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Recommendation	Update from WCC	Update from CCGs
<p>1.1 Lobbying National Government</p> <p>i) That the Adult Social Care and Health OSC and HWBB lobby national gov and planning authorities about definition of infrastructure, need for both capital and revenue funding streams and need to recognise workforce within context.</p>	<p>On a local level WCC Public Health has been working with WNCCG to develop and submit requests for infrastructure related to workforce, rather than physical estate. We are awaiting feedback from planners and developers on these requests.</p>	<p>N/A</p>
<p>1.1 Lobbying National Government</p> <p>ii) DoH be lobbied to strengthen comms around appropriate NHS service use.</p>	<p>See CCGs response.</p>	<ul style="list-style-type: none"> • Various communication activity across the winter period under the new overarching brand introduced by NHS England and Public Health England – ‘Help Us, Help You’. The campaign targets different audiences with different calls to action to help reduce winter pressures, especially for urgent care services. This includes messages about flu immunisation, staying well in winter, NHS 111, community pharmacy and extended access to GP services. • GP+ (the new service which extends access to general practice services) launched on 3 September 2018. The GP Federation / GP Alliance (as the contract holder) has undertaken various communication activity aligned to the national brand ‘Here for you, for longer’. This

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		<p>activity has focused on raising awareness that Warwickshire patients can now access appointments with a GP, nurse, advanced nurse practitioner or clinical pharmacist in the evenings on weekdays and at weekends, through access hubs two located in SW, in Leamington Spa and Stratford-upon-Avon and one in Hartshill WN and one Rugby. Additional hubs are being rolled out during Q4 in SW and in WN (Nuneaton and Rural North Warwickshire) 2018/19.</p> <ul style="list-style-type: none">• In addition to the above CRCCG /WNCCG also undertook a target piece of co-production with university students to design a specific campaign through social media channels aimed at young people and students specifically. This included students developing a marketing product, pitching this to the communications team and the successful pitch was used as a peer campaign for winter messages with the target audience. The engagement team also undertook targeted engagement with seldom heard groups utilising community leaders and community channels where existing groups were meeting to raise awareness and stimulate community action to reach at risk groups such as elderly and those with LTC's.
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<p>2.1 GP Capacity and Service Developments:</p> <p>That ASC&H OSC and HWBB receive periodic updates on GP capacity and locally derived solutions to meet demands of population growth, which may include alternative provider medical services and funding for new services.</p>	<p>See CCG response.</p>	<ul style="list-style-type: none"> • All primary care committees and the Coventry and Warwickshire Estates Group (part of the Better Health, Better Care, Better Value Programme) continue to receive regular updates in relation to estates planning. Primary Care committee meetings are held in public and papers are available on the CCG web sites. • WNCCG and CRCCG have an Estates Programme Board meeting – this is an internal meeting within the CCG that oversees the progress of delivering our estates priorities. There is a regular update against the options appraisal work which is underway to progress the priority developments for Rugby, Coventry and North Warwickshire. This meeting has representation from LMC as part of its core membership. • The CCGs are happy to provide updates to other forums as required/scheduled. WNCCG and CRCCG are currently preparing a presentation pack for the February STP estates programme board which can be made available to other forums – this will set out the CCGs’ strategic priorities for the coming years in respect to estates and general practice service developments. • CRCCG and WNCCG have a primary care strategy for each CCG this is available on the web site. Both CCGs have completed a progress status stock take against the strategy’s implementation and this is due to be published on the CCG web sites as part of our end of year review of 2018/2019 delivery. This includes an
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		<p>update against planned general practices service developments, resilience and transformation.</p> <ul style="list-style-type: none"> • All CCGs are working collaboratively to develop a Primary Care Strategy at an STP footprint with local GP Forward View delivery plans focused around Place. This will be completed by September and will be a refresh of existing GPFV plans and will reflect the requirements of the NHS England Long Term Plan, and the new NHSE Operating and Planning Guidance – which has specific deliverables and requirements for general practice provision and wider primary care development.
<p>2.2 Unified response to development proposals:</p> <p>That HWBB seeks assurances across the Coventry and Warwickshire health economy that a unified and coordinated approach is taken to responding to housing growth and district and borough local plans.</p>	<p>In addition to the comments provided by the CCG, it should be noted that the STP Estates Group is linked in with the County-led One Public Estate Group and members of health, estates and housing sit on the boards of the OPE and STP.</p> <p>Primary Care is also an action that is discussed at local Health and Wellbeing Partnerships for each of the localities.</p>	<ul style="list-style-type: none"> • Coventry and Warwickshire responded to the national requirement for Sustainability and Transformation (STP) footprints to develop estates strategies, submitting its strategy to NHS England and NHS Improvement in July 2018. • Feedback received in November 2018 confirmed that the estates strategy had been assured against six standardised themes, receiving an overall banding of ‘Good’ (available bandings were: Strong, Good, Improving or Fair). • CCGs continue to be proactive in their approach to responding to planning applications, using an Outline Primary Care Estates Strategy and an algorithm that has been developed by CCGs in collaboration with property services, public health as its evidence base.

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		<ul style="list-style-type: none">• The CCG has engaged extensively with Warwick District Council in relation to a range of planning matters and to secure investment through the available means such as Section 106 agreements and the implementation of the Community Infrastructure Levy (CIL). SWCCG has secured the inclusion of £2.8m for the development of a new medical centre in Cubbington in the Regulation 123 list.• WNCCG has secured £1m for the development of a new medical centre in Nuneaton and the CCG has made further requests of £2m, which are awaiting approval.• CRCCG is working with developers to deliver a new practice at Houlton, and is in early discussions in relation to the south west Rugby developments.• The CCG is also engaging with WDC and neighbouring CCGs in relation to development on CCG borders such as south of Coventry, with a number of meetings held during Q4 2018/19. WNCCG has liaised with Leicester CCG and Birmingham as required.• The CCGs are engaging with South Warwickshire NHS Foundation Trust in relation to the planned development of an estates strategy at place (i.e. south Warwickshire, Rugby Warwickshire North) level.• CRCCG and WNCCG have specifically engaged with SWFT in respect to community service delivery at proposed new sites of Weddington in
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		<p>Nuneaton, Radio Mast – Rugby and Harsthill – North Warwickshire. WNCCG is very engaged with local town planners and elected members through various local partnership forums, to keep local planners and elected representatives appraised of developments. An example is elected members invited to take part in recent ASPECT survey for Hartshill and providing briefings for forthcoming committee discussions relating to planning / developments.</p> <ul style="list-style-type: none"> • The CCGs continue to be an active participant in the Coventry and Warwickshire Estates Group (part of the Better Health, Better Care, Better Value Programme).
<p>2.3 'Your Health is Your Responsibility':</p> <p>That HWBB through its constituent partners publicises initiatives under the banner of 'your health is your responsibility'.</p>	<p>The Year of Wellbeing 2019 is a specific area of work that the Health and Wellbeing Board is focusing on, and promoting this year.</p> <p>The vision for the Year of Wellbeing is that "People in Coventry and Warwickshire will be part of a strong community and feel inspired and empowered to improve their own health and wellbeing, and that of others, in 2019 and beyond." It will focus on celebrating all the good work currently underway, and three early themes of:</p> <ul style="list-style-type: none"> • Daily Mile 	<ul style="list-style-type: none"> • All CCGs have confirmed commitment to supporting the Year of Wellbeing via the commissioning intentions documents, presented to the HWBB in September 2018. • The CCGs have been using various communication platforms to publicise the Year of Wellbeing (CCG website, CCG Twitter feed, etc.). • The SW CCG worked with local radio station Welcome Radio to plan a show focused on the Year of Wellbeing – this was broadcast on 25 January 2019: https://twitter.com/SouthWarksCCG/status/1088733979556134913 • WNCCG and CRCCG have undertaken a range of initiatives to publicise self-care including launch of APPS – which support individuals self-care,

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	<ul style="list-style-type: none"> • Workforce wellbeing; and • Start a Conversation 	<p>signposting training for reception staff to signpost to community assets and social prescribing initiatives / capacity linked to GP practices. They have launched a series of targeted PLT sessions for specific cohort groups such as diabetes to raise awareness of self-care and structured education as well as similar campaigns for CVD and cancer.</p> <ul style="list-style-type: none"> • Extensive social media and press work in Warwickshire covering winter health, self-care, having a well-stocked medicine cabinet • CR & WN representatives attended BME and other protected characteristic group events in Rugby and Warwickshire North to promulgate self-care messages. • The SW CCG is running yoga, tai-chi and mindfulness taster sessions for staff in support of the Year of Wellbeing 2019. The CCG staff forum has been planning and promoting 'healthy walks' around Warwick at lunchtimes. • CRCCG and WNCCG have held a series of wellbeing events with staff and the CCG staff forum is leading on a range of initiatives to promote mindfulness and wellbeing across the staff group. This includes 'Time to Talk Day' with mindfulness sessions, IAPT sleep clinic and physical health support for "healthy walks". There has also been promotion of healthy eating through a monthly wellbeing newsletter.
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		<ul style="list-style-type: none"> • CRCCG and WNCCG undertook an online survey to understand the health and wellbeing needs and concerns of staff and used this to inform an ongoing series of wellbeing activities.
<p>3.1 Assisting with communication: WCC and districts and boroughs provide support to CCGs with awareness raising and publicity. Areas where we can assist are:</p> <ul style="list-style-type: none"> • Raise awareness / educate on appropriate use of GP services through joint communications with CCGs; • Strengthen the social prescribing / care navigation offer to ensure that patients are accessing the right services at right times. 	<p>WCC Public Health worked in partnership with WNCCG to pilot signposting training for GP reception staff, using the Making Every Contact County (MECC) training methodology. So far 24 practices in Warwickshire North have undertaken the training, and 9 practices in Rugby have now taken the training. Those practices that have signed up were given stands which contain a menu of resources for patients, advising and signposting to wider wellbeing services.</p> <p>WCC Public Health has been working with practices within Warwickshire North CCG to get them to feed into the Joint Strategic Needs Assessment (JSNA).</p> <p>The Health and Wellbeing Partnership funding in South Warwickshire includes projects that Public Health is supporting with a social prescribing element, enabling</p>	<ul style="list-style-type: none"> • See section 1 regarding the CCG engagement with the 'Help Us, Help You' and 'Here for you, for longer' campaigns. • Created a "Right Care" leaflet to support patients to choose the right healthcare setting for them. Localised versions for Warwickshire North and Rugby are available. Ongoing programme of meetings with seldom heard groups to promote appropriate access to healthcare. • The CCGs continues to work with Member GP Practices to trial different ways of connecting their patients with sources of support within their communities. • An example recently is SWCCG securing a grant from Stratford Town Trust to expand a successful early intervention programme known as 'Active Monitoring'. The programme was co-designed by the national mental health charity Mind and provides support to people who visit their GP with symptoms of common mental health needs including stress, anxiety, depression and low self-esteem. • CRCCG and WNCCG have initiated specific schemes to support individuals with medically unexplained symptoms to access the right support, targeted interventions for frequent A& E attenders

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	<p>individuals to access alternative services which will improve improving social isolation and increasing physical activity. These include using open green spaces for gardening groups, groups supporting patients with dementia through music and memory stimulus, and various projects aimed specifically at improving mental health for a variety of ages e.g. mental health training at secondary schools.</p>	<p>and those who have a high GP demand profile. They have also undertaken targeted work to promote uptake of mental health services such as wellbeing hubs and IAPT. WNCCG and CRCCG are in the process of rolling out signposting training and 'Making Every Contact Count' to their GP practices. The CCGs have supported mental health awareness days through press and social media to support patients to understand what is available.</p> <ul style="list-style-type: none"> • CRCCG AND WNCCG have reviewed and updated their websites to support navigation and better information sharing / including campaigns targeted at raising awareness and have worked with a range of community leaders to ensure messages are effectively communicated to their diverse communities.
<p>3.2 Suggested areas for further research:</p> <p>That CCGs give further consideration to the following areas identified through this review process:</p> <ul style="list-style-type: none"> • Appropriate use of pharmacies to provide additional capacity of GPs; • Research how the time required for clinical correspondence between 	<p>The Year of Wellbeing includes promotions around the pharmacy offer and a Coventry and Warwickshire group has been established to monitor the Pharmaceutical Needs Assessment (PNA) and to promote initiatives with pharmacies.</p>	<p>The NHS Standard Contract incorporates specific requirements in relation to clinical correspondence (including discharge summaries and outpatient clinic letters) which are applicable to all NHS providers including the main Acute Trusts.</p> <ul style="list-style-type: none"> • See section 1 regarding the CCGs' engagement with the 'Help Us, Help You' campaign, which incorporates messaging on the use of community pharmacy. • SWCCG: See section 1 regarding the new GP+ service, which provides additional capacity (532 appointments per week) during the evening on weekdays and at weekends. The service offer

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<p>acute service providers and GPs can be streamlined to increase capacity for GPs;</p> <ul style="list-style-type: none"> • Areas of good practice identified from reviews of GP surgeries by the Care Quality Commission and Healthwatch being shared by commissioners with all GP surgeries. 		<p>incorporates clinical pharmacist appointments. 7,298 appointments have been carried out in the service since it commenced on 3 September 2018.</p> <ul style="list-style-type: none"> • CRCCG AND WNCCG have implemented the national extended access scheme providing additional appointments same day seven days a week. The CCG have commissioned delivery of 576 appointments per week across Warwickshire North and Rugby. The CCGs have a focus on promoting utilisation which is improving at a rate of a 5% increase in utilisation, which demonstrates the impact of awareness raising activities and communication strategies to promote the new services and additional GP consultations now available. This includes advertising on NHS choices and updating all practice websites. • WNCCG has successfully secured investment for clinical pharmacists, is in the process of developing the implementation plan with a view to having clinical pharmacists in post within six months; linked to our PCN, GP practices and out of hospital place based teams. Its clinical pharmacy initiative is a partnership with SWFT the CCG and WN practices. CRCCG already has clinical pharmacists in post • WNCCG has worked with Public Health around the development of healthy living pharmacists and has worked with an initiative called 'Prescription Ordering Services' – to work towards optimising repeat prescriptions, eliminating waste, but also using the engagement process of reordering to
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		<p>encourage individuals to manage their condition well and access self-care and lifestyle services available to them.</p> <ul style="list-style-type: none">• The GP Federation has been successful in an application to the national clinical pharmacists in general practice programme, securing funding for three whole time equivalent clinical pharmacists to work across nine local GP practices.• In line with the general practice forward view, all SWCCG, CRCCG and WNCCG GP practices have been offered access to accredited clinical correspondence management training. This training focuses on upskilling clerical staff to be able to process correspondence working against standard protocols, without the involvement of a GP.• GP Networks are a prominent area of focus within the NHS Long Term Plan published on 7 January 2019. Over the last nine months, the CCG has provided extensive support and input to the development of six local GP networks and now facilitates a regular meeting between all networks, which is chaired by the CCG's Assistant Clinical Chair. Practices have identified sharing of good practice as a key benefit of engaging with a network, with the 'All Network' meeting providing an opportunity for sharing across networks.• Rugby is operating as a GP network and has an established delivery group which brings together GPs to work collaboratively with the CGG and respond to patient needs and resilience issues
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		<p>across general practice.</p> <ul style="list-style-type: none">• WNCCG now has a greed 3 PCN's which will be established by 31st March. All PCNs will have funded GP leadership and co-ordination capacity to support their development, and under the new operating plan guidance there will be recurrent funding provided by the CCG to support PCN's.
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