

ANNEXE 1

York Health and Wellbeing Board

CQC Local System Review

October – December 2017

Place Based Improvement Plan – July 2019

This version of the plan includes only the residual actions agreed for continuation in the 2019 plan.

Introduction

This document distils the remaining actions from the high level action plan in response to the CQC Local System Review of York (published 22-12-17).

The report made 13 recommendations for improvement in York, supported by the range of findings from their inspection. For the purpose of the original action plan these were re-ordered and grouped by theme.

Current Position

CQC conducted a progress review on the action plan in November 2018. The report was published in January 2019. It is available here: <https://www.cqc.org.uk/local-systems-review#reports>

This document summarises the residual actions from the autumn update.

Next Steps

Following the publication of the progress review a system plan is being developed. The first step advised by CQC was to fully review the remaining actions from the initial plan. These are captured in the following pages.

Recommendation 1:					Lead Officer:
Work is required to develop a wider system vision for the STP footprint and develop a common framework for prioritising actions and for specifying accountabilities and shared governance arrangements, to prevent duplication.					Mary Weastell and Phil Mettam
Date Plan Approved: 31-1-18			Review Date: July 2019		
Ref.	Actions	Lead	Date for Completion	status	Evidence / Additional Information
1.3	Map the current governance arrangements across the STP / A&E Delivery Board footprints such as the range of sub groups which meet for specific responsibilities, or task and finish activities.	Pippa Corner	February 2018	May 2019 = the map developed in November 2018 is out of date, and the system is changing all the time.	New map required as part of 2019 plan , showing the establishment of Primary Care Networks, Integrated Care Partnerships and the Integrated Care System. Direct lines of accountability and reporting remain complex, with a range of partnerships operating in a matrix arrangement.
Recommendation 2:					Lead Officer:
Work should continue at pace to develop strong relationships across the system to address the lack of collaboration and trust between system leaders.					Mary Weastell and Phill Mettam
Date Plan Approved:		31-1-18	Review Date:		July 2019
Ref.	Actions	Lead	Date for Completion	status	Evidence / additional information
2.8	Develop organisational development programme to focus on working relationships between system leaders and partner organisations. Revisit the Systems Leadership Training which was delivered across the partnerships in 2016. Build on this for whole system organisational development. Consider external facilitation for YIB development.	PBIP	March 2018	discussed at system leader level – confirmation required about this intention, and timescale.	There is agreement in principle to invest in further OD programme once all senior leadership roles have been appointed. carry forward in 2019 plan

Recommendation 3:					Lead Officer:
The system should build in clear evaluation of systems to demonstrate the impact on people and the system overall.					Simon Bell, Sharon Houlden (DASS)
Date Plan Approved: 31-1-18			Review Date: July 2019		
Ref.	Actions	Lead	Date for Completion	status	Evidence / additional information
3.1	Strengthen the existing HWBB performance framework, learning from good practice elsewhere.	Terry Rudden	April 2018	will need to form part of HWBB refresh	this should be carried forward in 2019 plan There is an existing HWBB performance framework on the KPI machine. It has 23 indicators, 6 for each of the four HWBB themes
3.2	Establish a whole system network of performance / data specialists to add value to existing work and minimise duplication	Terry Rudden	February 2018	update June 2019	A network of performance / data specialists exists, with each organisation's lead performance officer able to make contact with their counterparts. Officers work together where joint returns are required, such as BCF. COMPLETED.
3.3	Map our shared metrics and the existing data collection, how it is used and where reported. Include options for agreeing system wide deep dives.	Terry Rudden	April 2018	update June 2019	Where possible we now use the COUNT principle, so that the dashboards for BCF, CDSG and H&CRB are used in other arena. NO FURTHER ACTION
3.4	Develop a dashboard to monitor the effectiveness of this action plan in achieving measurable improvement in performance outcomes plus an action log.	Terry Rudden	June 2018	update June 2019	this should be carried forward in 2019 plan

Recommendation 5 :					Lead Officer:
There needs to be a system-wide response to effectively managing the social care market and domiciliary care capacity.					Sharon Houlden (DASS)
Date Plan Approved:		31-1-18	Review Date		July 2019
Ref	Actions	Lead	Date for Completion	status	Evidence / additional information
5.1	Build on the existing approach to the Market Position Statement with partners.	Gary Brittain	July 2018	work in progress	A shared approach to this has been set out as part of Joint commissioning programme and should form part of 2019 plan
5.5	Establish joint health and social care apprenticeships to build capacity	Julia Massey (Learning City Partnership, CYC)	May 2018	update July 2019	The proposed 'Rotational Apprenticeship' where apprentices undertake their training across both Health and Social Care (including private sector) has been piloted by the Humber Coast and Vale Excellence Centre. Exploring York options.
Recommendation 6:					Lead Officer:
A review of IT interconnectivity should be completed to ensure appropriate data sharing and a more joined up approach across health and social care services.					Lisa Winward (Chief Constable, NYC)
Date Plan Approved:		31-10-18	Review Date:		July 2019
Ref	Actions	Lead	Date for Completion	status	Evidence / additional information
6.3	Use of NHS Number on all care records to be standardised.	Roy Grant / Mike Richardson	July 2018	update received from Ian Cunningham May 2019	Work is already mainstreamed and as complete as possible: <ul style="list-style-type: none"> Updating NHS numbers on record – complete and ongoing NHS numbers on forms – complete on key forms Ongoing challenge to ensure DQ.
6.5	Develop a protocol relating to moving data and viewing it as a short term solution, prior to achieving	Shaun Macey Kevin Smith	September 2018	this action has been superseded by the DIG project	Technical project manager in place. digital interoperability will form part of the 2019 plan.

	commonality of platform. (eg to support out of hours GPs to view full care records of others' patients).			and advance of LCHRE	
6.6	Work on the business process and information sharing requirements for discharge plans and weekend discharges.	Glynn Shaw	June 2018	this action has been superseded by the DIG project and advance of LCHRE	Technical Project Manager in place. this will form part of the 2019 plan
Recommendation 13: Continuing healthcare arrangements should be more robust and person centred.					Lead Officer: Denise Nightingale Michael Melvin (DASS)
Date Plan Approved: 31-1-18			Review Date: January 2019		
Ref	Actions	Lead	Date for Completion	Status	Evidence / additional information
13.7	Develop new work force arrangements.	Denise Nightingale Kyra Ayre	June 2018	update July 2019	Transitions social worker appointed. CHC team now includes OTs. S117 team now includes a social worker.
13.8	Explore opportunities for joint social care and NHS roles in terms of reviewing current customers (including assessment of needs against the packages of care)	Denise Nightingale Kyra Ayre	December 2018	update July 2019	Agreed in principle to pilot and fund a joint fact finder role to support information gathering for CHC Assessments across organisations (based on a similar role in neighbouring council). This will enable senior professionals to focus more of their time on carrying out assessments.