

HEALTH AND WELLBEING BOARD: 13 JUNE 2013

REPORT OF THE URGENT CARE PROGRAMME MANAGER

**SUBMISSION AND DELIVERY OF THE LLR RESPONSE TO THE
NHS ENGLAND REQUIREMENT FOR IMPROVING A&E
PERFORMANCE ACROSS THE LLR URGENT CARE SYSTEM**

1. On 9th May, NHS England issued a letter (gateway ref 00062, attached as Appendix 1a) to all NHS England Area Directors regarding the delivery of the A&E 4 hour standard. The letter outlined the requirement for a local 'Urgent Care Board' and an accompanying system plan to enable recovery of the A&E 4 hour standard across local health economies. This local plan was to be based on the national recovery plan outlined in Appendix 1b and was required for submission by May 31st 2013 to the Local Area Team of NHS England. NHS England, Monitor and the NHS Trust Development Authority will provide oversight on delivery of local plans.
2. Additionally, NHS England has set out requirements for an agreed 'dashboard' for urgent care, to be used across health economies. The areas for focus are also outlined in Appendix 1b. This was also submitted on May 31st 2013.
3. Since receipt of the letter and accompanying guidance, the following actions have been undertaken:
 - a. The guidance has been transcribed into a checklist and a self-assessment has been undertaken on behalf of all 3 CCG's through the ECN. This was circulated to all CCG's for comment prior to submission on May 31st. All gaps were communicated through to the relevant organisation(s) for inclusion in any plans where relevant.
 - b. The ECN improvement plan, the multi-agency plan covering system wide actions required to improve performance within and across the urgent care system, has been updated by all CCG's and providers. The plan is attached as Appendix 2a.
 - c. The ECN dashboard (monthly) (Appendix 2b) and the urgent care flash report (weekly) have been cross referenced with the suggested metrics in the guidance. Where gaps exist, GEM CSU will add these to either the dashboard or flash report where relevant. This will not be completed by May 31st 2013 so the current ECN dashboard and Urgent care flash reports were submitted. The additions to both reports will be completed in June 2013, with the addition in particular of CCG-level data. The Area Team are happy with this approach.

RECOMMENDATIONS:

The Board is requested to:

NOTE the approach taken by the 3 LLR CCGs in responding to the NHS England submission requirements.

COMMENT on the local plan and identify any potential areas for further strengthening.

OFFICERS TO CONTACT

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LIST OF APPENDICES

Appendix 1A – NHS England Gateway Letter

Appendix 1B – NHS England Gateway Document

Appendix 2A – Emergency Care Network Improvement Plan

Appendix 2B – Emergency Care Network Dashboard