, Western and Southern areas of Devon (LCP).
- 3.4 Multiple channels of engagement and participation were used, incorporating online surveys, focus groups, face to face questionnaires and telephone interviews across age groups from 16 to over 75's.
- 3.5 Healthwatch Devon are currently evaluating the engagement and will provide assurance, through an independent report, on all the findings from the engagement which will be published in October.

3.6 Next steps –

Date	Action
30/09/19	Review of draft plans by regional teams
Approximately 11/10/19	Feedback from NHE/I regional teams
October	Review and update of plan including narrative and technical information in response to feedback and continuing local planning.
10– 17 October 2019	System review / assurance meetings – dates / times and attendees tbc.
04/11/19	Amended system plans shared with regional teams.
15/11/19	Final narrative Strategy Delivery plans agreed with system leads and regional teams and submission of completed Strategic Planning Tool (technical templates).
Early December 2019	Aggregated national Strategic Implementation Plan published

3.7 Submission dates are not aligned with scheduled meetings of committees of the Local Authority, therefore the Health and Wellbeing Board is recommended to delegate to the Director of Public Health in consultation with Chair and Vice Chair, final approval of the Long-Term Plan before submission on the 15 November 2019.

4. The quality of health and care services in Devon

4.1 The CQC has updated all of the [local area profile documents](#). Of particular note locally is that 100% of GP surgeries in the DCC footprint are rated either Good (77%) or Outstanding (23%), better than national and comparator averages. And, adult social care provision within the DCC footprint also continues to be rated as better quality than national and comparator averages

4.2 GP practices across Devon have also been praised after achieving excellent results in the [annual national patient survey](#).

- 88% of patients described the overall experience of their GP practice as good or very good
- 90% of patients reported feeling that the healthcare professional at their last appointment recognised or understood any mental health needs they had (compared with 86% nationally).
- Almost eight in ten patients (77%) reported a good experience of NHS services when they wanted to see a GP but their GP practice was closed.
- 90% of patients felt that the healthcare professional at their last appointment recognised or understood any mental health needs they had, compared to 86% nationally

5. Devon Sustainability and Transformation Partnership shortlisted for Public Sector Campaign of the Year

- 5.1 **Thumbs Up For Coby**, a powerful Devon STP campaign to encourage parents to make sure children get the flu vaccination, has been shortlisted for three Chartered Institute of Public Relations (CIPR) awards. The campaign, which reached more than one million people online and contributed to an increase in flu vaccinations for 2-3-year-olds by 10%, is shortlisted in the following categories in the South of England and Channel Islands awards: Public Sector Campaign of the Year; Regional Campaign of the Year; Best Use of Social Media.

6. CCG earns prestigious Green Star for engagement

- 6.1 NHS England has published ratings for every CCG in England on how effectively they manage engagement with patients and the public.
- 6.2 Out of 195 CCGs nationally, NEW Devon CCG and South Devon and Torbay CCG were part of a cohort of 25 who were rated as outstanding and given the Green Star classification. We were the only CCGs within the South West region to receive this.
- 6.3 The NHS England assessment report said: “This [rating] demonstrates the positive planning and strong leadership shown in this area across Devon.”
- 6.4 Devon was also successful in being awarded funding for setting up a Citizens Panel to further develop their engagement work, and we now have access to over 1,700 people from across Devon who we can test ideas and seek their views.
- 6.5 The CCG’s efforts in working with key people from across Devon from MPs to partner organisations was also recognised in NHS England’s 360° Stakeholder Survey undertaken earlier this year.

6.6 The survey, which assesses how CCGs are performing locally, found that:

- 84% of people said they had a very/fairly good working relationship with Devon CCG.
- 74% said that Devon CCG considers the benefits of the whole health and care system when making a decision.
- 73% said that Devon CCG works collaboratively with system partners to improve the health of the population.

6.7 The assessment is a clear endorsement of the efforts of both CCGs to engage local people on the health services that affect them. Over the last year, we made a concerted effort to improve the way we talk with and listen to patients, the general public and community groups across Devon. Colleagues from across the CCGs have been instrumental in enabling us to improve what we do.

7. NHS and Local Government working together in Dartmouth

7.1 Ambitious plans to build a new health and wellbeing centre in Dartmouth have received a [triple boost](#). The local NHS, South Hams District Council (SHDC), Dartmouth Medical Practice and other partners are working together to build a state-of-the-art new home for GP and NHS services in the town.

7.2 SHDC's Executive has approved the business case for the scheme and GPs from Dartmouth Medical Practice have formally announced they will relocate from their Victoria Road surgery to the new site after terms were agreed with Devon CCG. Torbay and South Devon NHS Foundation Trust, which provides local NHS services, has also announced it had approved the financial model for the scheme and confirmed details about the sums being invested by the NHS. The overall project cost is £4.8million.

7.3 The new building will be light, airy and built to modern health and energy standards, providing an improved experience for patients.

8. Devon Doctors to provide 111 and out of hours from 1 October 2019

8.1 Devon Doctors have been the main provider for the Integrated Urgent Care Service (IUCS) in Devon for three years, with the NHS 111 telephony service for Devon sub-contracted to Vocare. Together we have been reviewing how the IUCS is provided in future, specifically

the provision of NHS 111 and out-of-hours care (triage, treatment centre and home visits).

- 8.2 The objective of the review focuses on ensuring a high-quality and efficient service, diversity in roles and job security and delivering a sustainable model for the future service which has a really important role to play in delivering the ambitions of the Long Term Plan for the NHS.
- 8.3 Devon Doctors will begin directly providing the Devon NHS 111 telephony service on 1 October 2019. The sub-contact with Vocare will cease. This means Devon Doctors will provide the entire IUCS service directly, from initial NHS 111 call right through to clinical consultation at either CAS, treatment centres or by home-visiting clinicians.

9. Peninsula Clinical Services Strategy

- 9.1 The Peninsula Clinical Services Strategy (PCSS) brings together NHS partners across Devon and Cornwall and the Isles of Scilly to shape the future of hospital-based clinical services, ensuring their safety, quality, accessibility, resilience, performance and affordability.
- 9.2 The strategy is vital to address some of the fundamental challenges faced by the NHS, which will escalate in the next five to ten years. By enabling clinical teams to work together across hospitals, sharing access to diagnostics and expensive equipment we aim to deliver the best standard of care we can throughout the peninsula and work together to manage waiting times so they are kept as short as possible for our population.
- 9.3 Clinical teams are working hard to meet the increasing need for their services but are challenged by difficulties in recruiting essential staff and their access to specialised facilities and equipment.
- 9.4 Through this strategy, which is led by local doctors and will involve clinicians and hospital managers from each trust, we want to spread collaboration, clinical networking and best practice in the services where we are facing our greatest challenges. A briefing document on the PCSS is [available to download](#).

10. Results of the Better Births engagement.

- 10.1 In 2018, the Local Maternity System (LMS) in Devon - consisting of NHS and health care organisations - undertook 8 weeks of intensive engagement to gather the thoughts, experiences, and views of parents and families about births in Devon.

- 10.2 2,267 parents gave their feedback, and this has helped us shape the priorities for maternity services in Devon, working with the [Maternity Voices Partnership \(MVP\)](#)
- 10.3 During the engagement, we explored the recommendations of NHS England's Better Births review. This national review focuses on personalised care, continuity of carer (i.e. seeing the same health professionals), postnatal and perinatal mental health care, digital medical records and the wider planning of maternity services.
- 10.4 Since the engagement took place, the LMS has been looking at the recommendations and how they are implemented locally
- 10.5 The full report is available [online](#) that details all of the recommendations received including the following:
- More shared decision-making and better communication between families and health professionals
 - Consistent information is needed regarding safety, this is a big part of the decision-making process for families when deciding where to have their baby. They should be given all relevant information regarding safe birthing options before they are asked to decide where they want to deliver their baby. For example, parents wanted more information about home birthing
 - Antenatal and postnatal care could be much better at a local level, parents were concerned about the reduction of groups in the community and peer-to-peer opportunities that used to happen in children's centres. They also felt antenatal classes missed opportunities and could provide much better advice and information to help parents plan and make informed decisions
 - Birthing plans are a personal decision taken by families, however a strong recommendation from families was regarding post birth - when a birth has not gone to plan. They would like a de-brief, offer of further support if they are struggling (this could be counselling or support groups, for example), and the chance to talk it through with a health professional.
 - Feeding choices – parents feel there is more that can be done to help them make informed choices, they shared experiences of being given contradicting advice from professionals. Feeding was the main theme that seemed to cause added stress and confusion postnatally. They felt there was limited opportunities in the community for peer-to-peer feeding support, unless volunteer groups existed.
 - In terms of perinatal and postnatal mental health, families felt there should be better support for those who have experienced a

traumatic birth. They also want to see better community support and more peer-to-peer groups. It was felt the reduction in postnatal groups could have a significant impact on families and women, as the opportunity to come together in the community to socialise, support each other through feeding and developmental milestones is highly valued.

10.6 Better Births engagement in numbers:

- 12,500 births per year in Devon
- 1,370 people completed an online survey
- 29 focus groups were held across Devon
- 78 children's centre events were attended over 8 weeks – reaching 324 parents (60 children's centres were involved)
- 438 engagements on the dedicated 'Better Births in Devon' Facebook page (social media proved a very successful channel for engagement)
- Over 300 people registered their interest in being further involved in the development of maternity services. People continue to be involved on the [Better Births in Devon Facebook page](#)

11. Devon part of NHS Digital pilot on patient records

- 11.1 NHS Digital is piloting a reasonable adjustment flag on patient records, which will let doctors, nurses and other health and care staff know that a patient has a learning disability and has specific needs that require adjustments to the services provided so they get the best care.
- 11.2 The reasonable adjustment flag can include a patient's need for a longer appointment or a quiet waiting area as well as how to communicate with them or who to involve in decisions about their health and care.
- 11.3 The Devon pilot will involve various care settings including a small number of GP surgeries in Exeter, hospitals and community services for learning disability. They will look at how care is impacted when that information is readily available to staff from the first point of contact onwards.

12. Out-of-hours treatment centres in Tiverton and Newton Abbot

- 12.1 Devon Doctors has undertaken a comprehensive review of its service provision across the county in response to a number operational challenges.

- 12.2 Devon Doctors says that this as a result of the review, it became apparent that the clinical resource required to operate the treatment centres in Newton Abbot and Tiverton was disproportionate to the demand from service users and that some of this resource could be better used elsewhere.
- 12.3 The organisations say that consolidating resources in acute hospitals will increase the resilience of centres supporting Emergency Departments by taking primary care patients into a more appropriate setting.
- 12.4 Therefore, opening hours will at Tiverton and Newton Abbot out-of-hours treatment centre will be reduced. Patients will continue to access out-of-hours treatment centres via the NHS111 service.

13. Torbay Hospital selected to test new cancer standard

- 13.1 Torbay and South Devon NHS Foundation Trust is among 11 trusts participating in a pilot that will help inform the full implementation of the 28-day faster diagnosis standard for cancer.
- 13.2 This is part of a wider clinical review of access targets led by NHS National Medical Director Professor Stephen Powis.

Dr Paul Johnson

Chair, NHS Devon Clinical Commissioning Group

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