

NHS North Cumbria CCG Governing Body	Agenda Item
5 December 2018	

Chair & Accountable Officer Report

Purpose of the Report							
To update Governing Body since the last meeting							
Outcome Required:	Approve		Ratify		For Discussion		For Information
							X
Assurance Framework Reference:							
See Strategic Objectives below							

Recommendation(s):
The Governing Body is asked to note the update.

Executive Summary:
<p>CQC</p> <p>North Cumbria University Hospitals Trust</p> <p>Staff at North Cumbria University Hospital Trust have been praised for offering kind and compassionate care by the Care Quality Commission (CQC) following an inspection in July and August 2018. The overall rating for the Trust remains as 'requires improvement', but more of the Trust's services are now rated as 'good' overall.</p> <p>The CQC inspected five services within NCUH; urgent and emergency services, medical care, surgery, maternity and services for children & young people, as well as how 'well led' the organisation is. It covered services across the West Cumberland Hospital, Whitehaven (WCH), the Cumberland Infirmary, Carlisle (CIC) and the Birthing Centre at Penrith Hospital.</p> <p>The inspection considers whether services are safe, effective, caring, responsive and well-led and a rating of requires improvement was given for this, as well as the following service ratings:</p> <ul style="list-style-type: none"> • Maternity: good

- Medical care (including older people's care): **requires improvement**
- Services for children & young people: **good**
- Surgery: **good**
- Urgent and emergency services: **requires improvement**

In all services staff were recognised for their hard work and the kind and compassionate care they provide and all were rated as good for caring.

North West Ambulance Service

North West Ambulance Service (NWAS) NHS Trust has been rated by the CQC as 'good' following its latest inspection, which took place in June.

It received 'requires improvement' during its first official inspection two years ago.

It is now rated overall as 'good' and has 'good' ratings for three of the trust's core services; urgent and emergency care, emergency operations centres and resilience teams. The service's patient transport service and NHS 111 service were not inspected so their rating remains 'good'. Alongside ratings for the trust's core functions. NWAS was also rated as good in all areas of well-led, safe, effective, caring and responsive.

Inspectors commented on the polite, caring and respectful frontline ambulance staff, holding the hands of patients who were scared and acting with compassion and respect towards patients. In the emergency operations centres, CQC saw that staff demonstrated compassion, kindness and respect towards callers and patients, including those in mental health crisis.

The report highlights clear processes in place so that staff looked after each other's welfare too. There was a strong emphasis on the safety and wellbeing of staff both in operational management and at senior management level. All staff that CQC spoke to said they were proud of their profession and felt that this was reflected in them providing good quality care.

Consultant Connect

More work to further integrate our primary, community and acute services continues with investment in 'Consultant Connect' in north Cumbria in order to provide an easy-to-use link between hospital clinicians, GPs and Integrated Care Community (ICC) teams.

This is for urgent cases and complements Advice and Guidance. It does not replace the valued A+G system for specialist advice about the care and treatment of patients with ongoing conditions.

Consultant Connect is an app-based service which can be used to directly connect to clinicians and teams rather than using the general switchboard. The benefits of using the service include:

- Speeding up care pathways for patients and reducing unnecessary attendance at hospital
- Easier and faster access for GPs to hospital clinicians
- An opportunity for hospital clinicians to support referral/admission decisions
- Provides fast access to the local ICC hubs
- Supports our overall aim of better integration for our clinical services

Services already on board and ready for the launch in November included:

- General surgery
- Renal
- Acute medicine
- Emergency Departments
- Urology
- Dermatology
- Ambulatory Care
- Bed management
- ICC hubs

Healthcare For the Future Update

Stroke

Work continues to develop a Hyper Acute Stroke Unit (HASU) at the Cumberland Infirmary Carlisle, but acute services for north Cumbria will not change until conditions to support the development are in place. There is considerable work to ensure estates and equipment issues are resolved, as well as the ongoing challenge around staffing.

Work with Building Health Partnerships to develop a stroke prevention and risk factor detection programme led by the community, and building on community assets, is underway. A small group, made up of NHS, public health, Healthwatch Cumbria, CVS Cumbria, Rotary, West Cumbrian Voices for Healthcare and the Stroke Association led a wider community workshop on 28 November 2018 in Egremont. It was attended by more than 40 people representing a range of groups.

Maternity

Currently there is no change to consultant-led services and no women are being advised to give birth in Carlisle that would previously have been advised to give birth at the West Cumberland Hospital.

The Independent Review Group (IRG) met in November to agree milestones over the coming months, including a review of staffing in obstetrics, paediatrics and anaesthetics; a review of the analysis of evidence on outcomes, distance and staffing; and a review of the first 6 months data from the audit of midwifery-led unit in January.

It is likely the report for the CCG Governing Body will be ready in May/June.

There is work progressing at both hospitals to introduce transitional care – this is when a baby needs a little extra help but can stay with the mother. Currently these babies are admitted to the Special Care Baby Unit (SCBU).

Paediatrics

The Short Stay Paediatric Assessment Units (SSPAU) are working well on both sites, with a Monday to Friday service 9-5 at the West Cumberland Hospital and for 14 hours at Cumberland Infirmary. Feedback from staff and service-users has been positive.

There is currently no change to overnight beds at WCH.

Work is underway to decide the information system to be used in the SSPAU. This has included process mapping of current patient flows, identifying future requirements and developing a draft specification using the Royal College standards, clinical requirements and patient flows. A specification is now in place.

An audit of Royal College standards at both sites took place in the summer with good results.

Community Hospitals

The inpatient beds agreed for closure as part of the Healthcare For The Future consultation have all now closed with developing alternative services being picked up through the Integrated Care Communities.

Planning work to increase beds in Keswick and Brampton is underway.

Integrated Care Communities (ICCs)

The co-ordination hubs for the 8 ICCs across north Cumbria are now open 7 days a week. There is one telephone number for co-ordinating care making it easier for health professionals needing advice to access the right people first time.

During the Monday to Friday phase the hubs were receiving around 600 calls a week. 8 senior hub co-ordinators are in post and 35 co-ordinators have been recruited. There is also a co-ordinator based at both the Cumberland Infirmary and the West Cumberland Hospital. Each ICC also has a rapid response team in place and multi-disciplinary teams are meeting in each ICC.

Work is ongoing with staff from community and acute on both sites to develop consistent approaches to service delivery, prioritisation and data collection. The No Place Like Home campaign is raising awareness of the benefits of a timely discharge from hospital and supported recovery at home.

Winter Planning

There has been a collaborative approach to promoting winter health messages across the NHS, Cumbria County Council and other partners including Healthwatch Cumbria and Cumbria CVS linking with colleagues in the north east and Healthier Lancashire and South Cumbria.

CCG Assurance Framework & Risk Register

The CCG Assurance Framework is a high level document that the Governing Body uses to identify the key risks to the organisation achieving its strategic aims, and then seek assurance that actions are being taken to mitigate these risks.

This document concentrates on the overall CCG rather than the work of individual departments and looks at strategic issues rather than “day to day issues”. It is informed by the corporate risk register. During 2018/19 the CCG management team has developed a new “organisational milestones” report to identify the main programmes of work for the year and how we are progressing.

There is currently a programme of work to ensure all these processes are aligned and consistent and will bring the “refreshed” assurance framework to the next Governing Body meeting.

Strategic Objective(s) supported by this paper:	Please select (X)
Support continuous quality improvement within existing services including General Practice	X
Commission a range of health services, including an increasing range of integrated services, appropriate to our population’s needs	X
Develop our system leadership role (in the context of an integrated health and care system) and our effectiveness as a partner	X
Continuously improve our organisation and support our staff to excel	X

Impact assessment: (Including Health, Equality, Diversity and Human Rights)	N/A
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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 known conflicts of interest
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