

NHS North Cumbria CCG Governing Body	Agenda Item
7 February 2018	11

**Cumbria Learning and Improvement Collaborative Six Month Report,
April – October 2017.**

Purpose of the Report							
<p>The report seeks to update members on the significant progress that has been made in the development of CLIC, along with key milestones and achievements.</p> <p>The following report is the CLIC Six Month Report (April – October 2017) and provides the Governing Body with assurance on the progress made by CLIC within this period.</p>							
Outcome Required:	Approve	<input type="checkbox"/>	Ratify	<input type="checkbox"/>	For Discussion	<input type="checkbox"/>	For Information
							X
<p>Assurance Framework Reference:</p> <p>2, Better Care – Commission services that ensure the delivery of high quality and safe care patients</p> <p>3, Sustainability – Commission services that ensure the delivery of high quality and safe care for patients in a manner that is sustainable for the whole health economy</p> <p>4, Leadership – The CCG needs to develop and implement robust governance and management arrangements to operate in a safe and sound manner.</p>							

Recommendation(s):
The Governing Body is asked to receive the report.

Executive Summary:
<p>Key Issues:</p> <p>The report describes our Learning and Improvement Collaborative’s activities and progress during the first six months of the year, including: key milestones and achievements, the visualisation of the future including the evolution of CLIC v2, as well as what Health and Social Care staff have achieved with our support.</p>

Key Risks:

There is a risk that without the ongoing work of CLIC, the CCG will not meet its statutory duties.

Implications/Actions for Public and Patient Engagement:

In line with CLIC's purpose and strategy, engagement with practitioners, stakeholders and members of the public/patients will be ongoing.

Financial Impact on the CCG:

The estimated cost can be met from within the existing budget. External funding has been sought and provided for additional, ad hoc events that in turn benefit the system.

Strategic Objective(s) supported by this paper:	Please select (X)
Support quality improvement within existing services including General Practice	X
Commission a range of health services appropriate to Cumbria's Needs	X
Develop our system leadership role and our effectiveness as a partner	X
Improve our organisation and support our staff to excel	X

Impact assessment: (Including Health, Equality, Diversity and Human Rights)	An impact assessment is not required.
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Conflicts of Interest Describe any possible Conflicts of interest associated with this paper, and how they will be managed	There are no conflicts of interest with this paper.
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Six Month Report, April – October 2017

CLIC

Education and Learning

Cumbria Production System

Leadership

Cumbria Learning and Improvement Collaborative

Developing a positive transformation in health and social care across Cumbria and the Morecambe Bay area

April – October 2017 at a glance...

194 attendances
at...
12 CLIC-facilitated
leadership
development sessions



£45,000
additional income
generated

941
Twitter followers
@CLIC_Cumbria



51,859
website views



31 attendances
at...
4 CLIC-facilitated
development and
improvement
workshops

279 Attendances
at...
15 Bespoke Support
Sessions

562
total contacts with
staff and the people
who use our services



"Fantastic course, brilliant speakers. Very helpful!"

4,702
registered website
users

"Thank you for the excellent training, input, tools and resources!"

140 attendances
at...
15 core CLIC
training sessions

20 attendances
at...
2 Masterclass sessions



Progress in the last 6 months

Turning 'proof of concept' into 'the way we do things around here

We have refreshed our leadership strategy to be better aligned to the System. The name has changed to be 'Developing people and teams' which better describes the work of the strategy. The strategy has been built around the six principles of creating high performing teams from Michael West. These are:- Sharing and keeping alive the vision for the team; Ensuring there are clear and challenging objectives set for each person that align with the vision, Ensuring there are fair and robust processes for the team to work with that engage the team in decision making, Enable the team to work well as a "real" team, use Continuous Improvement methods as a way of leading and underpinning all the above is a values driven environment.

We have been working with the Health Foundation Innovation Award since January to deliver the Relational coordination project. The clinical pathways being surveyed as part of this are the Multi Agency Crisis Assessment Service, Mental health and Chemotherapy service in NCUHT. We continue to work with the ICC to support the team development and change for leaders. We are working with the NHS Leadership Academy Graduate training scheme supporting Action learning sets with the current intake. We are exploring also being able to deliver the Mary Seccole programme for Cumbria and await further news on this progress.

Over the last six months we have led a number of Rapid Process Improvement Workshops within both NCUHT and CPFT including Larch A and B, Clozaril prescribing, Information Governance and Accident and Emergency. All the workshops have resulted in a number of improvements that have been sustained. Two bespoke Improvement Leader programmes for senior nurses were developed and delivered and have proved very popular with requests for further programmes which will run into next year. The CPFT Listening into Action wave 5 was supported by the team and included system wide schemes in the south and north of the County. A new system wide Engaging for Improvement programme was launched in October with further waves planned in January for NCUHT. CLIC presented two annual awards for continuous service improvement to two very deserving teams – the ward 4 team at West Cumberland hospital who have made considerable improvements to pressure area care and to an improvement scheme to support parents of children with cow's milk allergy.

Over the last six months, The Clinical Skills Team have gained national recognition for 'Cross –sector Training', collecting an HPMA award. CLIC brings together health and care workers from all of Cumbria's hospitals, community services, primary care and private care providers to offer training.

Following the success of a training programme for registered nurses, CLIC's project provided the opportunity to deliver free clinical skill awareness workshops for all non-registered health and care support workers across the independent sector and NHS. Phase 2 of the Clinical Skills project came to a close at the end of June, with a few further SAGE & THYME workshops running until the end of the year. The Clinical Skills Phase 3 programme has now begun to emerge, bringing together a joint central Clinical Skills team across North Cumbria Universities Hospitals NHS Trust (NCUHT) and Cumbria Partnership NHS Foundation Trust (CPFT). The new programme will focus initially on Clinical Skills prioritised across the system to facilitate patient discharge and prevent admissions where possible.



Over the last six months, the emerging integrated health and care system for North Cumbria has been working out the best way to further develop its capacity for improvement and organisational development.

To this end, CPFT and NCUHT have agreed to pool their resources for improvement and OD together with the CCG into CLIC – the new CLICv2!

This doesn't affect the employment status of the people involved but does bring about 15 staff together in one team with a single work plan.

The 'offer' CLIC has of open access to support for everyone involved in health and care across the North Cumbria system remains. Our training and support benefits from this integrated and multidisciplinary approach and enables us to maximise our effectiveness as well as our efficiency.



Our objective is to help you succeed – we are all CLIC



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