

## WC Information Item

<b>Subject:</b>	GOV/14/05/10 Integrated Performance Report May 2014 <input type="checkbox"/>
<b>Officer Contact Details:</b>	David Noyes, Director of Planning, Performance and Corporate Services <input type="checkbox"/>
<b>Weblink:</b>	<a href="http://www.wiltshireccg.nhs.uk/wp-content/uploads/2014/05/Paper-10-Integrated-Performance-Report.pdf">http://www.wiltshireccg.nhs.uk/wp-content/uploads/2014/05/Paper-10-Integrated-Performance-Report.pdf</a>

### Summary of announcement:

Performance across the urgent care system remains broadly as expected over recent weeks, notwithstanding a couple of areas which have not consistently achieved the expected targets due to spikes of activity. A&E waiting times at GWH remain a concern, and the CCG will be participating in the de-brief from the recent Emergency Care Intensive Support Team work with GWH on 16 May. Elsewhere, we remain engaged with our provider of NHS111 in order to rectify some of the recent performance shortfalls evident in the delivery of this service, albeit performance here overall remains very much improved from this time last year. A review of regional system performance over last winter took place with the NHS England Area Team on 30 April with lessons learnt and agreement of common themes and issues, which can inform planning for next year. The Wiltshire Urgent Care Working Group met on 1 May; this event was conducted as a workshop, facilitated by Wiltshire GP Dr Tim Ballard, who is Vice Chair of the Royal College of GPs. Representation from across the system assisted us with the distillation of ideas and concepts which can be further developed to bring improvement in the future.

Some early engagement events have been held in order to start our dialogue with the population over the direction of travel set out in our emerging 5 year strategy. These have included interactions with the Wiltshire and Swindon Users Network, the Wiltshire Voluntary Sector Forum Network and the Potterne and surrounding villages Annual General Meeting. Further events with a variety of forums and groups are planned for the coming weeks and months, including Area Boards whenever possible. In order to drive ahead with delivery, in the past month our own Programme Governance Group have endorsed the scope and governance of our priority areas of programmed work moving forwards, and in very close co-operation with our partners in Wiltshire Council, the similar forum governing the Better Care Plan projects also successfully convened. On 22 April we held a workshop for our Governing Body members to expose them to the potential benefits of the Systems Thinking methodology, which Council colleagues have found to be most effective. We are now in the process of rolling our training in this discipline across the service re-design and commissioning leads within the CCG.

We continue to plan ahead for the NHS England Area Team end of year assurance visit, which is now planned for 20 May. We further anticipate finalising the inaugural CCG Annual Report at the Governing Body planned for the same date.