

Wiltshire Council

Health and Wellbeing Board

23 May 2024

Subject: Update on BSW ICB Integrated Community Based Care programme engagement activity

Executive Summary

- I. This paper provides an general update on the Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care Board (BSW) Integrated Community Based Care (ICBC) programme and procurement timeline.
- II. The ICBC programme is due to undertake a period of engagement with the public and stakeholders on the programme's direction of travel. An engagement document will be published, with an accompanying survey, inviting people to share their views on transformation priorities for community based care and on the their priorities for the future of community services.

Proposal(s)

It is recommended that the Board:

- i) Notes the update on the ICBC programme and procurement timeline
- ii) Notes the proposed engagement activity

Reason for Proposal

This report is presented to the Board for information.

Fiona Slevin-Brown
Director of Place - Wiltshire
Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Subject: Update on BSW ICB Integrated Community Based Care programme engagement activity

Purpose of Report

1. This paper provides an update on the Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care Board (BSW) Integrated Community Based Care (ICBC) programme with a specific focus on upcoming engagement activity.

Relevance to the Health and Wellbeing Strategy

2. The BSW ICBC programme is focused on supporting the delivery of improved outcomes including:
 - An overall increase in life expectancy across our population
 - A reduction in the gap between life expectancy and healthy life expectancy across our population
 - Reduced variation in healthy life

Background

3. In Autumn 2022 BSW ICB began a strategic programme of work called the Integrated Community Based Care (ICBC) programme.
4. This programme aims to transform community based care, improve patient outcomes and reduce unnecessary variation in services across BSW.
5. The ICBC programme will bring together the community based care contracts that were inherited by BSW ICB from three separate clinical commissioning groups (CCGs). A new ICBC contract will be developed that includes health and some social care services provided in the community for adults, children and young people.

Programme update

6. The ICBC programme is currently undertaking a procurement for the provider of the new contract.
7. Under the new contract, we will be asking provider(s) to play a key role in transforming community based care in a way that delivers joined up, proactive care and focuses on improving patient outcomes.

8. The new contract is designed around nine transformation priorities that are informed by our Primary and Community Care Delivery Plan, these are:

Transformation priority	Description
Neighbourhood Teams	Take early neighbourhood/local team models, population health management, care coordination, personalised care planning and preventative approaches and mature them so that they a) meet both the mental and physical health and wellbeing needs of the most vulnerable adults and children with long term conditions in our communities, and b) reduce health inequalities and improve access/outcomes. The third sector will be key delivery partners in this model.
Family Child Health Hubs	Family Child Health Hubs will strengthen neighbourhood teams and core primary care services by improving access to wider multi-disciplinary child and specialist paediatric expertise to reduce pressure across the system, join up care, improve quality of care and increase productivity.
All age single point of access for urgent clinical need	Create a BSW single point of access (SPA) which ensures people, with an urgent or emergency clinical need, receive the right clinical intervention, in the most appropriate place at the right time by the most appropriate clinician.
Redesign Care Pathways	Identify adults and children by pathway who are attending or being admitted to hospital with conditions that could be managed in the community and reduce these admissions with a focus on prevention and proactive care over the life of the contract. Redesign adult and children and young people pathways across primary, community and acute services to reduce variation between localities, enable care closer to home, increase emphasis on prevention and early interventions
Specialist advice and support into communities and primary care	Delivery of specialist advice and support into local communities and to primary care, enabling children and adults to seek advice from a community specialist team as their first port of call. to be cared for closer to home. Delivery of children's community services single point of access.
Specialist advice and support for people with LDAN	Transform community provision for people with a learning disability, autism or neurodiversity to deliver improvements across the pillars of identifying, understanding, meeting, maintaining and escalating needs. Delivery of SPA and focus on early intervention and prevention

Transformation priority	Description
Sustainable and innovative workforce	Transform the workforce through integrated/shared recruitment and retention approaches across providers and partnership working with third sector. Redesign roles within the neighbourhood teams based on a more generalist and less specialist approach with a focus on prevention and proactive care.
Digital innovation	Harness digital innovation - operationalise the integrated care record across partner organisations, introduce a digital clinical record, mainstream the use of remote working, remote monitoring, diagnostic capabilities and the NHS App, use of artificial intelligence.
Left shift into community and third sector	Deliver early and ongoing productivity gains through the life of the contract to create capacity to reinvest in transformation priorities and shift funding to community, third sector delivery and prevention delivery.

9. The new contract will be based around six key outcome measures:
 - Improve health & wellbeing of our population
 - Increase overall life expectancy across our population
 - Reduce impact of long term conditions/morbidity
 - Improve access and experience
 - Improve sustainability of workforce & carers
 - Optimise impact of enablers
10. The procurement process is now in a negotiation phase that will run until the end of July 2024.
11. There will then be an evaluation process to assess the bid(s) before determining who will be awarded the contract to deliver integrated community based services across BSW.
12. The award of any contract following this period is expected at end of September 2024. From October 2024 the provider will begin to mobilise their services to be ready for the start of the contract on the 1 April 2025.

Engagement document and survey

13. The ICBC programme has developed an engagement document about the programme. The purpose of the engagement document is to provide stakeholders, particularly patients and the public and those not immediately involved in the ICBC programme with more detailed information about plans for community-based care in BSW.
14. The engagement document will be used to seek views from local communities and partners about the vision and ambition for community based care.

15. Specifically, the aim is to engage on how to deliver the ambitions of the programme and transformation priorities, and to test any views on the detail of the same.
16. A survey will be developed to seek the views of local people and stakeholders. The questions will cover views on:
 - the case for change – whether people recognise the challenges and agree that change is needed
 - the ICBC transformation priorities – do these resonate, do people support them
 - barriers to accessing community based care
 - ways community based care could better support people to manage their health and wellbeing
 - ways community based care could make best use of digital technologies
 - the future of community services – what is important to people, what would they like to see from future services.
17. The engagement period will be widely promoted through existing ICB and system partner communication channels.
18. Following the engagement period, the feedback will be used to develop an engagement report and an updated version of the engagement document, with a new section including the key themes from the engagement.
19. The engagement report and updated version of the engagement document will be shared with potential new providers of community based care. This will ensure that bidders are aware of what is important to local people and be able to consider this when formulating their bids.
20. The engagement document and engagement period will be launched during week commencing 13 May and will run for around 3 weeks.
21. The engagement report and updated engagement document will be made available later in the summer of 2024.

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