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## Report of Berkshire West CCG Governing Body: 11 December 2018

Title	Locality Chair's Reports <ul style="list-style-type: none"> <li>• Newbury and District</li> <li>• North and West Reading</li> <li>• South Reading</li> <li>• Wokingham</li> </ul>
Sponsoring Director	Locality Clinical Lead, Dr Kajal Patel, South Reading Locality Clinical lead, Dr Debbie Milligan, Wokingham Locality Clinical Lead, Dr Andy Ciecierski, N&W Reading GP Chair, Berkshire West CCG, Dr Abid Irfan
Author(s)	Tim Cooling, Locality Manager, Newbury Lyndon Mead, Locality Manager, N&W and South Reading Karen Hodgson, Locality administrator, Wokingham
Purpose	To update the Board on matters arising in the Localities.
Previously considered by	Locality meetings
Risk and Assurance	The paper does not directly link to risks on the Risk Register but items contained in the Locality Clinical Lead Reports may do so.
Financial and resource implications	There are no financial implications in the paper but items referred to in reports may have financial implications.
Legal implications/regulatory requirements	Where the report relates to policies, these have been developed in accordance with legislative requirements.
Consultation, public engagement & partnership working implications/impact	Undertaken with regard to specific work streams as appropriate.
Public Sector Equality Duty	None

### Recommendation

The Governing Body is asked to note the content of the reports.

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## **Wokingham Locality**

### **Locality Lead Report**

**Dr Debbie Milligan**

#### **a) Locality plans**

##### **Wokingham Borough Wellbeing Board**

The Health and Wellbeing board has been renamed the Wokingham Borough Wellbeing Board, to show its focus on wellbeing and to clarify that it deals with matters across the whole Borough and not just in the town of Wokingham. At the meeting of 8<sup>th</sup> November 2018 there were presentations on:

- Children's Emotional Wellbeing Strategy - with a wider action plan to be brought to a future board
- Health and Wellbeing Strategy - with discussions on possible ways to make an impact in line with the board's three priorities of Creating physically active communities; Reducing social isolation, and Narrowing the health inequalities gap
- Wokingham's Integration Position Statement, which was endorsed by the board as a helpful step in collaborative partnership for health and social care in Wokingham
- the 2017-18 Influenza Vaccine Campaign and the current local authority and CCG shared approach across Berkshire West

The Adult Social Care Market position statement was presented for comments and suggestions as it is a work in progress document to be brought to the February board.

There have been some changes in leadership at Wokingham Borough Council. Councillor Pauline Jorgensen is currently acting Leader of the Council, and Heather Thwaites has been appointed interim Chief Executive.

##### **Wokingham Leaders Partnership Board and Wokingham Management Partnership Board**

The Wokingham Leader Partnership Board (WLPB) met on 6<sup>th</sup> November 2018. At the Wokingham Management Partnership Board (WMPB) meeting of 21<sup>st</sup> November 2018 it was noted that:

- September and October DToC figures were the lowest recorded for Wokingham
- Local and National Metrics are green status apart from NEAs

Further discussion took place on the Integration Position Statement and there was a focus item on the Care Homes Project its achievements and the next steps to be taken.

The Better Care Fund (BCF) annual Review of Schemes took place on 7<sup>th</sup> November with feedback to be given at WLPB meeting on 4<sup>th</sup> December 2018.

#### **b) Locality meetings**

The Locality Management Team (LMT) and Council of Practices meetings are held jointly by the CCG and Wokingham GP Alliance.

**Locality Management Team met on 6<sup>th</sup> November 2018** with agenda items including:

- CCC, ICS and Programme Board feedback
- Review of Practice visits
- The Carers toolkit provided by Healthwatch
- Extended access to GP surgeries
- Update on Alliance work with NHS England
- Alliance project updates

LMT will be moving to 2<sup>nd</sup> Tuesday of the month from January to enable key attendance from Primary Care team and facilitate attendance for WLPB

**Council of Practices met on 20<sup>th</sup> November 2018** with key topics:

- **Quality CES** – with clarifications provided by the director of Primary Care
- **Enhanced Access CES** – a review of the support proposal from the South Reading Alliance to cover Friday evenings and Sundays and Bank holiday from 6 January to 1 April 2019
- **Winter Planning**
- **Digital Transformation projects**, specifically:
  - Upgrade from N3 to HSCN (Health and Social Care Network) which will mean increased bandwidth for every GP Practice
  - Online consultations
- **Alliance Project Updates** – see details in the section below

**Wokingham held Training for Improving Patient Services (TIPS) session on 29<sup>th</sup> November.** The content of the afternoon and its facilitation was led by Wokingham GP Alliance (WGPA). The focus topics were:

- **Sepsis** – Dr Manish Thakker, A&E Consultant, Claire Burnett, Lead Sepsis Nurse, and Peter Walker, Paramedic led the session looking at
  - Red Flag Sepsis Decision support tools
  - Screening and Mortality
  - a review of how the North Cluster Paramedic home visiting service has been able to deliver SEPSIS6 at first contact evaluation (SAFE)
- **Atrial Fibrillation** - Consultant Stroke Physician Dr Kiruba Nagaratnam and Dr Dan Alton, Wokingham GP Alliance led the session looking at:
  - statistics regarding AF prevalence and Stroke prevention; Anti-coagulation treatments; the evidence for screening
  - Funding secured for Oxford AHSN, RBFT, WGPA collaboration project commencing April 2019 addressing AF detection and management. Local champions will be trained and backfill funding will be available
- **Wound Care** – Liz Halley, Medicines Optimisation Wound Care Nurse led the session which considered:
  - Wound care is the third highest cost to the NHS, behind Diabetes and Cancer
  - There has been a shift of work from District Nurses to Practice Nurses
  - WGPA will work with the Medicines Optimisation team to develop a sustainable pathway for wound care

### **Wokingham GP Alliance**

As detailed above we had a successful TIPS training session with a great turnout; with over 100 attendees.

We continue to work up our initiatives in AF, Clinical Pharmacists, Paramedic Visiting Service (incorporating quicker sepsis identification and closer collaboration with Royal Berkshire Foundation Trust and Berkshire Healthcare Foundation Trust), MSK service redesign and Outpatients. MSK and Paramedic visiting services are at critical junctures this month and next as we look to secure their futures with key meetings. There is ongoing work around population health management which will tie into some of this work.

In addition we are working with the practices to identify solutions to the ongoing issues around Wound Care management. This has for some years been an increasingly complex, time consuming and difficult area for practices to manage. We are trying to work out the scope of the issue to identify potential solutions.

We are also waiting national news on the NHS Long Term Plan and what this will mean for general practice. The New Year promises much for Wokingham primary care.

A very merry Christmas and Happy New Year from all at WGPA and Wokingham CCG!

## **Newbury and District Locality**

### **Locality Lead Report**

**Dr Abid Ifran**

#### **a) Locality plans**

##### **Extending the Multi-Disciplinary Team (MDT) meeting pilot**

The pilot of a new model of MDT's in the Newbury area, building on from the success of the CHASC model in Wokingham has been running for some months now, with a MDT Case Co-ordinator secured from existing BHFT staffing, via secondment arrangements.

Community teams are set up across the patch as follows:

##### **West Team**

West (Rural): *Woolton Hill, Kintbury, Hungerford, Lambourn*

West (Town): *Strawberry Hill, Eastfield House, Falkland surgeries*

**Central Team:** *Downlands, Chapel Row, Thatcham and Burdwood surgeries*

Permanent recruitment is now taking place for 1WTE Band 4 MDT Case Co-ordinator to support the ongoing development of the MDT model, rolling this out to the West Town Team only.

In addition there is money in the BHFT contract to employ an additional 0.8 WTE Band 7 Community Matron. This post is currently vacant and offers the opportunity to reconfigure the resource at the current time. The plan is to introduce a Band 6 Associate Matron role to support the current 5 WTE Community Matrons

In this model capacity would be retained by a wider case management skill mix team, to support the clinical case finding of patients for discussion in the MDT.

### **New Primary Care Homeless Clinics**

Following a successful bid by West Berkshire Council for the Rough Sleeper Initiative (RSI) grant BHFT have started to provide services to target homelessness locally. Anyone homeless, living in a hostel or have difficulties accessing mainstream health services can visit the clinic and speak to a member of our Health Outreach Liaison Team (HOLT). At the drop in clinic there is access to a Registered General Nurse, Registered Mental Health Nurse and Senior Support Worker.

The team will carry out an initial assessment including discussing any physical and mental health concerns if applicable and refer to a service or agency if considered appropriate. They will also liaise with the service or agency to support users further. Individuals can be also referred by a healthcare professional or support service.

### **The MEAM Approach**

To date the project has received 48 referrals from multiple agencies across West Berkshire. Three current clients were previously not engaging with services at all. One of which hasn't engaged with services for a decade but has now had support to claim Universal Credit with housing benefit, move into accommodation and engage with local health services.

The co-ordinator has been working with the local job centre to create a Complex Needs Plan that provides contact points at the Job Centre and signposts other support services.

The approach has now been expanded into Reading who have embedding the MEAM coordinator post within its floating support contract to be delivered from 1<sup>st</sup> September 2018. The contract has been won by local service provider Launchpad, who have provided Homelessness prevention services in Reading for over 30 years.

### **Urgent Treatment Centre**

The October ICS Unified Executive agreed with the approach being taken by the task and finish group and gave the recommendation to launch in 2019 in line with national ask. The additional time will be used to strengthen the workforce model and identify the budget. The forthcoming Urgent and Emergency Care Strategy will help shape the future way the UTC can be best deployed in Berkshire West.

#### **b) NDLG Locality meetings**

The previous Locality Council meeting in November discussed the following:

- SCAS came to Council to talk to clinicians about the impact of frequent callers in the system, what the drivers are and what the ambulance service is doing to adapt to the problem.
- Members discussed the role of Primary Care Networks in delivering the aims of the GP Forward View and how the locality is looking to build on that model with MDT working
- Jacqui Lui spoke to members about the GP Pharmacist programme and the co-ordination of that resource across Berkshire West.
- Members were presented with the latest Flu uptake figures and encouraged to increase uptake in areas where figures were low
- GPs were made aware of the new homeless clinics and encouraged to refer in where appropriate.

#### **a) Alliance Development**

- The Alliance continues to lead on supporting practices in providing enhanced access across the locality. A four-week rolling rota for surgeries has now been established although there are ongoing teething problems (especially IT) which continue to be dealt with. Alliance staff are leading on much of the comms for the service across Berkshire West.
- Successful negotiations between the NGPA/BWPCA and the RBH have resulted in the withdrawal of White Outpatient GP Advice Note for medication as of the 30th September 18. To support the new system, the RBH hopes that going forward; clinic letters will be available within 10 days.
- The first AGM for the NGPA was held on the 30th November at 7.30pm at The Newbury Rugby Club. The Alliance took the opportunity to share their vision for delivering Primary Care Services at scale locally and how they were positioning themselves to invest in systems that could help to link practices better together while measuring activity, reducing variation and increasing the quality of care closer to home.

### **North & West Reading**

#### **Locality updates**

( A more comprehensive summary for both North and South Reading to include October through to November 2018)

#### **Reading CQC system review**

The Reading Health and social care system was selected by the Care Quality Commission (CQC) for a system review. Reading was selected based on the significant improvements that it has made to its performance in reducing delayed transfers of care (DTOCs) across the last year.

The review focused on the interfaces between social care, primary care, acute health services and community health services for older people aged over 65. During the review period the CQC explored the different services that residents make use of during their journey through the health and social care system; reviewed case files, and held a range of focus groups and direct interviews with residents and professionals across the Reading health and social care economy.

The review commenced 24th September and ran for 6 weeks. A formal report detailing findings and feedback will be published towards the end of December. Following the publication of the formal feedback, the system will be tasked to produce an action plan setting out how any areas for improvement are to be addressed.

#### **Joint Reading TIPS on management of paediatrics in Primary Care - 29<sup>th</sup> November**

Reading localities organised a clinically-led TIPS (time for improving patient services) event for GPs and Nurses around better management of paediatric patients in Primary Care. The session focused on spotting the acutely unwell child; medical management of acute respiratory infections; and management of patients in the community with top tips from clinical specialists on neonates, allergies, constipation and appropriate referrals.

#### **Making every adult matter (MEAM) approach launched in Reading**

Reading is being supported by the Making Every Adult Matter (MEAM) coalition to develop effective,

coordinated services that directly improve the lives of people facing multiple disadvantages. The MEAM approach is a multi-agency approach to supporting people who experience multiple and complex needs in the mental health, homelessness, substance misuse and offending fields. The group will focus on a small cohort of people and deliver bespoke support to individuals that have previously experienced ineffective contact with services. Reading council have recruited a MEAM coordinator and are currently finalising supporting policies to enable an operational group to be established who can then identify and support individual service users.

For more information on MEAM contact the Reading localities team or see the national website - <http://meam.org.uk/>

### **Locality targets**

All targets set as part of the 2 year plan on a page remain a focus however these have now been further developed with additional ones added and all are now more clearly measurable. This helps ensure the impact at end of year can be seen. These local targets are specific to each locality and identified as key areas of health and wellbeing improvement for the local population. Key targets for NWR relate to diabetes, cancer screening, smoking cessation, child immunisation and the Friends and Family Test. Performance is reviewed and actions to improve agreed, where needed, at Locality Management and Council meetings.

### **Making every contact count training being rolled out via Reading social prescribing service**

Making every contact count (MECC) is an approach to behaviour change that utilises the millions of day to day interactions that organisations and people have with other people to encourage changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations.

In conjunction with the BOB STP MECC lead, train the trainer courses have been arranged for Reading's social prescribers. Initially this will be rolled out to Age UK Berkshire staff who will then offer MECC training to other frontline staff and volunteers from across sectors. This training will demonstrate how social prescribing principles can be applied to brief interventions and signposting, and will equip frontline workers to support residents' health and wellbeing by looking beyond the immediate issue presented to them and identifying ways to link people into other support.

For more information please visit the <http://makingeverycontactcount.co.uk/> website or contact the Reading CCG localities team.

### **Consultation on the use of Reading Public Health grant 2019-2021**

Reading Borough Council has opened a consultation on the use of the public health grant for 2019-2021. They are keen to hear from residents and partners about what they think about the Council's approach to supporting health and wellbeing, and the proposed changes to how they use the Public Health Grant allocation.

The Reading locality team are working with practices across both localities to prepare a joint response to the consultation, which closes 06 January 2019. For information – the consultation can be found via the following link –

<https://consult.reading.gov.uk/css/publichealthgrantconsultation/>

## General practice visits

The CGC undertake annual practice visits to all GP partners across both the North & West and South Reading localities. These visits are not formal reviews or contract meetings but rather an opportunity for practice staff and the CCG to discuss and resolve any local issues and identify good practice to share with other practices across the CCG. The 2018/19 programme commenced in September and aims to visit all practices by the end of the April 2019.

## Locality meetings

Summary of key items covered at The Locality Management Team (LMT) and Council of Practices meetings October to December:

- **GP Triage** – SCAS reps attended Council in October to review data and performance to date and discuss how practices can support them better through GP triage. Generally good performance across NWR and seen to have positive effect on admissions.
- **Cancer care reviews**- There is a template being rolled out from the Planned Care team for Cancer Care Reviews undertaken within 6 months post diagnosis. The template is to make GPs feel more confident when carrying out the cancer care review.
- **Willows – Discharge to assess** – Members were advised of the consultation on the future of the Willows service and plans to relocate to Charles Clore Court and encouraged to reply directly to the consultation or feedback to Locality Team to collate.
- **7 day** - Reflecting on huge amount of work done to hit go-live deadline and how alliances have worked together to deliver. Accepting that some on-going booking / IT issues to work through.
- **Winter plan** – Carolyn Lawson, Urgent Care Transformation Lead, presented the draft winter plan at November Council with a focus on key requirements from NHSE and the Primary Care specifics.
- **The updated summary of the BHFT alternatives to hospital services** was welcomed and practices were encouraged to download the latest version of the app. However, wider question arose in relation to referral refusal on the grounds of capacity, which some practices have experienced. The Locality team have contacted BHFT for clarification on what the formal contractual expectation from BHFT is.
- **Gender re-assignment prescribing** – Members discussed the need for a consistent approach to support to practices across the CCG and guidance would be welcome.
- **RBC Public Health Services Consultation** Council of Practices discussed the consultation on the use of the public health grant for 2019-2021 and practices were asked to discuss and feedback any comments they wanted to share with the CCG at the December Council meeting so a response could be collated.
- **Home First** – Social Care and RBH colleagues attended December Council to inform Members of the home first principle and how health and social care are working together to provide people with the right support to enable people to return home once they leave hospital.
- **Practice Visits: Sharing good practice** – Practices shared learning of areas of good practice that they could share with colleagues including benefits of having a CRP machine in practice to reduce AB prescribing for COPD, support antibiotic resistance and early sepsis diagnosis; having NCIE sepsis Risk Stratification Tools displayed in public areas; and key messages for increasing uptake of asthma care reviews.
- **SCAS Frequent Callers Learning Outcomes** – Members reviewed the learning outcomes following practices review of their frequent callers to 999 (more than 10+ times) as part of the Anticipatory CES requirements. It was noted that key presentations across the practices included difficulty engaging with patients with complex mental health/ social care needs and

falls. These themes will be explored further at A&E Delivery Board in February to address how we can better support practices in managing these patients.

- **TIPS Feedback** – Positive feedback was received on the recent TIPS event on management of Paediatrics in Primary Care. Next steps are to address whether practices preferred the new piloted timings or the original timings, and what the impact was on Westcall and 111.
- **Local Targets** – Members noted the locality’s performance against local targets and it was agreed that there should be a focused deep dive on the asthma target at the next meeting to discuss practical ways to improve on this area.

**NWR Alliance Developments:**

- 7 Day working – NWR Alliance has dedicated significant time to supporting the development of the 7 day working and preparing NWR GP practices, who began offering the service in October. We continue to support practices to resolve any implementation issues as part of the 100 days plan and are moving extended access to ‘business as usual’.
- Clinical Pharmacist in GP practices project - working in collaboration with other alliances on this project to recruit pharmacists (part-funded) for GP practices across the Berkshire West region, as part of NHS England national programme.
- **MSK** – Continued collaborative working with the other alliances to develop an Alliance proposal for how primary care can contribute to improving the overall MSK pathway
- ICS/Integration projects – continue to take active role in shaping ICS projects/care pathway review and redesign, including dermatology, respiratory, Anticoagulation and cardiology. Working with Reading Council and CCG partners to pilot MDT clinics to better support high needs residents / patients.

## South Reading

### Locality updates

The following updates from the North & West Reading section above also apply to South Reading:

- CQC system review
- Reading TIPS
- Making every adult matter (MEAM)
- Making every contact count training
- Consultation on the use of Reading Public Health grant 2019-2021
- General practice visits

### TB screening services – extending access to boost screening rates and reduce the level of patient non-attendance

The TB new entrant screening service offered at the respiratory medicine department at the Royal Berkshire Hospital will be adding a new evening clinic and a community based clinic to help boost screening rates and address high levels of 'Did Not Attend'.

This will be funded via the national LTBI programme that sees the CCG receive funding to support the testing and treatment, where required, of 250 patients for LTBI, and to help boost awareness of latent TB. The National LTBI Strategy patient cohort is specifically patients aged 16 to 35 years who entered the UK from a high incidence country ( $\geq 150/100,000$  or SSA) within the last five years. This funding and target applies to the nationally defined cohort and the South Reading Locality only.

The effectiveness of the changes will be monitored quarterly with the service maintaining records of screening and DNA. If the extended access proves more convenient for patients, thus screening and treatment rates increase, then the general service specification will be reviewed and amended as required / practicable.

### Locality targets

All targets set as part of the 2 year plan on a page remain a focus however these have now been further developed with additional ones added and all are now more clearly measurable. This helps ensure the impact at end of year can be seen. These local targets are specific to each locality and identified as key areas of health and wellbeing improvement for the local population. Key targets for South Reading relate to diabetes, cancer screening, smoking cessation, TB (see above) child immunisation and the Friends and Family Test. Performance is reviewed and actions to improve agreed, where needed, at Locality Management and Council meetings.

### Locality meetings

Summary of key items covered at The Locality Management Team (LMT) and Council of Practices meetings October – December\*:

*\*December Council of practices excluded as scheduled for 05 December*

#### Council of Practices:

- **PQS** - Sanjay Desai presented to Council members the Prescribing Quality Scheme for the current financial year; which aims to encourage GPs to achieve cost-effective prescribing.
- **Long Term Conditions** – Members received an update on the current LTC Programme Board

workstreams including diabetes care, respiratory, falls and End of Life.

- **Cancer Champions**– Dr Kajal Patel informed Members that all practices in South Reading had been assigned a Cancer Champion with the aim to engage with PPG groups and support practices with any patient barriers around cancer.
- **Feedback from Reading CQC system review** – Members heard feedback from the CQC system review.
- **Cancer care reviews** – At October Council, Dr Kajal Patel, Cancer Lead for Berkshire West CCG informed members that the ‘Cancer Alliance’ has provided funding for an additional cancer care review to be carried out between six and twelve months from the diagnosis of cancer for patients. This will be a second review to supplement the first one which is supported by QOFF. In order for standardisation of what is used at this review a template has been created for GPs to upload onto their system and use as a guide for both cancer care reviews.
- **Chairs report** – Dr Patel took the group through the chairs report that included information and updates in relation; to the *Paediatrics focused TIPS* event scheduled for 29<sup>th</sup> November (see above), the *Cancer cascade workshop 22 November* that aims to support and empower cancer champions working in primary and secondary care to drive improvements in cancer control, *Care and Support Planning consultation skills training 15 November* and request for feedback from practices on the *revised seaman analysis service*.

#### Locality Management Team

- **TB screening services: extending access to boost screening rates and reduce DNAs** – At LMT in October, Members reviewed and approved the proposals to reduce DNA and boost screening rates.
- **Willows / ‘discharge to assess’ consultation** – the group reviewed and the consultation proposals and were encouraged to respond formally should they have questions, concerns or general views / comments.
- **Practice visits** – the practice packs and process will be reviewed and updated to ensure they are meaningful and beneficial to both CCG and practice staff. It was noted that this will feed into wider CCG work that is looking to promote consistent of approach across the 4 CCG localities.
- **ICS Update** – Shirley Lee attended LMT to provide an update on the ICS and discuss the Berkshire West ICS Strategic Priorities.
- **Local Targets** - Members noted the locality’s performance against local targets at Quarter 2. Members noted that the local targets were now included on practice visit slides with key messages to support delivery.
- **Practice Visits** – An updated version of the practice visit packs was shared and Members agreed they were happy with the new agenda and presentation format.
- **Programme Board updates** – Clinical Leads provided updated on Urgent Care, Planned Care and LTC current workstreams.

#### Reading Primary Care Alliance (RPCA) Developments:

- **7 Day working** – Reading Primary Care Alliance has been instrumental in developing the extended access service in General Practice across the region. We continue to support practices to resolve any implementation issues as part of the 100 days plan and are moving

extended access to 'business as usual'.

- Clinical Pharmacist in GP practices project - working in collaboration with other alliances on the NHS England project to recruit pharmacists (part-funded) for GP practices across the Berkshire West region.
- Supporting development of South Reading Practices to become Primary Care Networks.
- Supporting practices with the roll out of the Footfall website.
- Scoping of Spirometry service in South Reading Practices and potential ways of working at scale.
- Reading Primary Care Alliance to hold its first AGM on 11<sup>th</sup> January at Milman Road Practice.
- RPCA had a CQC inspection in November (as a service provider) and are awaiting formal feedback