

Isle of Wight Health and Wellbeing Board Summary Report

Although a formal committee of the Island council, the Health & Wellbeing Board has a remit which includes matters relating to the Clinical Commissioning Group (CCG), the Local Safeguarding Boards for Children and Adults and Healthwatch. Papers come from a variety of sources. The format for Health & Wellbeing Board papers is consequently different from papers submitted to the Isle of Wight Council for exclusive Isle of Wight Council business.

As this is formally a committee of the Isle of Wight Council the meetings will be held in public, and other than in exceptional circumstances (as follows) all the reports will be published on the council's publically available intranet. The rules and exceptions around this are detailed at page 113 of the council's constitution that is available from this link: <https://www.iwight.com/documentlibrary/view/council-constitution1>

1. Urgent & Emergency Care Blueprint

1.2 Closed session

1.3 Thursday, 25 October 2018

1.4 Jonathan Smith, Assistant director of Integrated Commissioning

2. Summary

2.1 Key messages for Board members

- This paper is intended to provide the Board with an update on the implementation of the Isle of Wight Urgent & Emergency Care (UEC) Blueprint.
- The Blueprint is a whole island plan and covers all wards.
- The IW Urgent & Emergency Care Blueprint is the IW response to the national NHS Urgent and Emergency Care Delivery Plan.

Background

- NHS England developed the national Urgent & Emergency Care (UEC) Delivery Plan in response to the Safer, Faster, Better consultation. The Delivery Plan has 7 "Pillars" (key pathway elements) all requiring significant system transformation. The plan brings together the elements of the whole unplanned care pathway not just the initial urgent/emergency response.

- The purpose in summary, of the NHS UEC Delivery Plan, is to move local systems at pace towards more efficient ways of delivering services in the future, and embracing technological opportunities – also embracing the changing expectations and behaviours of the public in accessing urgent care in particular.
- The IW system developed the UEC Blueprint in response to national expectations through co-design workshops held in 2017 - with two key principles: “Taking national best practice and designing a model that fits local needs (e.g. diseconomies of scale [in activity] and innovative utilisation of capacity [workforce]), to secure quality, access and affordability outcomes, whilst achieving the patient experience that is expected from the national models of UEC delivery”, and, development of the IW UEC Blueprint as a health and care system wide not just a health response.
- The IW response has an underlying ambition to improve Equity, Accessibility and Integration as set out in the Health & Wellbeing Strategy, and is integral to the Age Well Priority in supporting independence, prevention and self-care.
- The initial UEC Blueprint was approved by the CCG Governing Body and the Local Care Board in late Summer 2017. The Blueprint has been revised and updated to reflect further co-design. The IW UEC Blueprint (August 2018) is attached for reference. The seven “Pillars” are illustrated on Slide 4 (with 111 telephony and 111 online combined in a single pillar).
- The national UEC Delivery Plan set out a challenging set of significant milestones and service delivery targets. The IW is not yet meeting all the milestones and targets in the timescales expected. Significant work streams include the implementation of a Clinical Advisory Service linked to 111 that enables callers to speak to a clinician without further call back; the Urgent Treatment Centre branding and standards; the Ambulance Response Programme implementation; extended access to Primary Care, and Discharge to Assess implementation to support patient flow. A copy of the milestone tracker can be made available to Committee members.

3. Key Points of report

- This work is specifically aligned with the LCB Acute Services Review and Community Services Redesign, including Adult Social Care – Care Closer to Home Strategy, where Urgent and Emergency care (unplanned care) pathways impact. It takes account of other strategic intentions, such as the H&W Strategy.
- To date the implementation of the UEC Blueprint has not been led under a single delivery assurance process. The Local Care Board Co-ordinated Access priority work stream has now been expanded to encompass the UEC Blueprint delivery assurance.

- Two elements worth focusing on are:
 - the Integrated Urgent Care Service – which encompasses improvements to the “online and telephony” access to Urgent Care, starting with health access via 111 to immediate access to an appropriate clinician to manage their need, or booked for a face to face appointment.
 - The development of an Urgent Care “Floor” at St Mary’s Hospital, where booked appointments will be managed across a range of clinicians and services (including Primary Care out of hours) and the Emergency Department capacity is protected for people with high level need. This will include “streaming” walk-in patients to other clinicians, or to primary and self-care appropriate to clinical need. In time it is envisaged that this facility would offer access to social care, mental health and community asset support as workforce and IT systems enable integration
- Therefore, under the NHS New Care Models Commissioning Framework it is intended to move the service contracts for UEC delivery under a system-wide Alliance agreement outcomes-based approach for performance management and service redesign, and work on system readiness for this will begin at the end of July. This is intended to enable co-design and planned reconfiguration of resources.
- An update on the UEC Blueprint will also be presented to the Policy & Scrutiny Committee for Adult Social Care and Health and the CCG Governing Body, in July.

4. Decisions, recommendations and any options

4.1 Recommendations

The Board receives the update on the Urgent & Emergency Care Blueprint.

5. References

Appendices attached:

[Appendix 1 – The Isle of Wight Urgent & Emergency Care Blueprint \(August 2018\)](#)

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