

HEALTH AND CARE GENERAL UPDATE PAPER

Joint report from Devon County Council and NHS Devon

1. Recommendation

- 1.1. That the Health and Adult Care Scrutiny Committee receives this report that contains updates and general information including responding to specific actions, requests or discussions during the previous Health and Adult Care Scrutiny Committee meeting.

2. Purpose

- 2.1. To respond to specific questions or comments from previous meeting and provide updates on the latest news from the Devon Health and Care system

3. Celebrating local success and achievements

West Country Women Awards

- 3.1. In the first year of the West Country Women Awards, [Ana Barbosa](#), Social Worker in the South Molton Team, currently on secondment in the DCC Communities Team, won the Diversity and Equality category award for her work, leadership and influence across DCC in response to the race audit, including mentoring previous CEO Phil Norrey.

Early success for social care recruitment partnership

- 3.2. A joint recruitment campaign targeted at experienced and trained overseas social care staff has received over 1,000 applications received.
- 3.3. Led by NHS Devon, Devon County Council has worked with Plymouth City and Torbay Councils and the Devon Alliance for International Recruitment in to help bridge the gap of experienced social care workers in the county.
- 3.4. Given the level of interest, Devon County Council is now planning to recruit 250 people rather than the initially planned 150-175 to work in care homes and in a range of community settings.

Two Devon projects have been highly commended in the Health Service Journal Awards

- 3.5. The 'Whole Systems for Whole People' project is a partnership of NHS Devon, Devon County Council, Torbay Council, Plymouth City Council and Devon & Cornwall's Police and Crime Commissioner, and was highly commended in the Best Use of Integrated Care and Partnership Working in Patient Safety Award.

- 3.6. The project works to improve support to people experiencing domestic abuse and/or sexual violence. Whole Systems for Whole People was driven by shared understanding of how local services do not always meet the needs of people with multiple complex needs and those affected by domestic abuse and/or sexual violence.
- 3.7. The South West Ambulatory Orthopaedic Centre was highly commended in the Safe Restoration of Elective Care category. The Centre, based at Exeter Nightingale NHS Hospital is an Integrated Care System approach to tackling the backlog in elective care by developing a revolutionary ambulatory centre for elective orthopaedic surgery.
- 3.8. The team were also recognised at the National Orthopaedic Alliance (NOA) Excellence in Orthopaedics Awards earlier in October; winning the award in the Partnerships and Integration Initiative category and were highly commended in the acute sector innovation of the year in the HSJ awards.

Helping young people with disabilities into jobs

- 3.9. A scheme that sees health, education and employers working together to help young people with disabilities into employment and independence has been extended.
- 3.10. Project SEARCH, a collaboration between the Royal Devon University Healthcare NHS Foundation Trust, Petroc, and Seetec Pluss employment agency, has launched across the trust's Eastern services.
- 3.11. It has been running at North Devon District Hospital in Barnstaple for nine years and has helped 87% of its graduates into employment.
- 3.12. The highly successful internship program has dedicated time where interns will receive training and support before and after each day's work placements. The interns will also receive on-the-job support from dedicated coaches and will complete three ten-week placements, across a number of departments and services.

4. ICS update

- 4.1 Devon is making good progress following the launch of Integrated Care Systems (ICSs) on 1 July 2022.
- 4.2 The two new elements of ICSs (Integrated Care Boards and Integrated Care Partnerships) are now well established and have a much greater focus on collaboration with health and care partners across the system.
- 4.3 To further support integrated working, Devon is developing a new Operating Model and Strategic Plan that will set out how local partners will work together to plan and deliver care.

- 4.4 This will include a response to the integrated care strategy that the One Devon Partnership (Integrated Care Partnership) is producing. The first draft of the strategy was completed in December 2022, with the final version to be published later this year.
- 4.5 At a national level, an independent review of Integrated Care Systems, led by former Health Secretary, the Rt Hon Patricia Hewitt, is underway that will make a series of recommendations later this year. NHS Devon will consider the outputs of this review as it further evolves its role and functions.

5. Joy social prescribing platform

- 5.1. [Joy](#) is a social prescribing platform that links providers of community and voluntary services to healthcare professionals, making it easier for referrals to happen.
- 5.2. The key benefit of Joy is that it integrates with clinical systems making community and voluntary services visible to GPs and practice staff, so they know what services are available locally and enabling them to refer into them quickly, and directly from individual patient records.
- 5.3. NHS Devon has commissioned Joy since June 2022 and will run for initially two years. It has already been piloted in parts of the county with encouraging results. The platform will help NHS Devon support social prescribing efforts across the Integrated Care System for Devon.
- 5.4. Joy can be used by many people and organisations and in many settings, across the NHS and the voluntary sector including social prescribers, community connectors and health coaches. And as it grows locally will develop into a live directory of community assets

6. Leaders across the ICSD contribute to national report on county council involvement in integrated Care Systems

- 6.1 The County Council Network and Impower have recently launched a report on the [evolving role of county authorities in Integrated Care Systems](#) like One Devon.
- 6.2 Devon was a deep dive area with interviews taking place with Cllr John Hart, Cllr James McInnes, Director of Public Health Steve Brown and Jane Milligan Chief Executive of One Devon to understand the local experience and lesson learned.
- 6.3 The report makes a series of recommendations across strategic policy, expenditure and outcomes, governance, strategic delivery planning, and culture. It is hoped that the report will feed into the Hewitt Review of ICSs as announced by Jeremy Hunt in the Autumn Statement in November.

7. Successful joint bid to the Supported Housing Improvement Programme

- 7.1 In July 2022 the Department for Levelling Up, Housing and Communities launched its prospectus for a three-year Supported Housing Improvement Programme. South Hams and West Devon Council and Devon County Council submitted a joint funding bid to the programme for £300,815 to the end of March 2025. This bid has been successful.
- 7.2 The programme, and the funding, are designed to address the issue of unscrupulous landlords providing poor quality accommodation which leaves residents vulnerable and open to exploitation. The fund also aims generally to drive up standards in the area of supported housing. The local project will put in place:
- 7.2.1 Dedicated supported housing benefit officers to ensure benefit and tenancy applications are completed with individuals who fully understand the process
 - 7.2.2 A specialist environmental health officer to undertake inspections and to help design a hybrid inspection scheme
 - 7.2.3 Dedicated planning resource to make sure the permissions and uses for the building are correct
 - 7.2.4 A housing commissioner who will ensure new supported living accommodation is of a good standard and available according to need, who will also manage the local market to ensure the supply remains strong

8. Update on progress towards the new health and wellbeing centre in Teignmouth

- 8.1. Torbay and South Devon NHS Foundation Trust is awaiting the outcome of its full planning application for the new health and wellbeing centre in Teignmouth.
- 8.2. The Trust continues to work towards being able to offer seamless health and wellbeing services for local people in the heart of Teignmouth while acknowledging the potential impact of economic uncertainty on the project.
- 8.3. The timelines for services to move out of Teignmouth hospital and either to Dawlish Hospital or the new health and wellbeing centre are dependent on the build of the new centre. At present there are no agreed, or even proposed, timescales for the relocation of services.
- 8.4. To date, only three stakeholders have put themselves forward for the stakeholder group in relation the future use of the Teignmouth hospital site. The Trust wants to make sure the group is as representative of Teignmouth as possible and has asked the Coastal Engagement Group for its help to reach those who should be involved.
- 8.5. Following the meeting on 30 November, an email was sent to the Coastal Engagement Group on 21 December 2022 to follow up on this request and ask for members to share through their networks. The Trust has also approached

Anne-Marie Morris MP's office to follow up the suggestions she made at the meeting in the summer in relation to organisations/sectors who should be represented in this group. This is the current focus with the hope that the group can be brought together early this year to co-produce the principles of involvement for the work.

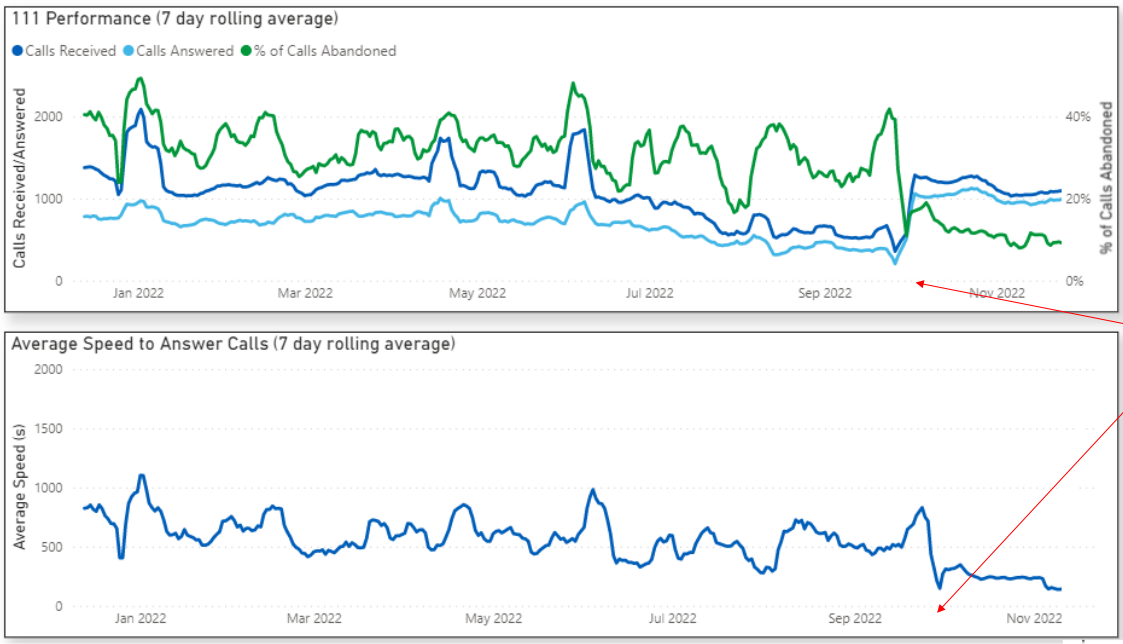
- 8.6. In relation to the transport sub-group, the Trust has a list of interested parties. As yet, no formal meeting schedule has been established as the Trust is awaiting the next phase in the programme for the health and wellbeing centre. The Trust is in discussion with NHS Devon for support for this group and with the first meeting looking to set up in February 2023.

9. Integrated Urgent Care Services – performance update report

- 10.1 In November 2022, NHS Devon reported to Devon County Council's Health and Adult Care Scrutiny Committee the successful mobilisation by Practice Plus Group (PPG) of the new Integrated Urgent Care Service (IUCS) contract, which began on 27 September 2022. PPG took over the service following their successful competitive tender for the contract. At that time, there limited information was available given that the contract had only recently started, however, initial indications were that the IUCS provided by PPG was performing better than under the previous provider. Data for October and November 2022 is now available. There are two key metrics in relation to handling of 111 calls:

	October	November
Proportion of calls abandoned <i>(Where the caller hangs up the phone before a call handler at 111 responds)</i>	13.7%	11.2%
Average speed to answer calls <i>(In seconds)</i>	267 <i>(Just under 4½ minutes)</i>	240 <i>(4 minutes)</i>

- 10.3 On both of these metrics, performance has seen a marked improvement in comparison to performance during the previous provider, where abandonment rates were significantly higher and time to answer calls significantly longer, as illustrated below.



PPG commenced

- 10.1 The service uses a standard national ‘decision support tool’, which is a computer algorithm that generates an outcome (also known as a ‘disposition’) based on responses to a series of set questions. This tool is used by non-clinical call handlers to identify what should initially happen to a case and it is necessarily risk averse.
- 10.2 As such, it often generates an initial outcome of recommending the patient goes to their local Emergency Department (ED) or the dispatch of a Category 3 or 4 ambulance (the lower of the four ambulance despatch categories). For this reason, IUCS providers try hard to ensure that these initial outcomes are reviewed or “validated” in a timely manner before the initial outcome is enacted.
- 10.3 This validation process supports the rest of the local urgent care system by ensuring that only those patients who need to attend ED or access care provided by South Western Ambulance Service NHS Foundation Trust (SWAST) do so. As commissioner of the service, NHS Devon has key performance indicators within the contract for the achievement of this validation. During the first two months of the contract, PPG have achieved the standard prescribed by commissioners and far exceeded nationally set levels as outlined below.

	Target	October	November
Proportion of calls initially given an ED disposition that are validated	National >= 50% Devon >= 75%	91.3%	87.9%
Proportion of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	National >= 50% Devon >=85%	85.1%	83.4%

10.4 The IUCS plays an important role in supporting other clinicians in the Devon system by providing access to clinical expertise. During the first two months of

the contract, over 1,800 calls from healthcare professionals have been taken as a priority call, with PPG then supporting those healthcare professionals with their clinical decision making.

- 10.5 There is little doubt that December 2022 has been a difficult period for the whole urgent and emergency care system, both locally and nationally, partially driven by the concerns around Strep A in paediatric patients. From the second week in December, as with many IUCS providers, PPG has seen an unprecedented increase in call volumes. By way of example:
 - 10.5.1 During the weekend of the 10/11 December, call volumes increased by 85% compared to previous weekends in October and November, resulting in around 3,500 Devon calls being received by PPG each day of the weekend. A comparable level of increased demand can also be seen on weekdays
 - 10.5.2 Demand levels in recent days / weeks have exceeded those of any period over the last two years and are not far short of the peak seen at the start of the Covid-19 pandemic
- 10.6 As a consequence of the demand levels seen, call-answer time and abandonment rate performance have declined somewhat during December, however, PPG remain broadly in line with national average performance during what is an exceedingly difficult time.
- 10.7 As reported in November, ability to engage sufficient clinical workforce (GPs and Advanced Clinical Practitioners such as nurses and paramedics) continues to be a challenge for the IUCS as it is for many services. Additionally, significant improvements in the number of calls being answered and dramatic decreases in abandonment rates, have resulted in even higher levels of demand within the service for clinical input.
- 10.8 Clinical capacity in Devon continues to be a persistent issue, with significant competition for valuable clinicians not only within the IUCS market, but across all parts of primary care. Clinical workforce shortages are not unique to Devon. Work is ongoing between commissioners and the provider to secure clinical workforce.
- 10.9 To mitigate local workforce issues, PPG support the Devon service with their established and expanding National Remote Clinical Assessment Team who are being used in addition to the local Devon workforce.
- 10.10 PPG has made a positive start in Devon and further development work is planned. NHS Devon is reassured by the capability and capacity of the PPG team running and overseeing the IUCS to take the further positive steps needed to consolidate and develop this vital service.

11. Dates set for Dartmouth Health and Wellbeing Centre

- 11.1 Partners working on the new [Dartmouth Health and Wellbeing Centre](#) have confirmed that the new facility will be handed over to the NHS will be 30 January 2023.
- 11.2 Services will begin operating at the building once it has been fully commissioned, with those run by Torbay and South Devon NHS Foundation Trust and Dartmouth Caring aiming to move into the new building in the week commencing 6 March, with the aim of welcoming the first patients on site the following week. Dartmouth GP and primary care colleagues are set to join them a few weeks later.

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LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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