

## HEALTH AND WELLBEING BOARD: 17 SEPTEMBER 2015

### REPORT OF THE LLR SYSTEM RESILIENCE GROUP

### NHS URGENT AND EMERGENCY CARE VANGUARD

#### Purpose of report

1. The purpose of this report is to inform the Board of the successful application for the Urgent and Emergency Care Vanguard Programme

#### Link to Better Care Together

Work stream	Relevance	Work stream	Relevance
Maternity, neonates, children and young people		Mental health	
Long term conditions		Frail and older people	
Urgent care	✓	Planned care	
Learning disabilities		End of life	

#### Policy Framework and Previous Decisions

2. The decision to apply for the Vanguard was taken by the System Resilience Group and operationally supported by the Urgent Care Board.

#### Background

3. The Urgent and Emergency Care Vanguard is the 5th in the series of vanguard programmes which focuses on new care models as part of the NHS Five Year Forward View. The focus for this work is innovation and delivery against the key themes of the Urgent Care Review by Sir Bruce Keogh.
4. Each vanguard site will take a lead on the development of new care models which will act as the blueprints for the NHS moving forward and the inspiration to the rest of the health and care system.

#### Proposals/Options

5. The actions set out in the applications reflected the priorities within the LLR improvement plan and gives the system the opportunity to expedite these actions over the 2 years of the programme.
6. There were 5 key action areas which are outlined below:

- **Integrated health and care, triage, navigation and hard scheduling:** We will create linked services across EMAS, NHS111, OOH and the local Single Point of Access (SPA) services for health and social care that get patients to the most clinically appropriate service, first time. This will reduce handoffs, avoid patients repeating their stories and reduce duplication.
- **Consistent and networked local community urgent response, in and out of hours:** We will create a same day response team comprising general practice, home based acute visiting and crisis response services, community nursing services, Older Peoples Unit and urgent care centres to provide an extended delivery service. This will be underpinned by care planning and record sharing.
- **LRI urgent care front door ambulatory assessment model:** We will redesign the front door to provide an enhanced senior clinical assessment team with direct referral access to ambulatory clinics, UHL assessment beds and the ability to refer patients to the UCC, ED or back into primary/ community services. The new ED floor layout (open early 2016) will support this.
- **System-wide contracting for transformation:** This year we developed a local 'year of change' contract with UHL for emergency activity. Using our experience of Alliance contracting we want to develop a new urgent and emergency care alliance based model that incentivises providers to work as a network. We will underpin this with new measures of clinical quality and patient experience, expanding our UCB Dashboard to be increasingly whole system and clinical outcome focussed.
- **Operational resource deployment through predictive demand, capacity and activity modelling:** We will work with the national team and locally with IBM and Loughborough University Simul8 model to develop the demand and activity model with a view to informing operational resource/capacity levels. We will use real time data to inform our navigation services (1 above) and to provide direct information to the public about service pressure and waiting times to enable informed choices.

7. A team of 8 represented LLR at the Vanguard Launch event which took place on the 27th August. This event set the tone of expectation for the Vanguards, set out the engagement and support available from the national teams along with tools to support.

### Next Steps

- Review each of the work themes to add clarity and detail.
- Include Mental Health – crisis response for all ages to the actions in line with the national Vanguard requirements
- Identify the opportunities to work with other Vanguards and the National Team.
- Review capacity and alignment to existing work streams in order to integrate the work into urgent care programme plan
- Establish governance framework to support the Vanguard modelling, delivery and reporting.
- Prepare for site visit by the Vanguard programme manager on the 23<sup>rd</sup> October.

### **Consultation/Patient and Public Involvement**

8. A representative from Health Watch was part of the 8 representatives who attended the Vanguard launch and are an active member of the strategic group of the Urgent Care Board.

### **Resource Implications**

9. There is National funding to support the Vanguards – as part of the process for working up the actions will be a financial analysis of resources required to expedite delivery of the actions and capacity requirements to support the Vanguard delivery requirements.

### **Timetable for Decisions**

10. N/A

### **Conclusions/Recommendations**

11. *The Board are asked to receive the briefing for information*

### **Officer to Contact**

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### **List of Appendices**

NHS England information release on the LLR Vanguard Model