

Health and Wellbeing Board Meeting Date: 5th July 2018

Item Title Shropshire Care Closer to Home – Update Report

Responsible Officer Lisa Wicks Shropshire Clinical Commissioning Group
Email: Lisa.Wicks@nhs.net

1. Summary

This paper provides an update on Shropshire Care Closer to Home.

2. Recommendations

The Health and Wellbeing Board is recommended to note the information in the report

REPORT

Communication & Engagement

Stakeholder engagement

At the launch of the programme, a public and stakeholder event was held. This was well attended and feedback from this event has been taken into consideration when considering the models of care required to deliver Shropshire Care Closer to Home (SCCtH). During March 2018, a further stakeholder event was undertaken inviting members of the public to attend with a view to developing a strategy for communication and engagement; this has shaped how SCCG are delivering this important programme function. A further stakeholder event has been scheduled for the 25th July 2018.

Communication

As part of a communications strategy to underpin SCCtH, an overview document has been produced. In May 2018, an overview of the SCCtH programme was presented at the HWBB. The document provided at this time has since been subject to considerable scrutiny, receiving input from 13 members of the public. As a consequence, we have a stronger narrative with which to frame the programme which has now been signed off by the programme board.

Mindful of how this document may be received once it enters the public domain, the CCG are working up an accompanying staff brief to be circulated alongside it. The purpose of this is to indicate the staff-side opportunities for role development that may emerge as a consequence of the operational changes that may come to pass as a consequence of this programme's delivery.

Public engagement

As part of the national "*What Matters to You?*" campaign, SCCG have been asking the public what their views are of the status quo in community-based service provision. On the 6th June, commissioners attended both Oswestry and Bridgnorth community hospital to capture the views of the public as part of a drive to reach those who would otherwise remain unrepresented. We plan to visit other parts of the county under the umbrella of this national drive to ask this question to the people who use our services.

GP engagement

GP buy-in is identified as being as important to the success of community based integrative innovation as a fit for purpose information sharing infrastructure. In recognition of this, the programme has sought to not only ensure it is clinically led, but also to involve local GPs in the design process through which our new models of care will emerge. To date we have delivered:

- A “primer” event in each of the three GP locality areas
- A large whole-county task and finish event focused upon gaining an overview of GP views in relation to the status quo to inform design at a high-level
- A locality-level task and finish group for each of the locality areas to identify respective locality requirements for phase 2 of the programme – ASC and community based secondary care service providers have attended and contributed to these.
- A number of further locality level T&F groups will be required to shape the Phase 3 models of delivery

Programme Phases

Phase 1

Phase 1 is presently operational in the form of the Frailty Intervention team (FIT) who are based at the Royal Shrewsbury Hospital. Based upon the improved care outcomes and enhanced system efficiencies seen through this pilot, there has been an expression of intent to replicate this model by our neighbours Telford and Wrekin CCG.

Phase 2

Phase 2 concerns the development of a model for case management of our population, locality-level GP input to the design of this model has been captured and we are now in a place whereby a short list of options can be produced for discussion at the Programme Working Group in order to make recommendations to the Programme Board.

It has been identified that for the purpose of Risk Stratification (a core component of Case Management), the software “Aristotle” presently licenced for use by SCCG has the capacity to perform this function.

Phase 3

A long list of Phase 3 model options is presently being worked up by SCCG in preparation for further locality level T&F groups, a high-level overview of these was delivered during the May HWBB presentation.

| |
|---|
| List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information) |
| Cabinet Member (Portfolio Holder) |
| Local Member |
| Appendices PowerPoint presentation |

