

SLOUGH CLINICAL COMMISSIONING GROUP

Minutes of the Slough Clinical Commissioning Group Governing Body Meeting in Public held Tuesday 6th October 2015 12.00pm – 16.00pm at The Slough Centre Conference Venue, Farnham Road, Slough SL1 4UT.

Present:

Dr Jim O'Donnell	Chair
Dr Asif Ali	GP Board Member
Nigel Foster	Chief Finance Officer
Sarah Bellars	Director of Nursing
Mike Connolly	Lay Member for PRG
Nasreen Bhatti	Lay Member Governance
Sue Bowden	Local Nurse
Alan Sinclair	Acting Director Adult Services SBC
Sangeeta Saran	Head of Operations
Debbie Fraser	Interim Chief Finance Officer

In attendance

Ally Green	Associate Director of Communications & Engagement
Tianne Thompson	Interim Head of Corporate Affairs

1.	Introduction	
1.1	Apologies were noted: Dr Siva Sithirapathy, Carrol Crowe	
1.2	Conflicts of Interest to declare in relation to the agenda	
	Members were reminded to declare conflicts of interest in relation to today's agenda. There were no conflicts of interest declared.	
1.3	The Minutes of the meeting held on 2 nd June 2015 were read and approved	
1.4	Matters Arising	
	There were no matters arising	
2.	Pre notified questions from the public	
	No questions have been received.	
3.	Chief Officers Report	
	Chief Officers Report. Sangeeta Saran Head of Operations for Slough CCG gave an overview of the progress in delivering the CCGs plans. A first Joint Co-commissioning Committee meeting was held in public in July 2015 and as part of our responsibility is to report some of the decisions that were made at this Committee meeting for the Governing Body to be aware of and endorse. The Terms of reference were signed off by the Committee and the membership was agreed. The process for the PMS reviews were approved and this will be reported back to the committee on the 23 rd October. A significant decision was taken around the Slough Walk In Centre it was agreed to extend the contract whilst the plans for transformation of the service are put in place. Langley Health Centre was rated outstanding from a Care Quality Commission (CQC)	

review. Since the committee meeting The Orchard Medical Practice also in Langley was rated as inadequate. Sarah Bellars informed the Governing Body that whilst the CCG has responsibility of improving quality in Primary Care the CCG does not hold the substantive information around quality so are unable to produce those reports. We are working with colleagues in the CCG to look at how we can develop our quality locally. We are heavily involved in the oversight of The Orchard Practice and they have buddied up with Langley Health Centre and are confident as is the Area Team and the CQC that the action plan that has been developed will address the issues.

We are continuing phase 2 of the Prime Ministers Challenge Fund from September to March 2016 in providing the extra appointments reducing the Saturday and Sunday provision because the uptake was minimal. Evaluating the schemes in detail which were undertaken in Phase 1.

There has been a 4% reduction in non –elective admissions some of this is due to the extended Primary Care 7 day working as well as some of the complex case management work have extended the pilot across Slough which started in September. All practices are taking part in this pilot.

Funding has been received from Cancer Research UK and a project has been started to improve quality of cancer services in Slough. Dr Nicola Myerscough has been appointed as the Clinical lead for Cancer.

Dr Jim O'Donnell mentioned that we had an End of Life and Cancer focus at our educational meetings. Crucial to Cancer care is early diagnosis and crucial to that is high awareness of how cancer present in the population. Important that GPs and nurses in the practices improve their expertise in recognising cancer early and referring the right patients into the system as quickly as possible. The educational events have included Ear Nose and Throat (ENT), Cardiology, flu immunisation and immunisation in general.

Nigel Foster gave an overview and highlights on the topical and strategic issues.

Urgent Care Network

This network has been mandated by NHS England and has been set up over the country to give strategic oversight on how urgent and emergency care is delivered. Slough is in the Thames Valley Network and the first meeting was held last month. This will give us more oversight on some of the projects we are working on across a wider geography. This will include the reconsideration of how the 111 service will be provided the urgent care network will have input on how this process is carried forward.

Systems Resilience Group

This group focuses on urgent activity, non-elective activity, elective activity, Mental Health and Cancer targets during the winter period. The group is based around the flows into and out of Wexham Park Hospital. In addition to ourselves WAM CCG, Bracknell & Ascot CCG and Chiltern CCG are the main users of Wexham Park Hospital.

Share Your Care

This is a national programme to enable care records to be shared to improve the care of patients. By 2020 all care records would be digitised and these would be shared between different organisations. As part of our local project we will be procuring the system which will enable records to be viewed in different systems. This will be rolled out in phases over the next 2 years.

New Vision of Care

Design workshops have taken place in the earlier part of this year. It was decided to change the name from Collaborative Care for Older Citizens to New Vision of Care to better reflect the focus and the intended impact the programme will have. This was

	<p>discussed at a group of System Leaders across Health and Social Care and this group will take leadership and oversight of this project.</p> <p>The 360 survey highlighted a number of issues which the CCG is now reviewing and developing plans to improve engagement with all stakeholders.</p> <p>The 3 CCGs have started looking at options to recruit a full time Accountable Officer and also looking at options for a long term interim arrangement. In the interim Nigel Foster is acting in the Accountable Officer role. Alan Sinclair support Nigel Fosters engagement in the New Vision of Care.</p> <p>The Governing Body noted the report</p>	
4.	Chairs Report	
	<p>Dr Jim O'Donnell gave a verbal update.</p> <p><u>Familial Hypercholesterolaemia (FH)</u></p> <p>This is a condition which occurs in populations that have a high ethnic minority and this includes Slough. Working with the British Heart Foundation and the local Thames Valley Clinical Network to devise a screening program for the Slough population. In our population of 148,000 population 180 patients have been identified as having FH and feel another 1600 patients are being undetected and it is important that we identify them. We are working with Harefield Hospital and have a local service for screening.</p> <p><u>Care in Care Homes</u></p> <p>Slough has a relevantly small older population 5.5% are over 75 yrs but it is very important we get care right for those who live in Care Homes. Slough CCG have identified an initiative together with Slough Borough Council to focus and improve the ongoing monitoring of care and prescribing of medications for patients in Care Homes. Working closely with the Local Authority on a proposal for the Better Care Fund to see how we can perfect our model of care.</p> <p>The Governing Body noted the report.</p>	
5.	Quality	
5.1	<p>Sarah Bellars introduced the new style reports and hoped these were easier to read.</p> <p>Highlights from the Quality & Performance Scorecard:</p> <ul style="list-style-type: none"> • The overall performance of Slough CCG has improved significantly. • The number of C-Diff infections has caused some concern. The Trust is investigating and improvement is expected in this area. The majority of quality and performance standards are being met. • A new Stroke pathway is being commissioned and the model needs to be changed to do the right thing for patients to ensure the highest standard of care possible for patients. • Improvements have been made in the Caesarean section rates. Achieving an initial reduction in the year. • Sarah Bellars asked the Governing Body clinical members to champion having the flu vaccination. Asif Ali said that there is a challenge around children. The local lead for Flu is Jo Greengrass. Sangeeta Saran mentioned that a Flu discussion was held at a STEPS session where Dr Trivedi gave some good tips and guidance on Flu. To get Dr Trivedi's top tips and share these with the other Slough practices. 	
5.2	<p><u>Provider Quality Report</u></p> <ul style="list-style-type: none"> • There are issues around looked after children health assessments. Had a meeting 	

	<p>with the Social Care team within Slough and an escalation framework has been worked out to make sure that these health assessments are done.</p> <ul style="list-style-type: none"> • Working with BHFT on the number of patients receiving a Falls assessment within 24 hours of admission to an older adult mental health wards. Starting to see an improvement in this area. • Having an issue around South Central Ambulance Service (SCAS) ambulance call times. This remains an issue and is on the CQRM agenda. If this continues to be a problem it will be escalated. Nigel Foster said that additional resource has been added in this contract and we are looking at the level of staffing. • There has been a national shortage of BCG vaccinations. Now vaccinations are available, new babies are being vaccinated and the catch up is being managed with the older babies being vaccinated first. But this is still a risk for Slough. • There have been some issues around the Urgent Care Services in Bracknell these are being monitored. <p>The Governing Body noted the report</p>	
5.3	<p><u>Berkshire East Providers Patient Experience Report</u></p> <p>Sarah Bellars presented the report. The report collates information from all our providers patient experiences.</p> <p><u>Frimley Health</u></p> <p>When Frimley took over in October 2014 there was a large backlog of complaints. The number of complaints at Wexham Hospital has fallen and the number needing to be re-opened has also fallen representing a very real improvement.</p> <p><u>Berkshire Healthcare Foundation Trust (BHFT)</u></p> <p>The volume of complaints received has remained fairly consistent for the past year.</p> <p><u>Friends & Family Test (FFT)</u></p> <p>All of our acute providers are above the national average for Q1 15/16. Wexham Park Hospital has shown the biggest improvement. Wexham Park are expecting their CQC follow up inspection next week and have they have made huge improvements.</p> <p>The Governing Body noted the report</p>	
	The Group took a break for lunch at 1.30pm	
6.	Finance Report Month 5	
	<p>Debbie Fraser presented the Month 5 Finance Report.</p> <p>At month 5 the CCG is reporting on plan, with a year to date surplus of £813k and a year-end surplus of £1.9m. A number of pressures have been identified relating to the mental health placements budget £413k over what was planned, the independent sector particularly around the Princess Margaret Hospital and the acute sector. Showing an over spend of £460k in GP prescribing. This has been reduced as have identified prescribing which has been incorrectly charged to the CCG.</p> <p>There are a number of risks and these are summarised below:</p> <ul style="list-style-type: none"> • High cost drugs which are sitting in our Frimley Health contract these are due to come back to the CCG and the allocation is currently being negotiated. • NHS Property Services are showing a void/subsidy cost we are disputing the invoices received from them but believe we will come under pressure to pay these invoices. <p>A Financial Control Environment Assessment is required by all CCGs as part of the overall management of financial risks with the NHS this year and this was completed in August 2015. Taken to the Audit Committee and signed off at the Remuneration Committee. An action plan has been agreed and will be monitored through the Audit Committee.</p>	

	<p>Starting to look at reviewing the financial plans for the next 5 years to prepare this for the allocation announcement in December. Using our reserves to balance the over performance these are tight need to watch and monitor our position before we go forward.</p> <p>JOD said that finance was presented at a STEPS session. The members asked what can we do as commissioners and providers do to remedy the situation. There was a keenness to innovate and come up with ideas and share these ideas with other practices. SS said there is a regular item on the Locality Agenda updating the members on Finance issues.</p>	
7.	Strategy	
7.1	<p><u>Process to refresh the CCG 5 Year Strategy</u></p> <p>Nigel Foster gave a verbal update. The existing strategy was drafted two years ago. Since then we have had the acquisition of Wexham Park by Frimley Health, have new ways of working with the Trust. The CCG has also has several smaller strategies addressing specific areas of work Primary Care and young children in mental health are part of this strategy NHS England will share some guidance for what they expect for 16/17 and a detailed plan for the next 5 years. The aim is to produce a shorter, simpler document which is owned by our key partners.</p> <p>Alan Sinclair said that for the list of work for Slough we need to make sure that all the strategies and plans between different partners either align or it is our ambition to have one plan to sign off and this would be the Slough Wellbeing Board Strategy. This plan could be aligned with the CCG plan.</p> <p>The Governing Body noted the verbal report</p>	
7.2	<p><u>Transforming Care for children</u></p> <p>Sarah Bellars talked through the presentation. The mental health task force in 2014 reported that some of the key issues were the need to help children and young people to keep mentally well, building resilience, tackling problems early and prevent them getting worse and taking action quickly if they do so. This is about transformation plans to build a strategic vision for 2020. Slough needs to develop these plans with partners including Public Health and the Health and Wellbeing Board. A working group was formed to address the problem. The plan for a plan was submitted to NHS England on the 18th September now working up the more detailed plan to be submitted to NHS England on 16th October.</p> <p>Funding is being made available and if we get our plans right and assured we will tackle some of our local issues around waiting lists etc. and have pilots running. Nigel Foster said there will be an additional £250k later this year and currently next year. Sarah Bellars said that she is assured that the submission is well on plan to be submitted by the 16th October to NHS England.</p> <p>The Governing Body noted the report</p>	
7.3	<p><u>Primary Care Strategy</u></p> <p>Sangeeta Saran presented the Primary Care Strategy. Slough has carried out a lot of work in the last 2 years with the Prime Ministers Challenge Fund (PMCF). Funding has been received this year to continue the 7 day access which was started in 2014/15. This strategy has been influenced by the feedback from patients and will develop better access to Primary Care. Some practices are already offering some of the innovations in the strategy. The GPs will have more time to have conversations with patients and concentrate on the patient's needs.</p> <p>The next steps will be to focus on the workforce, Quality, working closely with Slough Borough Council on Estates, digitalisation and IMT and to review the model of the delivery to align with the Urgent Care Strategy, Slough Walk In Centre Strategy and the Better Care Fund (BCF).</p>	

	<p>A detailed document will be produced in the next couple of months which will detail some of the strategies which are relevant to Primary Care and this document will come back to the Governing Body for ratification.</p>	
8.	Systems Resilience & Emergency Response	
8.1	<p><u>Emergency Response</u></p> <p>Nigel Foster presented the papers.</p> <p>CCGs are required to review their own compliance and that of the local acute, community and out of hours services using national core standards. The report consists of a number of views and assessments which have taken place around our readiness to respond to emergency situations and the readiness of our partner organisations in Frimley Health and Out of Hours to respond.</p> <p>Reviews have taken place of Frimley Health (Wexham and Heatherwood sites) and East Berkshire Out of Hours. Frimley Health was not compliant with pandemic flu and an action plan is in place and to have full compliance by the end of 2015/16. East Berkshire Out of Hours were reviewed and was compliant for 19 of 26 standards an action plan is in place to have full compliance before the end of the financial year.</p> <p>The Governing Body received and approved the report and action plans.</p>	
8.2	<p><u>Systems Resilience</u></p> <p>The report sets out what the Systems Resilience Group (SRG) has been doing to review and recommend funding for Operational Resilience Capacity Planning (ORCP)/winter planning. £826k was received from NHS England at the beginning of the year to use for winter pressures. The SRG is responsible for making recommendations on how this money is applied across health and social care organisations. The funding the 3 CCGs received in East Berkshire was split between Frimley North and Frimley South. In total across the 3 East Berkshire CCGs £1.8m was funded to invest in Frimley North and £500k to invest in Frimley South. The schemes that are currently recommended or already committed for Frimley North come to £1.3m there is still some funding left to deal with other urgent issues.</p> <p>Nigel Foster assured the Governing Body that the schemes were reviewed by the Operational Delivery Group and reviewed at the SRG meeting on 10th September and the final schedule was produced for the Strategy and Planning committee who agreed the recommendations in order to commence in time for the winter period.</p> <p>Dr Jim O'Donnell pointed out that in Slough the Rapid Assessment Community Clinic (RACC) has not been effective in helping to reduce non-elective numbers. But we would be prepared to consider the Multidisciplinary Day Assessment Service (MUDAS) model facility. Sangeeta Saran said that she had a discussion with Sufian Jabbar (Urgent Care Lead) and BHFT around a faster response service and connect to MUDAS and they are keen to work with Slough and Frimley Health. A sign off is needed from the Governing Body.</p> <p>Dr Jim O'Donnell asked the Governing Body to approve the Systems Resilience on the basis that we are going to investigate with a view to securing for this winter this type of facility where the GP can speak to a Consultant and organise for full assessment of the patient who doesn't necessarily need to be admitted on that day.</p> <p>The Governing Body gave their approval.</p>	
9..	Assurance Framework/Risk Management	

	<p>Nigel Foster presented the Assurance Framework & Risk Register.</p> <p><u>Assurance Framework</u> The Assurance Framework provides details of each of the risks, the risk owner, the risk rating and the controls and assurance that are in place along with a risk mitigation plan. The Assurance Framework has been revised with a number of improvements including a simpler format, a summary coversheet, a new risk rating matrix and a re-evaluation of all existing risks. The new framework consists of 14 strategic risk scenarios agreed by senior management and the Audit Committee and outlines the strategic risk position of the CCG.</p> <p><u>Risk Register</u> A new risk register has been developed and should feature as standing items on the appropriate committee and groups.</p> <p>The Governing Body approved the Assurance Framework and Risk Register.</p>	
10.	Communication & Engagement Strategy	
	<p>Ally Green and Mike Connolly updated the group on the highlights for the month.</p> <ul style="list-style-type: none"> Community Partnership Forum meetings have met in June & July and focussed on cancer and community pharmacy. The next meeting is being held on the 22nd October. The CCG AGM was held in September and there was good attendance and engagement. Feedback has been invited from the public on the Slough Walk in Centre before making decisions about the long term. The contract has been extended to June 2017. National winter campaigns will begin in October and local activity will support the theme of 'stay well this winter'. National and local media will cover the campaign plus posters, leaflets and social media. CCGs are working closely with Public Health, practices and other partners to raise awareness and encourage the uptake of flu vaccinations in under 5's, over 65 's and those with Long Term Conditions. <p>The Governing Body noted the report.</p>	
11.	AOB	
	There was no any other business	
	Q & A Session	
Q.	<i>Helen Banfield asked what qualifications do the people on the 111 service have to give advice and make a decision? Carers need to be paid more there is some talk about some change in the legislation that they will be paid from their front door? It is possible for carers to have a notice 'Carer on Call' to put in their cars?</i>	
A	Sarah Bellars responded to the first question by saying they work by pathways these pathways are algorithms or flows of questions to ask and what to do dependent on the answer you give them. They are evidenced based pathways where GPs and nurses are involved in developing these pathways. There has been an assurance process looking at this training they receive to understand the pathways. There are continued reviews of all the pathways based on any incidents that occur and they are done on a national level. AS commissioners we get to see any pathway incidents for the Thames Valley and get to review those pathways.	
A,	<p>Alan Sinclair responded to the 2nd question</p> <p>The council are looking locally for carers to be paid from home to first visit also from last visit to home as part of their working day if they don't have an office space. Looking locally at what this would cost Slough. Each company can make a discretionary decision.</p> <p>AS said that he would take the car parking issue back to his transport colleague and will come back to Helen Banfield. Working with all the agencies in Slough to make sure people don't have to drive as much.</p>	
Q	<i>(1) Mr Stephen Newman told the group that his father and his need to have to go through</i>	

	<p><i>4 financial assessments since April for the resources he needs. If he is not there his father is vulnerable having to sit through 4 assessments for the resources he needs.</i></p> <p><i>(2) If the CCG are looking to use their extra funding efficiently would it be a good idea to have a member from the community leisure facilities or an educational authority at the meetings where they can listen to peoples points of view.</i></p>	
A.	<p>Alan Sinclair apologised for the amount of assessments Mr Newman's father had to go through. Looking to streamline the financial assessment process to make it simpler to use.</p>	
A.	<p>Alan Sinclair answered the second question. Dr Jim O'Donnell and Alan Sinclair have been attending meetings of the Wellbeing Board to look at what are the big health and social care issues across Slough. We are looking at how we get those messages out to people. The communication leads across the council and the CCG have met to discuss how these messages can be relayed out to all staff. Working with the voluntary sector to get messages out.</p>	
	<p>The meeting closed at 4.00pm</p>	

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