

**LEICESTER CITY HEALTH AND WELLBEING BOARD
DATE**

Subject:	Seven Day Services
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EXECUTIVE SUMMARY:

This paper provides the HWB with an update on progress in primary, community and acute care in implementing seven day services as directed by the Seven Day Services Forum.

RECOMMENDATIONS:

The Health and Wellbeing Board is requested to:

RECEIVE the paper

Seven Day Services

1. Everyone Counts: Planning for patients 2013/14 committed the NHS to move towards routine services being available seven days a week. A Forum was established to provide evidence and insight to support commissioners and providers to make this happen and to focus, in a first stage, on urgent and emergency care services and their supporting diagnostic services.
2. The Forum's Summary of Initial Findings was presented to the Board of NHS England in December 2013. Its recommendations included that by 2016/17 the NHS should adopt 10 evidence-based clinical standards to end current variations in outcomes for patients admitted to our hospitals at the weekend. NHS England's Board agreed to all of the Forum's recommendations, including full implementation of the clinical standards.
3. One of the Forum's concerns was that the scope of their first stage of work was limited to the services patients receive while inpatients in hospital, because of the weight of evidence about the risks to people admitted as emergencies at weekends. They flagged that if patients are to experience genuine seven day care, changes in the NHS will need to be accompanied by similar improvements across primary and community health services and social care.
4. NHS England Board agreed with that analysis and asked the Forum to broaden its remit, to include the creation of a fully integrated service delivering high quality treatment and care seven days a week.
5. Since then, these key messages have been reinforced in both Five Year Forward View publications in Oct 2014 and June 2015. This paper provides the HWB with an update on progress in primary, community and acute care.

Section 1: Primary Care

6. NHS England invited GP surgeries to apply for funding through the Prime Ministers Challenge Fund to pilot improvements in accessing General Practice. Part of the challenge for application was the provision of high quality access to General Practice across the seven day period.
7. Leicester City practices bid for this funding and were successfully allocated £3.2m to pilot a number of initiatives which will promote seven day access to primary care including:

Initiative	Local plan	Status
Longer opening hours, such as extended weekday opening (e.g. 8am to 8pm) and opening on Saturdays and Sundays	Implementation of 4 primary care hubs, offering extended hour access to General Practice from 6.30pm to 10pm daily and 9am to 10pm on weekends	Phased launch in September 2015
Greater use of patient online services including online systems of patient registration	A remote access doctor service covering eight specific conditions, allowing patients to receive a clinical consultation online, from anywhere, at any time.	Launch planned for October 2015

8. The project is expected to:

- Bring significant improvement in seven day access to high-quality services, contributing to improved patient experience and outcomes
 - Mitigate the local challenges of clinician recruitment through increased productivity. This will be made possible by using established technology which has a robust track record in the private sector but has never been used before in the NHS
 - Drive strong financial savings by (a) shifting care to low-cost settings and (b) achieving whole system savings by improving health outcomes
9. These initiatives will be robustly evaluated in order to assess patient experience and access as well as future viability of both models.






Section 2: Community services

10. Locally, across the city, there are already specific community health and social care services available over the weekend but it has been recognised that traditionally these have been poorly utilised, both for admissions avoidance and discharge. Test weekends (run during 2014) evidenced that a more integrated model of seven-day working across front-line health and social care is vital for a more responsive and patient-centred service.
11. Our Better Care Fund plans included seven-day working (where applicable & feasible) as a standard expectation to support the flow across the health and social care system. For example, most schemes mobilised in 2014/15 through the Better Care Fund were on a seven-day service expectation. This included the Clinical Response Team, the Unscheduled Care team and the Planned Care Team in the first instance; each of these has proven that integrated seven day services provide not only high quality care for our patients but tremendously aids flow through the wider urgent care system.
12. In 15/16, as the Primary care hubs described in section 1 become live, all BCF services and the hubs will be provided with induction packages to ensure that the hubs become an integrated part of the pre-hospital package for our patients.

Section 3: Acute Care

13. The Seven Day Services programme has been given a high priority at UHL and is an integral part of the Trust's Quality Commitment. The Quality Commitment sets out to improve safety and quality across all clinical services, and sets out to improve consistency in services across 7 days in line with Keogh's 10 Clinical Standards.
14. In 2014/15 UHL was involved in the East Midlands collaborative of 10 Acute Trusts commissioned by the East Midlands Clinical Senate and Strategic Clinical Networks to: assess current service provision against the 10 clinical standards, and identify any gaps. This has now been completed.
15. For 2015/16, UHL's commissioners required five of the clinical standards to be improved upon by 31st March 2016, see Table 1 below. The Trust is working on all 10 clinical standards, with those providing the biggest challenge to be improved on by end of 2016/17. Some of the identified challenges include issues regarding capacity and the need for investment. All 10 hospitals in the East Midlands collaborative identified the need for investment to achieve the standards; however, investment for the programme has yet to be identified.

Table 1: Five clinical standards with milestones for achievement by end of 2015/16

CLINICAL STANDARD	MILESTONES	BENEFIT	On Track
1 Patient Experience	Analyse patient survey data across seven days in assessment units. Complete patient survey. Implement improvement plans where variance identified	Improved clinical pathway with better outcomes for patients	
4 Shift Handover	Implement electronic handover for Medical staff		
6 Intervention/ Key Services	Evidence key interventions and services meet specialty standards		
9 Transfer to Community, Primary and Social Care	Identify work actioned from BCT Programme supporting this standard and evidence against standard		
10 Quality Improvement	Monitor key outcomes over seven days. E.g. LOS; mortality; discharge; readmissions. Create a dashboard to monitor over 7 days		

Section 4: Conclusions

16. The health and social care community in Leicester City continues to work across boundaries to successfully provide our patients with accessible, high quality services across seven days. Through 15/16 and into 16/17, we will continue to identify further areas which require further work to strengthen and integrate care around our population needs.

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