

Stakeholder Brief

May 2010

Transforming Community Services update

Work continues to further develop proposals for Transforming Community Services in Worcestershire. Initial plans to transfer some services to the Acute Trust, to look into giving GPs more influence over the local management of some services and to establish a new Community and Mental Health Trust were agreed at the NHS Worcestershire Board meeting in March and these were subsequently approved in principle by the Strategic Health Authority.

Proposals are now being scrutinised in more detail by the Department of Health with further feedback expected later this month. It is likely that the Co-operation and Competition Panel will want to examine the proposals in more detail and there have been indications nationally that proposals for Children's Services will also be subjected to

greater scrutiny to ensure that the safeguarding issues have been adequately addressed.

In the meantime a Project Board is being established to take forward the next phase of the work. This Board will be independently chaired by Professor Michael Clarke (Chair of the Worcestershire Partnership) and will include

representatives of the various organisations involved.

One of the first priorities will be to continue the public and patient involvement and consultation work to make sure views from stakeholders and members of the public are fully taken into account.



For more details please contact simon.trickett@worcestershire.nhs.uk

Cluster working – changes to the NHS operating model in the West Midlands

The Strategic Health Authority has been reviewing how the NHS system in the West Midlands operates and has come up with a new operating model to assist in responding to the challenges faced by the NHS. This new model is based on a number of conclusions and the SHA Board has now agreed to:

- Introduce a new Performance Framework
- Refresh its Strategic Vision that was previously set out in the 'Investing for Health' document
- Introduce a new SHA management structure and governance arrangements

- Create sub-regional clusters of PCTs.

PCTs in clusters will have to work together to reduce management costs, to deliver the Quality, Innovation, Productivity and Prevention (QIPP) agenda and to work together on service reconfigurations. The West Midlands region has been split into 5 sub-regional clusters and Worcestershire has been placed in a West Mercia cluster along with Herefordshire, Shropshire and Telford and Wrekin. Individual PCTs and their Board remain accountable for their performance and also for

commissioning health services and leading the health economy in their individual area.

For each of the 5 clusters the SHA will appoint a cluster lead Chief Executive from one of the existing Chief Executives who will take on this role in addition to leading their own PCT.



Malvern Community Hospital

Work continues to complete the construction phase of the new Malvern Community Hospital project. This is on target to be completed by the scheduled date of 29th October when the building will be initially handed over by the contractor Interserve. Tiling and the external brickwork is nearing completion now and attention has turned onsite to the installation of windows and completing the internal partitioning.

The schedule remains for the new Hospital to become operational at the beginning of December.

An Open Day has been arranged for Friday 11th June between 12 and 5pm when stakeholders can view areas of the site and see the progress that has been made first hand.

More information on the Open Day is available by contacting tom.grove@worcestershire.nhs.uk

The screenshot shows the NHS Worcestershire website for Malvern Community Hospital. It features a live webcam feed of the construction site, a news section with updates on funding and construction progress, and a navigation menu. The website is designed with a blue and green color scheme, consistent with the NHS branding.

Latest images from a live webcam on site are available at www.malverncommunityhospital.org.uk

New Out of Hours provider

Experienced national out of hours provider Harmoni took over the contract to provide out of hours services in Worcestershire at the start of April. A five year contract for the service was previously awarded to Take Care Now (TCN) in October 2008 but talks

were taking place from January 2010 to transfer control of the business to an alternative provider. This transfer of the out of hours contract to Harmoni, a leading provider of out of hours services which currently provides services to more than 6 million people across the country,

could only have been done with the full agreement of NHS Worcestershire.

Harmoni are working with local GPs and with NHS Worcestershire to initiate a number of improvements to the services. Performance is being monitored on a very regular basis to make sure that service standards are met. In addition to this a GP Management Board has been established with a specific remit to review local GP involvement in the service and to work with Harmoni to develop local relationships that support this.



For more information please contact simon.hairsnape@worcestershire.nhs.uk

Training and Development Centre now open

A new Training and Development Centre for staff working across the county has now opened on site at Evesham Community Hospital. This is the organisation's first fully equipped training centre and offers a full range of training programmes such as Manual Handling and Resuscitation.

The building, which was previously used as a gym, houses a large practical training room, large meeting room with interactive projector facilities and a smaller room which houses a number of PC workstations for access to E-Learning.



For more information contact Vicky Preece at vicky.preece@worcspt.nhs.uk

Maternity Services

Recent contract discussions between NHS Worcestershire and Worcestershire Acute Hospitals Trust to agree the funding of hospital services in Worcestershire in 2010/2011 have concluded and resulted in a change to the timescale for opening a midwifery led maternity unit at Worcestershire Royal Hospital.

Over £250 million will be spent funding secondary care services. These discussions have taken place against the backdrop of major financial challenges and the need for the health service to meet needs which will grow at a greater pace than the resources that will be available. In setting the contract for 2010/2011 both organisations have been determined to protect the advances of recent

years and ensure that services are sustainable. This has meant reviewing some of the ambitions for developing new services, including a midwifery unit. Both NHS Worcestershire and Worcestershire Acute Hospitals Trust remain committed to the strategies for maternity and paediatrics but have concluded that the opening of a midwifery led unit in Worcestershire will have to be delayed.

When this information was announced Paul Bates, Chief Executive of NHS Worcestershire, was very keen to stress that this wasn't a service cut and said "Indeed a further £1 million will be invested in maternity and paediatric services in 2010/2011 bringing to £2.6 million the additional sums invested over the last two years. This

investment is protecting services in both Redditch and Worcester, has supported the recruitment of additional consultants and midwives and helped extend the quality and range of services provided. A midwifery led unit remains part of our plans and will be opened at a future date."



More details are available by contacting simon.hairsnape@worcestershire.nhs.uk

Cancer Strategy consultation

Consultation around the proposed Cancer Strategy for Worcestershire started on 17th May and will run for a 12 week period until 6th August. A public friendly summary version of the draft Strategy has been produced that aims to focus on the main themes of the larger document and also poses a series of consultation questions to invite views on specific areas.

Three events have been arranged to take place in different parts of the county, where the main points of the Strategy can be

discussed and feedback from patients and stakeholders collated. Some presentations to patient and community groups – including those that are traditionally 'harder to reach' - are also planned and the aim will be to gather feedback that will inform a final version of the Cancer Strategy for adoption by the NHS Worcestershire Board in the Autumn.



A copy of the summary document and consultation questions are available at www.worcestershire.nhs.uk or by emailing simon.gartland@worcestershire.nhs.uk

PEAT Inspections

This year's Patient Environment Action Team (PEAT) inspections of Community Hospitals were undertaken in February and March.

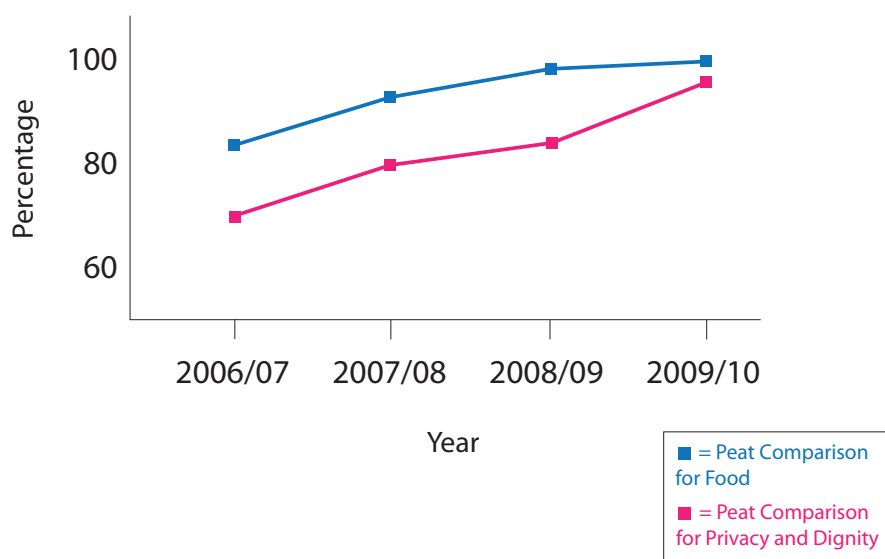
majority of scores in categories being 'Excellent' and nothing scoring less than 'Good'. Significant improvements over the last year have included

better road signage to Malvern and Pershore Community Hospitals, both of which were influenced by patient involvement input.

The inspections look at all aspects of the patient environment including cleanliness, hygiene, privacy, dignity, access, signage, patient information and food quality & service. All of this year's inspection teams included an independent patient representative who is able to give a patient perspective and feed their views into the assessment.

This year's scores for the five Community Hospitals and the Wyre Forest Community Unit were extremely good with the

Peat Comparison Worcestershire PCT 2006-2010



More details are available by emailing dave.kendall@worcspct.nhs.uk

Summary Care Record Scheme

A public information programme was undertaken at the end of March to make Worcestershire residents aware of the new Summary Care Record Scheme.

health will be held on a national IT system that will be accessible by other authorized NHS staff providing care.

a practice by practice basis over the next few years.

Letters were sent out to provide basic information about the Summary Care Record Scheme at the end of March to all Worcestershire residents aged 16 and over. The Summary Care Record Scheme is a national initiative whereby electronic records that include important information about patient's

The record will include information about patient's current prescriptions, allergies and any known bad reactions to medicine. Patients have an opportunity to 'opt-out' of having their information added to the system and the letter explains the process for doing that. The Scheme itself will be rolled out across the county on



More information is available by contacting john.thornbury@worcsacute.nhs.uk

Total Place

The NHS Worcestershire Board have formally agreed and recorded their support for the Total Place programme.

This is an ambitious initiative that considers how organisations working together and a 'whole area' approach can lead to

improved public services at a lower cost. Worcestershire is one of 13 national pilot areas for Total Place with initial work focused in particular on:

- Making the best use of estate and property owned by the public sector

- Reducing the number of young people not in employment, education or training
- The areas of highest need in Worcestershire and working together to improve outcomes for people living in deprived and dis-advantaged communities.

More details are available by contacting paul.bates@worcestershire.nhs.uk

Dental campaign update

The latest element of the marketing campaign aiming to promote take-up of NHS Dentistry has been the development of an interactive web page. The page takes the form of a map of the county where patients can click on their area and see the NHS Dentistry places that are available and how to access them. During the 3 week period after it was launched in mid March a total of 787 people viewed this page and the data also shows that the Kidderminster and Evesham areas were the most popular parts of the map that people wanted to search.

The interactive webpage followed on from the successful use of the 'Advan' and promotional staff around the County during February and March. This activity was targeted at specific locations across the county and resulted in a total of over 3,000 people expressing an interest and giving their details to be forwarded to a Dentist in their area who will be contacting them to make an appointment. Further work with the 'Advan' and promotional staff is planned for June and will once again be targeted at areas that have specific capacity available. This latest exercise will also be influenced by the ongoing procurement as part of the Dental Access Project and how many of the leads generated by the previous promotional activity were converted into appointments.



More details are available from tom.grove@worcestershire.nhs.uk

Pershore Hospital Nurses come second at international Award ceremony

A team of nurses from the Pershore Community hospital came second at a prestigious International awards ceremony, after being nominated the second year in a row.

The nursing team who attended the International Journal of Palliative Nursing Award ceremony held at the Le Meridan

Hotel in London on the 26th of March, found out they came second to the Admiral Nursing Network in the Development Award Category.



Finance and Performance update

- The Worcestershire health economy achieved the 4 hour A & E waiting target with 98.05% of emergency patients being seen within this timescales across the Acute Hospitals and the Minor Injuries Units. This is the first time that this target has been achieved in Worcestershire.
- NHS Worcestershire recorded a surplus of £3.5 million during 2009/10 that can now be carried forward into the new financial year.



For more information on any of the items in this brief please contact Tom Grove on 01905 733734 or email tom.grove@worcestershire.nhs.uk