NHS Lincolnshire May 19, System Update

Diabetes

Key Activity

- Living with Diabetes Day in Boston and Grantham. 30 people attended Boston, all fedback how useful and valuable these sessions are. 15 people attended Grantham. The next event will take place 6th June in Market Rasen to capture our north east rural communities.

Priorities for next month

- A patient demo of VitruCare - a new app to support people with diabetes, this is being held on the 5th June
- Living with Diabetes Day is on the 6th June
- Confirming new integrated model on 11th June
- Confirming what "good care looks like" - Lincolnshire Primary Care Diabetes Protocol

Primary Care

Key Activity

- Supporting primary care networks (PCNs) in their registration
- Starting to write the Lincolnshire primary care strategy
- Assessing GP on-line consultation pilots and developing process for roll out to cover 75% of the population by March 2020

Good News Stories

- Three of the Clinical Commissioning Groups (CCGs) have 97% population coverage by PCN by the initial registration date of 15 May.

Priorities for next month

- Finalise PCNs
- Submit primary care strategy
- Publish GP online consultation evaluation and start roll out to other practices

Corporate Transformation

Key Activity

- We continue to progress discussions with several corporate functions to test out opportunities from collaborative arrangements. We are developing more detailed plans for how we progress this during 2019/20.
- Financial implications of recommendations from a review are being considered to ensure corporate functions use estate and premises effectively. We are also working with the wider public sector in Lincolnshire to explore joint opportunities around the use of our estate.

Good News Stories

- As the estates shared services function for Lincolnshire Community Health Service NHS Trust (LCHS) and Lincolnshire Partnership NHS Foundation Trust (LPFT) went live on 1st April 2019, and now provides a range of estates and facilities functions to both Trusts, the lessons learned from the exercise have been reviewed to support further shared services developments.

Priorities for Next Month

- We continue to develop the shared services initiative (as one of the local system priorities); and are reviewing how best to do this under new system governance arrangements.

Pharmacy and Prescribing Programme:

Key Activity

- Progressing the business case for Aseptic Services (sterile production of specialist products such as chemotherapies) for future demand in Lincolnshire
- Clinical pharmacists clinical network planned with a launch next month
- Planning system-wide with all partners for 2019/20 – a fully collaborative programme with shared resource between providers, commissioners and commercial partners such as Lincolnshire Cooperative.

Good News Stories

- Mental Health Expert reference and project group – key lines of enquiry confirmed, a focus on the use of anti-depressants and anti-psychotics in primary care.

Priorities for Next Month

- Implementation of the new governance structure, reporting lines and 2019/20 single system plan
- Development of the full business case for Aseptic Services in Lincolnshire
- Launch of the Lincolnshire Clinical Pharmacist Network – 12th June 2019
- Continued support to General Practice to introduce Clinical Pharmacists into practice and emerging primary care networks.

Urgent and Emergency Care

NHS 111 Online

NHS 111 is also available as an online service https://111.nhs.uk/ . The service enables the public to answer questions online about their main symptoms, to find out when and where to get help and to get a telephone call back from a nurse if they need one.

NHS 111 Online has now been used 1,000,000 times nationally. In Lincolnshire we implemented this service in July 2018.

Delayed Transfer Of Care arises (DTOC)

A DTOC is when a patient is medically fit to leave hospital, but they cannot leave.

This may be due to waiting for a package of care to be organised, for housing or an alternative bed to become available or a delay due to the patient or family decision on where onward care is delivered.

National targets have been set to ensure all NHS and social care providers keep DTOC figures low. For the last seven months the DTOC rate in Lincolnshire has been less than 3% which is one of the best positions in our region.

Urgent and Emergency Care Dashboard

A ground-breaking project to create an online dashboard for urgent and emergency care has now been completed. Health and social care professionals can now see in one place a range of live and trend data.

The data gives an accurate picture of county-wide demand on NHS services and beyond. The dashboard has been developed by the CCG urgent and emergency care team with Cambio, this shows live data such as the numbers of ambulances and patients arriving in Lincolnshire A&E departments.

Live data helps to give instant updates so staff can prepare for sudden spikes in demand. Another advantage of the dashboard is that it gives all teams visibility to see where pressures will be and assess the repercussions of spikes in demand on downstream services and to plan accordingly to minimise disruption.

Priorities next month

- Reducing ambulance handover delays
- Setting a plan and targets to enable direct appointment booking from NHS 111/Clinical Assesment Service (CAS) into Urgent Treatment Centres and GP Extended Access

Planned Care

The planned care programme continues its evolution with a focus on reducing unnecessary outpatient appointments and supporting repatriation of appropriate services.

The team are currently developing our 2019/20 elective care transformation plan to align to priorities set out regionally – with a strong focus on outpatient transformation and reducing patient waiting times.

Key Activity

- Refreshing our planned care working group terms of reference and strengthening our membership so there is more clinical engagement and oversight with regards to transformation and performance assurance;
- Continued work with United Lincolnshire Hospitals NHS Trust (ULHT) to support the neurology position. This has included a successful pilot of a community headache triage service and our referral facilitation service will soon launch triage of GP referrals;
- Conclusion of the ophthalmology high impact interventions report. In 2019/20, we will be working on front-door pathways to help reduce unnecessary referrals;
- Our new community pain service continues to embed itself within Lincolnshire;
- We continue to work with ULHT to identify specialities suitable for repatriation – with a focus on bringing patients back into Lincolnshire so we can reduce their waiting times.

There is also system oversight on key performance metrics for planned care. There have been a number of successes in March performance data including:

- Referral to treatment (RTT) - the CCG aggregated performance is 85.5%. The aggregated performance in March 2019 is a 0.6% improvement from March 2018;
- 52 week breaches - the March 52 week breaches were 2 across all CCGs against a March 50% reduction target of 27. There has been a reduction of 52 breaches since March 2018;
- Waiting list size - reduction in waiting list size (from March 2018 position of 61,379). The validated March position is 59,756 and therefore a reduction of 1,646.

Communications and Engagement

Key Activity

- Locations and dates finalised for final five wave one Healthy Conversation 2019 public engagement events
- Public promotion to be started – posters in local areas and dates circulated to stakeholders
- Plan has been developed for wave two and three Healthy Conversation 2019 engagement
- Infographic updates produced regularly and available on the website
- Developing keys messages around delivering the Long Term Plan in Lincolnshire
- Processing feedback and suggestions from May Healthy Conversation 2019 engagement events
- Inputting locations on the service map on the Lincolnshire NHS website
- Continuing to increase social media activity and website traffic
- Finalised the design of the 'Our Story - Lincolnshire NHS' timeline for the Lincolnshire NHS website
- Pro-actively sending good news stories to the media
- Started joint work with Health Watch to compare their feedback from the public with Healthy Conversation 2019 feedback received to date
- Continuing to update Healthy Conversation 2019 FAQs and 'you said, we did' on the Lincolnshire NHS website

Good News Stories

- Successful continuation of Healthy Conversation 2019 and engagement events well supported
- A positive increase of social media activity on all platforms
- Increased number of website views since the Healthy Conversation launch
- Increase in positive feedback from members of the public

Priorities next month

- Planning for continued Healthy Conversation 2019 engagement throughout the year
- Planning and attending locality roadshows
- Promoting round table events and finalising plans
- Continuing to develop an interactive map on the Lincolnshire NHS website
- Processing data from Healthy Conversation engagement events
- Launching 'Our Story - Lincolnshire NHS' timeline for the Lincolnshire NHS website
- Building relationships with local media
- Continuation of filming for Healthy Conversation part two
- Planning for clinicians' listening clinics

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