

Subject: Integrated Performance Management Report

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Summary of announcement:

With winter now upon us, unsurprisingly the urgent care agenda is of paramount importance to the CCG. The CCG has invested significant funds in order to alleviate pressure throughout the winter, and is running a number of projects and schemes conceived of and designed by our Clinical leadership in locality groups.

Much of this work has been designed and developed in very close partnership with social care colleagues in Wiltshire Council. The schemes include additional primary care capacity, and in particular additional primary care support within care homes; additional social work capacity; Discharge co-ordinators to help people to become able to get home sooner; and the appointment of care co-ordinators to be the point of contact for agencies dealing with at risk patients.

We have also implemented a 6 month pilot of a Simple Point of Access, which is a single point of support enabling patients to be managed at home. Of the 11 cases referred here in the first week, just one patient was admitted to hospital. The service will continue to evolve over the coming weeks expanding its ability to both prevent admissions and, by working with the discharge teams, support discharges from the acute hospitals. Many of the initiatives we have put in place are coherent with the objectives of our Community Transformation programme, which continues to make strong progress.

The latest meeting of the Joint Commissioning Board occurred on 24 October 2013, and provided a useful indication of the progress we have made in our working partnership with colleagues from the Council.

As the end of the year approaches, our Annual Planning cycle is reaching a level of maturity. The principal aim of the CCG 2014/15 Plan is to identify programmes of work that, when delivered across the CCG, will have significant impact on supporting the delivery of our strategic aims and objectives, address a recognised performance shortfall or mitigate a key risk, as well as addressing our financial challenge.

The development of the Plan has been rooted in the clinically led locality groups, working with the GPs to ensure that the projects meet real needs and have the active support of our clinical leaders. The Governing Body received an update on progress on 26 November 2013, although naturally they have been kept closely apprised of progress and development throughout the year. We were able to share the direction of travel at a successful and well attended Stakeholder Assembly on 7 November 2013, where we were delighted to engage with a very experienced and well informed audience. A longer term 5 year strategic plan will now be developed, in close consultation with colleagues and partners across the Wiltshire Health and Social care system.

Following its difficult start earlier in the year, we were very pleased that the NHS111 Service for Wiltshire reached Full Service Acceptance on 28 October 2013. This achievement was reached

thanks to a strong collaborative working relationship between the CCG and Harmoni, our Service Provider, as well as being the outcome of a great deal of hard work on both sides.

In early November 2013 we staged the first of our Commissioner Development training workshops as part of our on-going commitment to the professional development of our workforce. This was well received, and provides a good platform on which to build incrementally.

A copy of the Integrated Performance Management Report can be found via the following link:

<http://www.wiltshireccg.nhs.uk/wp-content/uploads/2013/11/Paper-09-Integrated-Performance-Report.pdf>

Director of Planning, Performance and Corporate Services