

# South Tees Clinical Commissioning Group – “Operational Plan on a Page”

## Vision

*To establish an innovative and integrated health and social care system focused around the needs of the individual, promoting prevention, eliminating waste and delivering excellence in pursuit of the shared vision that “All care is planned care”*

## Key Characteristics

Our Vision - is person centred, promoting preventative approaches, allowing people choice and control in the way they manage their health and social care needs;	social care to ensure efficiency, sustainability and resilience within the system;
Our Vision - Integrates care pathways across health and social care to ensure efficiency, sustainability and resilience within the system;	delays and hand-offs and improves
Our Vision - Creates consistency in health and social care assessment processes which avoids unnecessary duplication, delays and hand-offs and improves information sharing across agencies;	appropriate risk management processes are
Our Vision - Provides adequate safeguarding for people to ensure that their independence is maximised and that appropriate risk management processes are in place;	identified needs and quality standards
Our Vision - Drives improvement and innovation through the joint commissioning of services to meet identified needs and quality standards	while remaining focused
Our Vision - Enables learning from our collective experiences, both in terms of our achievements and the challenges we experience, while remaining focused on the need to show care and compassion	

## Workstreams and Commissioning Intentions

<p><b>Care Closer to Home - IMProVE</b></p> <ul style="list-style-type: none"> <li>To deliver the Integrated Management and Proactive Care for the Vulnerable and Elderly programme which includes working with partners to develop a single point of contact for community services, developing an assessment hub to support and streamline step up and step/down care and making better use of our community estate</li> <li>To create a one-stop pulmonary rehabilitation service - with a single point of referral and tiered model approach to service delivery across the two localities of Middlesbrough and Redcar &amp; Cleveland is proposed.</li> <li>Continuation and evaluation of the Integrated Community Care Team and Rapid Response Teams</li> <li>To deliver the Integrated Management and Proactive Care for the Vulnerable and Elderly programme</li> <li>To develop and agree the provision of Intravenous/Subcutaneous therapy in a community setting</li> <li>An early facilitated/supported discharge service will enable patients to be discharged early from hospital and rehabilitation to be delivered in their own home where appropriate. This service will be in line with national best practice.</li> <li>Deliver more cancer care in the community</li> </ul>
<p><b>Care Closer to Home - Planned Care</b></p> <ul style="list-style-type: none"> <li>To implement an agreed pathway for all patients presenting with MSK conditions, to reduce the number of patients seen in Orthopaedics that could have been assessed in the community</li> <li>Following recommendations from Clinical Director to work with STHT to enable the implementation of North East Clinical Network Back Pain pathway</li> <li>Improve quality measures and efficiencies of the Community Continence Service.</li> <li>Deliver Termination of Pregnancy Services in line with the national service specification</li> <li>To work with STHT to provide a 2 week turnaround time for urgent non-obstetric ultrasound scans.</li> <li>To ensure current pathways for all patients presenting with dermatology conditions are adhered to.</li> <li>To reduce the number of patients seen in Dermatology and Plastics that could have been treated in the community</li> <li>To procure a Physiotherapy Advice Line Service to start from 1<sup>st</sup> August 2014 as per the recommendation from NHS South Tees Clinical Commissioning Group, to continue with a telephone assessment and treatment service for patients with MSK conditions.</li> </ul>
<p><b>Health and Well-being</b></p> <ul style="list-style-type: none"> <li>To improve local awareness of signs and symptoms of cancer in order to increase awareness in patients and reduce the number of cases diagnosed as emergency presentations to hospital.</li> <li>To improve the physical and mental health of local carers, improve provision provided to carers so that they are aware of the support for them in order to increase their confidence to manage their ward/ patient/ relative.</li> <li>To reduce emergency presentations and acute admissions by improving local awareness of signs and symptoms of diabetes and how the condition should be managed.</li> <li>To improve opportunities for health promotion across local pharmacies and practices.</li> <li>Reduce the number of emergency admissions for patients with long-term respiratory conditions, including in the numbers which are short term admissions and multiple admissions.</li> <li>Improving maternal health and early start for new-borns and children</li> </ul>
<p><b>Medicines Management</b></p> <ul style="list-style-type: none"> <li>GP Prescribing Engagement Scheme - Ensure safe, rational and cost effective use of medicines/to promote the use of repeat dispensing</li> <li>Launch Electronic Transfer of prescribing - Supporting systems that ensure safe, rational and cost effective use of medicines.</li> <li>To ensure CCG has robust Drug Approval processes/Develop more robust systems for effective management of Tariff Excluded/High Cost Drugs</li> <li>To improve the quality of discharge information and medication supply (acute providers)/Improve arrangements for TEWV Prescribing</li> <li>Improving Adult Under-nutrition and Hydration</li> <li>Reduce the % of Insulin analogues prescribed in relation to all insulin's</li> <li>Increase compliance with Wound dressing formulary/Extension of Primary Care Dressing scheme</li> <li>Improve Respiratory Prescribing and reduce costs and admissions to hospital</li> <li>Improve the use of Self Administration of medication in hospital</li> <li>Provide interim funding for Specialist Pharmacy Services</li> </ul>
<p><b>Mental Health, Learning Disabilities &amp; Dementia</b></p> <ul style="list-style-type: none"> <li>“Stepping forward” - to reduce unnecessary A&amp;E attendances and emergency admissions. The service is currently available in Middlesbrough and the intention is to roll out across South Tees</li> <li>Dementia collaborative to support the implementation of the National Dementia Strategy and deliver large scale organisational change.</li> <li>Perinatal Mental Health - In light of NICE Guidance, Commissioners need to consider current arrangements for perinatal mental health with the potential for developing a specialist community service</li> <li>Improving outcomes for disabled children and children with complex health needs - fragmented services requiring review due to emerging legislation and policy changes</li> <li>The Winterbourne Review</li> <li>Continuation of Tees CAMHS transformation and prioritisation of children’s emotional and mental health</li> <li>Sensory Integration Assessments and Interventions - Provide access to sensory assessment and intervention not currently available</li> <li>Specialist Advocacy Framework</li> </ul>
<p><b>Quality in Primary Care</b></p> <ul style="list-style-type: none"> <li>Identify ways to continue to improve quality within practices linked to practice and patient feedback about services and to identify innovative ways in which these could be implemented.</li> <li>Improve quality in local practices through development of clinical and non-clinical staff</li> <li>Improve quality and reduce health inequalities by supporting practices at the ‘Deep-end’ of high deprivation.</li> <li>To improve the quality of care to support patients residing in care homes to avoid unnecessary admission.</li> </ul>
<p><b>Urgent Care</b></p> <ul style="list-style-type: none"> <li>Implementation of Tees-wide Urgent Care Strategy, working across boundaries to improve patient experience and clinical outcomes</li> <li>Establishing partnerships and better working relationships between all health and social care organisations</li> <li>Agreeing and sharing goals, objectives and responsibility throughout the community</li> <li>Making sure any development produce system-wide improvements</li> <li>Making sure delays are not caused by organisational boundaries or other non-clinical reasons</li> <li>GP Support to Paramedics - extending existing out-of-hours support to in-hours</li> <li>Increase GP capacity and access - The aim of the system is to give patients timely access to a GP thus faster response time to their health needs</li> <li>Support member practices in developing proposals for the Prime Ministers Challenge Fund, looking at innovative ways of integrating primary care and preventing unnecessary admissions and attendances</li> <li>Reduction in ambulance handover delays</li> </ul>

## Outcome Domains

Preventing people from dying prematurely	Enhancing quality of life for people with long-term conditions.	Helping people recover from episodes of ill health or following injury	Ensuring that people have positive experience of care	Treating and caring for people in a safe Environment and protecting them from avoidable harm	Securing additional years of life for the people of England with treatable mental and physical health conditions	Improving the health related quality of life for people with long term conditions, including mental health conditions	Reducing the amount of time people spend avoidably in hospital through better and more integrated care in the community, outside of hospital	Increasing the proportion of older people living independently at home following discharge from hospital	Increasing the number of people having a positive experience of hospital care	Increasing the number of people with mental and physical health conditions having a positive experience of care outside hospital	Making significant progress towards eliminating avoidable deaths in our hospitals caused by problems in care	Parity of Esteem	Improving health and preventing ill health in partnership	Reducing inequalities
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## Outcome Ambitions