

# Humber, Coast and Vale Health and Care Partnership

## Update Report

March 2019

The following report highlights recent work of the Humber, Coast and Vale Health and Care Partnership across some of our key priority areas. A full list of our priorities and further information about the work of the Partnership can be found on our website at [www.humbercoastandvale.org.uk](http://www.humbercoastandvale.org.uk).

### Partnership Long-Term Plan

The Humber, Coast and Vale Partnership is continuing to develop local system plans both for the short and longer term. The first iteration of the Humber, Coast and Vale system operating plan for 2019/20 was submitted to NHS England earlier this month and work continues to review and refine the proposals set out in that document. Partners are working to put together a further iteration of the plan, which will incorporate additional information provided by partner organisations and address comments and queries that have been raised by the regional team following submission of the initial draft.

In parallel, the Partnership has begun work on its Long Term Plan, which will set out the key ambitions and priorities for the coming five years and beyond. Within each of our collaborative programmes, partners and a range of stakeholders are beginning to discuss the priorities and ambitions that will shape plans in their area.

Meaningful and ongoing engagement with all stakeholders will be a key aspect of the development of our Partnership Long-Term Plan. The first phase of our engagement with the public, patients and staff on the Partnership Long Term Plan is being delivered in partnership with our local Healthwatch organisations across the region. The #WhatWouldYouDo campaign from Healthwatch asks local people to share their views on the priorities for action arising from the NHS Long Term Plan within their local area. The engagement is running until the end of April and consists of online surveys and a range of engagement events. More information is available on the [Humber, Coast and Vale website](http://www.humbercoastandvale.org.uk) or via [Healthwatch](http://www.healthwatch.org.uk).

Alongside the Healthwatch engagement, the Partnership's existing collaborative programmes will undertake a range of stakeholder engagement activities as they develop their draft plans and proposals over the coming months. There will be further phases of stakeholder engagement as the Plan is developed.

### Scarborough Acute Services Review

The Partnership began work on its review of acute hospital services in the Scarborough area in September 2018. The purpose of the review is to look at the services the hospital provides as a whole to ensure we can continue to deliver good quality care that is fit for the future.



This first stage of the review process has involved a detailed analysis of the existing services, how they work and how they are used, alongside data that looks at how these services may change and develop in future years as the population's needs change. This phase of work is now complete. A summary document has been produced explaining the findings and the key challenges facing local services in the Scarborough area. This document, alongside all the supporting technical annexes, is available on the [Humber, Coast and Vale website](#). Hard copies are also available on request and will be placed in key public venues in and around Scarborough. Members of the public, patients, staff and other stakeholders are encouraged to read the summary document and share their views and ideas via an [online survey](#).

Work is now underway in preparation for the next phase of the review. This will involve using the information gathered so far to look at a range of possible ways services might be delivered. It is expected that, from this work, a shortlist of potential scenarios will be developed, supported by engagement and involvement with relevant stakeholders.

### **Strategic Resourcing Boards**

In order to support the Partnership's transformation programmes, a number of strategic boards have been established across Humber, Coast and Vale working on key resourcing issues: workforce, capital and estates, finance and digital technology.

### ***Digital – Yorkshire and Humber Care Record Programme***

The Partnership is working with neighbouring partnerships in West and South Yorkshire on a programme of work to create integrated care records across the whole health and care system, known as the Local Health and Care Record Exemplar (LHCRE) programme or Yorkshire & Humber Care Record.

The Yorkshire & Humber Care Record will provide a joined-up electronic record for patients across the region. In time it will be able to be viewed and inputted into by all of the services involved in a person's care, including GPs, hospitals, mental health providers, community services, emergency services, social care and the patient themselves.

The first phase of the Yorkshire & Humber Care Record is focusing on providing a shared view of patient records held by GPs and Leeds Teaching Hospitals NHS Foundation Trust, including shared End of Life Care preferences. This month, nine GP practices became the first organisations in Humber, Coast and Vale to start using this technology and they are already reporting benefits particularly from GPs who are involved with caring for patients receiving cancer treatment at Leeds Teaching Hospital. Accessing up to date information from the hospital has allowed GPs to better understand the care their patient is receiving, helping them to manage questions and treatment more effectively.

Over the coming months, the team will be working to extend this connectivity and increase the richness of the Yorkshire & Humber Care Record by providing data from, and access to, additional acute hospitals, community providers, mental health services and social care across Humber, Coast and Vale.

In addition, the Yorkshire & Humber Care Record team has begun the procurement of technology to support population health management capabilities in the future, approved by the Yorkshire & Humber Digital Care Board. The successful organisation will be agreed and announced by May 2019. Information sharing agreements for the region are currently being adapted and a strategy for the Information Sharing Gateway rollout is being pulled together. In other news the Yorkshire & Humber Digital Care Board agreed to recruit two new substantive positions to support the work - Chief Technology Officer and Technical Architect. The Board is also looking to recruit a new Senior Responsible Officer following the announcement that Richard Corbridge is leaving the NHS.

There will be a showcase event for the programme on Thursday 13<sup>th</sup> June 2019 (venue still to be confirmed). Please contact the Partnership Office for further details.

### **Clinical Priority Programmes – Urgent and Emergency Care**

Across the Humber, Coast and Vale area, our collaborative efforts are also focused upon work in six key clinical priority areas: cancer; elective (planned) care; maternity services; mental health; primary care; and urgent and emergency care. In this month's Partnership Update we are focusing on our collaborative work through the HCV Urgent and Emergency Care Network. For information about our other clinical priority programmes, [see our website](#). For further information on the work of the Urgent and Emergency Care Network, contact the programme director, [Sue Rogerson](#).

The Urgent and Emergency Care Network was established in 2016 in response to a national requirement to deliver the urgent and emergency care transformation programme. In 2018/19 the network supported the procurement of NHS 111 services; the development and implementation of Urgent Treatment Centres to support out of hospital care; the introduction of extended access in primary care; and alignment and closer integration of the Clinical Assessment System from NHS 111 through to local Clinical Assessment Services.

#### ***NHS 111***

A new model for NHS 111 was developed with specific adaptations for the three sub regions in Yorkshire and Humber and a procurement exercise was undertaken during 2018 and the service was eventually procured from the existing NHS 111 provider (Yorkshire Ambulance Service) with a new model of service delivery. The new service commenced on 1<sup>st</sup> April 2019. In addition, the network has overseen the implementation of NHS 111 online; with Humber, Coast and Vale being one of the first regions to start using the service. Before the introduction of NHS 111 online there had been a steady growth of telephone calls to NHS 111 in the Yorkshire and Humber region (averaging around 4.3% year on year). Since the online option has been fully implemented, growth in calls in Yorkshire and Humber has reduced to -0.1%.

#### ***Urgent Treatment Centres***

The network is also supporting the development of Urgent Treatment Centres across the region. In Humber, Coast and Vale there are now eight Urgent Treatment Centres in operation in Hull

(Bransholme), Selby, York, Beverley, Bridlington, Goole, Scarborough and Malton. Two further Urgent Treatment Centres are planned to be in place by December 2019 in North Lincolnshire and North East Lincolnshire. The aim of the Centres is to provide a comprehensive urgent care service as part of the overall out of hospital urgent care service.

### ***Direct Booking***

Across Humber, Coast and Vale we are working to implement the national requirement to have directly bookable appointments from NHS 111 (calls and online), if required after triage. Significant work has been undertaken across the Partnership to enable direct booking to be used for the maximum benefit for patients. Despite some national and local technical difficulties, the Partnership has achieved 44.9% directly bookable appointments against a target of 30% in 24 hours. Further work will be undertaken over the coming months through the network to improve coverage and availability of direct booking capabilities particularly within GP practices.

### **Clinical Priority Programmes – Primary Care**

In line with national requirements, the Partnership is currently developing a Partnership-wide primary care strategy. This will involve working with primary care leads, emerging Primary Care networks, LMCs and other key stakeholders to build a Partnership-wide strategy that addresses each of the key priority areas for the development of primary care.

The strategy will cover a range of areas including:

- The allocation and use of transformation funding made available to the Partnership and investment plans for primary care transformation based on identified local priorities.
- The development of primary care networks, based on a clear understanding of local priorities.
- A local workforce plan, which supports the development of an expanded workforce and multidisciplinary teams and sets out the strategy to recruit and retain staff within primary care and general practice.
- Digital and technology priorities to improve access and self-care opportunities. This will also include estates and premises.
- Implementing the new GP contract.

For further information on the development of the Partnership primary care strategy, please contact the programme director [Geoff Day](#) or clinical lead [Dan Roper](#).

### **Partnership Event – 11<sup>th</sup> June 2019**

The next Partnership Systems Leaders Event will take on **11<sup>th</sup> June 2019**. [Contact the Partnership office](#) for further details about how to register your attendance at the event. This will be an important milestone in the development of the Partnership Long Term Plan and it is hoped that all partner organisations will be represented by both executive and non-executive/lay leaders.