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| <b>NHS North Cumbria CCG Governing Body</b> | <b>Agenda Item</b><br><br><b>5</b> |
| <b>3 April 2019</b>                         |                                    |

**Chair & Accountable Officer Report**

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| <b>Purpose of the Report</b>  |         |  |        |  |                |  |                 |
| To update Governing Body since the last meeting   |         |  |        |  |                |  |                 |
| <b>Outcome Required:</b>  | Approve |  | Ratify |  | For Discussion |  | For Information |
|   |         |  |        |  |                |  | <b>X</b>        |
| <b>Assurance Framework Reference:</b><br>As detailed in the Strategic Objectives below. |         |  |        |  |                |  |                 |

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| <b>Recommendation(s):</b>                       |
| The Governing Body is asked to note the update. |

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| <b>Executive Summary:</b>   |
| <p><b>Healthcare For The Future</b></p> <p><b>Maternity and Paediatrics</b></p> <p>The 12 month review of maternity services at West Cumberland Hospital in Whitehaven has now ended amid positive progress.</p> <p>Maternity services across North Cumbria University Hospitals NHS Trust (NCUH) are now rated as 'good' by the CQC and patient experience rated by the CQC is as good or better than national feedback. Work with the community and Third Sector through co-production has become established.</p> <p>Consultant-led maternity services and the development of 'alongside midwife-led care' will continue to operate and there will be <b>no immediate changes</b> in the coming weeks. The 12 month time-limited review period started on April 1 2018 and ended on 31 March 2019. The process of reviewing data will continue for some time after this.</p> <p>The Independent Review Group (IRG) chaired by Bill Kirkup will report back their view on the</p> |

long terms sustainability of the service. It will then be considered by the CCG Governing Body at a meeting in public in early summer.

### **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.

Recruiting for the stroke service has been a focus at recruitment events.

Work with Building Health Partnerships – supported by NHS England - to develop a community-led stroke prevention movement is ongoing. The second meeting was held on 5 February 2019. More than 20 organisations were represented by 35 people at the session in Egremont with a focus on reaching those in communities with the highest level of stroke. Those involved include the Stroke Association, the West Cumbrian Voices for Healthcare, Rotary, Public Health, Pharmacy, British Heart Foundation North West Ambulance Service and many others.

### **Trust Merger**

A 6 week period of engagement with staff and our community has started to gather views on the merger between Cumbria Partnership NHS Foundation Trust (CPFT) and North Cumbria University Hospitals NHS Trust (NCUH), due to take place in October.

It is focusing on the opportunities the merger will bring, any potential concerns and which areas should be prioritised. There is also a shortlist of potential names for the new trust, developed in line with national NHS guidelines and shortlisted by CPFT's governors. They are:

- Cumbria NHS Foundation Trust
- North Cumbria NHS Foundation Trust
- Lake District NHS Foundation Trust
- North Lake District NHS Foundation Trust

More information is available at <https://www.cumbriapartnership.nhs.uk/merger>

### **System Values**

Staff from across our three organisations the CCG, CPFT and NCUH as well as some of the community groups we work with have helped develop the system's new values which were launched last month.

They are:

- Kindness – Kindness and compassion cost nothing, yet accomplish a great deal
- Respect – We are stronger and better working together with and for our patients
- Ambition – We set goals to achieve the best for our patients, teams, organisation and our partners
- Collaboration – We are respectful to everyone and are open, honest and fair

Our joint values guide the way we work every day from board to ward, to ensure our services are the very best they can be for our patients, for our workforce and when working with our partners and the wider community.

Each value has a set of behaviours behind it which we are starting to build into everything we do including appraisals, recruiting staff and our policies and procedures.

### **SEND inspection**

In March, Ofsted and the Care Quality Commission (CQC), carried out an inspection into Cumbria's Special Education Needs and Disability (SEND) service. This involved talking to staff, schools, young people and their families and carers. The report will be published later this year.

### **Full Council of Members**

The CCG's Full Council of Members met on the 14 March 2019. Updates were shared on:

- The new national template for GP Contracts
- The Primary Care Provider Collaborative
- The CCG's direction of travel

In addition the Membership considered the leadership arrangements for the CCG in relation to the requirement to have a Chair and Accountable Officer. Both the Chair and Interim Accountable Officer roles were due to expire on 31 March 2019. However due to the emerging Integrated Health and Care System and changes which are being considered within the CCG it was considered prudent to seek an extension to the existing arrangements. It was agreed that the current arrangements be extended to 31 March 2020, this may be subject to review after 1 October 2019. The Interim Accountable Officer role extension is subject to approval by NHS England.

### **Recruitment**

A recent NHS recruitment event in north Cumbria attracted more than 120 people and resulted in more than 40 job offers so far to services across the county.

Nurses, midwives, paramedics, and those considering the professions were invited to the event hosted by CPFT and NCUH working North West Ambulance Service NHS Trust (NWAS) and the University of Cumbria. More than 30 people considering studying to become a nurse, midwife or paramedic also attended and met lecturers from the University of Cumbria to find out more about their options.

### **Staff Survey**

NHS North Cumbria Clinical Commissioning Group Staff Survey results for 2018 show an incredibly positive response continuing the trend of improvement from over the last three years.

The survey had a high response rate of 83% showing improvements in the areas of:

- Health and wellbeing
- Staff Engagement

It also showed high scores for the CCG in the areas of:

- Morale
- Equality, diversity and inclusion
- Quality of appraisals

It ranked us 6 among the 66 CCGs taking part.

Feedback from staff at CPFT and NCUH shows some improvements compared to the previous year and against the national picture as well as identifying areas for development.

Staff across both trusts reported improvements in the recognition they get for their work, pay and the number of incidences of violence from patients. More staff in both trusts said that those involved in errors or near misses are treated fairly, lessons are learnt from incidents and they feel able to raise concerns.

### **Values**

The new values developed by staff from the CCG, CPFT and NCUH have been launched. They are:

- Kindness – Kindness and compassion cost nothing, yet accomplish a great deal
- Respect – We are respectful to everyone and are open, honest and fair
- Ambition – We set goals to achieve the best for our patients, teams, organisation and our partners
- Collaboration – We are stronger and better working together with and for our patients

Our joint values guide the way we work every day from board to ward, to ensure our services are the very best they can be for our patients, for our workforce and when working with our partners and the wider community. Each value has a set of behaviours behind it which we are starting to build in to everything we do including appraisals, recruiting staff and our policies and procedures.

### **Same Day Health Centre**

A Same Day Health Centre at West Cumberland Hospital is now up and running. It is a new service for Copeland patients to offer more appointments for those who need to see a GP, a nurse or other primary care staff urgently. NHS teams have been working hard to increase capacity for patients needing urgent same day appointments with their GP or practice nurse.

The Same Day Health Centre is based in the outpatients department. These appointments can only be accessed by booking through a Copeland GP Practice – it isn't a walk in service.

The service started on Monday 18 February and GPs saw around 100 patients in the first week. At least three admissions to hospitals were avoided because tests could be analysed quickly to rule out or confirm a condition.

The feedback has been overwhelmingly positive.

### **Fellview**

The formal process to secure a provider for the provision of GP services currently provided by

Fellview Healthcare in West Cumbria is now underway. We are following a process approved by NHS England.

**Brexit**

Planning for Brexit is being led by the Department of Health and Social Care. Locally, we have been working very closely with our partners to ensure we are all sighted on any potential risks. As you will be aware the national process has not been clear but we have taken all steps and preparations advised.

| 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                 |

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| <b>Impact assessment:</b><br>(Including Health, Equality, Diversity and Human Rights) | N/A |
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| <b>Conflicts of Interest</b><br>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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| <b>Lead Director</b>       | David Rogers, Interim Accountable Officer/Medical Director                                     |
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| <b>Date Report Written</b> | 28 March 2019  |