Questions for NHS Organisation in Shropshire and Telford and Wrekin May 2016 from Shropshire and Telford & Wrekin Joint Health Overview and Scrutiny Committee

1)	Risks	Response	
a)	What are the	Urgent	If Public Consultation cannot be initiated at the beginning of December 2016 it is likely to have to be
	risks of not	written	deferred until May 2017 due to the time needed for consultation (especially over a holiday period) and
	progressing to	response	to the pre-election period for local elections in 2017.
	consultation on		
	the Future Fit		
	proposals within		
	the planned		
	timescales?		
b)	What are the	Urgent	The consultants are working with the Medical Director on a 'Plan B' if there were any delay as services
	views of the	written	would have to move and some stop to allow safe levels of staffing to be introduced and prevent existing
	clinicians in the	response	staff from leaving.
	most vulnerable		
	acute services		
	(Emergency		
	Medicine, Acute		
	Medicine and		
	Critical Care) if		
	Future Fit is		
	delayed?		
c)	Can the acute	Urgent	The services provided at present are assured as safe by CCG, CQC, Healthwatch, NHSI, NHSE, SATH
	trust provide	written	governance committees, External reviews from ECIP, Royal Colleges etc
	assurance that	response	
	the services		

currently provided are safe?		
Clarification: Analysis of research on the centralisation of emergen (If this is not available be meeting this issue will be at the Committee meetin Members will request a re follow) A balanced analysis of the on the impact of closing a A&E department and cere emergency services in a se department. This should details of the risk of increa- time for patients balance the benefits of a specialis with greater consultant of	ncy services fore the discussed ag and eport to e research a smaller tralising ingle include ease travel d against it service	At the outset of the clinical design process, local clinicians were provided with an analysis of the evidence relating to acute and episodic care, including references to the underlying research papers. This evidence review will be refreshed as part of the senate review and non-financial appraisal processes. The evidence review summary is attached.
2) Activity and Capa	city	
a) How has the information from the Activity and Capacity workstream	Written response to Joint HOSC	The assumptions around activity and capacity modelling are set out in the SOC. The Phase 2 modelling estimate the consequences of more radical redesign and built on the Phase 1 modelling that estimated the levels of activity that the Trust and Shropshire Community Trust might be expected to manage in 2018/19. It took into account demographic change, a range of commissioner activity avoidance schemes and provider efficiency schemes. Aspects of demographic change were also considered and modelled.
informed the	meeting	The headline outputs in terms of potential activity shifts are:

clinical model and Strategic Outline Case? In particular: • What assumptions	in July (date TBC)	services cou attendances 75% of the injuries or a	t door urgent care act uld be managed at an b) requiring care in the l activity being manage ilments, 12% as Ambu	Urgent Care Cent Emergency Departi ed by the Urgent	tre, with the remaini ment (ED) Care Centres will tak	ng 31% (circa 68,000 te the form of minor
does the activity and capacity modelling make?			ely 35,000 follow-up o Id take place virtually	outpatient attenda	ances managed by th	e local planned care
 How many beds are planned in the SOC for the emergency department? How does this compare to the 		2012/13, the a conseque community The Phase 2 the key risk	00 emergency admissi e phase 1 models sugge nce of improvements hospitals) models suggests that factors that give rise t ure) and through greate	ested these admiss in primary care a further 24% coul to Long Term Conc	ions could fall by 8% I management and th d be avoided by reduc ditions (e.g. smoking,	by 2018/19 (largely as arough better use of cing the prevalence of high cholesterol, high
number of beds				2014/15 Outturn	Projected 2019/20	
at both current A&E sites?			Elective Daycase Elective Inpatient	- 47,431	42,775 6,806	-
 Under the SOC 			-			
			Non Elective	47,151	42,902	_
and clinical			Non Elective Non Elective Other	47,151 8,137	42,902 8,647	-
and clinical model what						_
and clinical model what activity will be			Non Elective Other		8,647	
and clinical model what activity will be transferred to			Non Elective Other First Attendance	8,137	8,647 91,927	
and clinical model what activity will be transferred to community and			Non Elective Other First Attendance Follow Up Attendance	8,137	8,647 91,927 166,862	
and clinical model what activity will be transferred to		To support this acti	Non Elective Other First Attendance Follow Up Attendance Outpatient Procedure A&E	8,137 401,806 109,360	8,647 91,927 166,862 109,656 112,836	
and clinical model what activity will be transferred to community and primary care	Written		Non Elective Other First Attendance Follow Up Attendance Outpatient Procedure	8,137 401,806 109,360 hat the total numb	8,647 91,927 166,862 109,656 112,836 Ders of beds required a	are 781.

have been involved in the work to model the activity and capacity?	meeting	 Shropshire CCG Shrewsbury & Telford Hospital NHS Trust Midlands and Lancashire CSU Shropshire Patient Group Healthwatch Shropshire
c) What proportion of urgent care and trauma patient currently go ou of county to Wolverhampto and Stoke? Car you break this down to show the medical conditions or reason for specialist services e.g. heart attack or injury due to road traffic accident?	rs HOSC It meeting in July on (date n TBC)	This analysis could be made available but will require a report to follow. An update can be provided at the meeting.
Clarification Details of work undert Future Fit Activity and Workforces Workstrea Figures on the number	I Capacity and ams:	Nationally, there is evidence that supports the local view that large numbers of patients attending A&E do not require emergency or life-saving care. The original Future Fit algorithm has been applied to the Trust's activity data for 2015/16 to determine the future baseline activity numbers with regards to ED and UCC. This simply reviews previous attendances and what happened to each patient during their admission. It then determines whether

who are currently treated at either A&E department who would be treated at the Emergency Department in the Future Fit Clinical model?	their A&E attend treatment. The care in the Eme Complaints/con chest pain; mult	dance; did t outcome of rgency Cent ditions to be tiple trauma in Urgent Ca	he patient need a this analysis has re or Urgent Care e treated at the E ; compound fract re services are: s	a CT scan; did they determined the su e services. mergency Departr tures; moderate bu	irns; poisoning. Com	A&E without
Under the Future Fit Clinical Model – how many of the patients who are currently treated at A&E would be diverted from both the Urgent Care Centres and the Emergency	rural urgent car and near patien	e services ba ts testing be	ased on the open etween the hours	ing hours of 8am t	letailed in the table b	ity of plain film x ray
Department and would be treated	Locality	Total	UCC	UCC as a % of	RUCC activity	RUCC as a % of
by primary or community care?		A&E	appropriate	total A&E	based on latest	total potential
		activity	pts	activity	model of care	UCC activity
	Bishops Castle	3,385	1,546	46%	735	48%
	Bridgnorth	2,956	1,401	47%	580	41%
	Ludlow	2,772	1,366	49%	723	53%
	Oswestry	6,656	2,929	44%	1383	47%
	Whitchurch	2,492	1,301	52%	651	50%
	Grand total	18,260	8,543	47%	4072	48%
Can you provide a one page summary setting out what funding		-			primary/community egration will fund th	/ and social care e £6m development.

¹does not list numbers of patients who currently attend the Minor Injuries Units in these localities

will be available to resource the transferred care from the hospital to primary, community and social care i.e. the Community Fit Programme? What are the anticipated net savings from the transfer of this care which will contribute to the delivery of the health economy deficit reduction plan?	The hospital business case becomes possible through reduced hospital activity which is dependent upon the community and primary care model. This is said to be circa £16m.
Can you please send details of the modelling used to plan patient flow to the Urgent Care Centres and Primary Care, including the anticipated number of patients accessing these services in the Future Fit Clinical model? What criteria does the modelling for patient flow use to distinguish between patients who should access primary care and those who should access an Urgent Care Centre? If a patient who should be seen in primary care goes to a UCC – would he / she be seen and treated or referred to their GP?	The numbers of patients that would access UCC services in the future is based on current patients who currently accesses services at A&E with an urgent care illness or injury. Should a patient presenting at the UCC be better treated within Primary Care, then patients will be advised of this, however, should they perceive that they need urgent care services they will be accommodated within the UCC.
What training / recruitment will be required to ensure that staff at the UCC have all the relevant skills?	A programme of training is currently underway to develop experienced heath care professionals such as Nurses, Physiotherapies, Paramedics to become Advance Clinical Practitioners (ACPs). This training is fulltime over 3 years and follows the regional ACP framework. The clinical skills within the emergency medicine training documentation follow the same clinical criteria as the medics and are approved by

			the royal college of emergency medicine.
			All health professionals undergo an annual training programme to ensure that they have the relevant
			skills and competencies to deliver safe and effective care to patients. The UCC will be delivered along-
			side the ED departments with on-going mentorship, training and appraisals by the Consultant teams.
			The UCCs will be fully integrated within the ED Governance Structure.
3)	Clinical Model		
a)	What is the	To include	A full external clinical assurance of the acute proposals is being planned for Autumn 2016. An initial
	view of the	response	review of the whole-system clinical model was undertaken in 2014. The Senate concluded as follows:
	West Midlands	in report	The Clinical Senate Review panel has concluded that there is an unsustainable health model across the
	Clinical Senate	to July	Shropshire, Telford and Wrekin's health and social care economy which warrants a need for
	on the clinical	HOSC	fundamental change and improvement. Future Fit therefore, provides the opportunity to improve the
	model?		quality of care provided to the Shropshire, Telford and Wrekin's changing population.
		Urgent	The panel agree that the remodelling and redesign of the whole health and social care economy should
		written	be commended and the approach taken reflects the scale of changes proposed and the challenges
		response	faced. However, the Clinical Senate Review Panel also recognises clinical and financial risks which will
			require further exploration and clarification before the NHS England stage 2 review. There are also
			some risks from interdependencies outside of the terms of reference of the review, and therefore
			beyond the remit of the Senate review panel. These risks are all clearly defined within the report,
			alongside some key recommendations for consideration by the Future Fit Programme.
b)	What other	to include	Formal approval is via the two Clinical Commissioning Groups. The West Midlands Senate provides
	clinical	response	clinical assurance as part of wider NHS England pre-consultation assurance processes but they are not
	organisations	in report	asked to approve the model. As part of CCG approval and wider assurance processes, obtaining support
	have a role in	to July	from GP practices will also be required.
	approving the	HOSC	
	clinical model?		
	What views	Urgent	
	have these	written	
	organisations	response	
	give so far?		
c)	What		The Clinical Design Group which includes GP representatives have been tasked to set out the case for

discussions are taking place with GPs and the Local Medical committee to address the concerns regarding primary care?	Urgent written response	change for community provision and the detailed work streams necessary to support the redesign. Engagement at locality level is planned for June and July. A further CRG is planned for 22nd June primarily for GPs. The AO, CCG Clinical Chairs and SATH CEO have met with the LMC to discuss their concerns.
primary care?ClarificationWill there be a definitive clinicalview on the need to co-locate theEmergency Department andWomen's and Children's Services orwill the clinical senate / advice fromRoyal Colleges assess the benefitsand risk of options C1 and C2 andthe CCG board will consider thiswhen deciding on the preferredlocation of these services in thepreferred option?		 The description of the options to be used in the appraisal process will set out what would need to be put in place to deliver each option, including their impact on access, quality, workforce, deliverability and cost. A wide range of expert clinical views will inform that process in relation to option C2: Relevant SaTH specialists are considering what would be the consequences of separating women's and children's services from an Emergency Centre, and their conclusions will inform the appraisal document, following review by the Programme's Clinical design workstream; These local views will be independently reviewed by a group of clinicians for another health economy, covering the range of specialties affected by the variant. A report of this independent external review will be provide to the non-financial appraisal panel; The options under consideration will then be submitted for formal clinical assurance by the West Midlands Clinical Senate before Public Consultation can be authorised by NHS England. The identification of any preferred option by the CCG Boards will be informed by these various expert sources as well as by the findings of the Integrated Impact Assessment which may include potential mitigations. The final decision by CCG Boards on the location of services will also be taken in the light of the outcomes of Public Consultation, including any recommendations from the Joint HOSC.
4) Urban Urgent Car	e Centres	
a) What evidence can be provided about the percentage of		In other rural systems like Scotland where such models are in use up to 70% of the traditional AED workload is managed in a new UCC.

cases that can	
be dealt with at	
an Urgent Care	
Centre that	
currently go to	
A&E?	
b) What evidence	Examples like Blackburn, Halton provide the transfer data on this but the occasions are very low less
is there from	than 1 a week.
other areas	
about the need	
to transfer	
patients from	
Urgent Care	
Centres to an	
Emergency	
Department?	
Has this been	
included in the	
clinical model?	
c) When will	The spec is being drawn together and a group of clinicians is looking at this to support the briefing paper
information	which will then compare existing AED to UCC and provide a clear detailed assessment for the public to
about the	see. This work will be complete before the end of Sept.
services that will	
be provided at	
Urban Urgent	
Care Centres be	
available? How	
will this be	
communicated	
to the public?	

5)	Rural Urgent Care Centres	
a)	What are the	The exact number of rural urgent care centres has not yet been decided; we are focusing as much on
	key stages and	the services available as the centre they operate from. We are scoping the potential to implement a full
	time line to	prototype in Bridgnorth. We are also examining opportunities to put in place point of care testing in
	implement the	other sites. In parallel we are holding discussions with all Shropshire CCG localities to discuss what other
	prototype for	improvements may be feasible to implement rapidly, working with other providers. As we test and
	the rural urgent	refine the prototype, we will learn which elements of the service are proving most effective and
	care centres and	consider wider roll-out.
	then for	We are planning to staff the rural urgent care service with existing staff working differently e.g. GPs, and
	implementation	other practice staff, staff working in minor injuries units, community hospitals, Shropdoc and other
	? In particular:	voluntary, social care and mental health service staff as appropriate to the locality. Opening hours will
•	What criteria	be determined through the prototype process.
	will be used to	
	determine the	
	services	
	provided at	
	each Rural	
	Urgent Care	
	Centre? How	
	many Rural	
	Urgent Care	
	Centres there	
	will be	
•	How the Rural	
	Urgent Care	
	Centres will be	
	staffed?	
•	What hours the	
	rural urgent	
	care centres will	

	be open	
6)	Community Fit and Primary Care	
a)	What are the key stages and time line to implement the 	 As yet there is no planned prototype for Community Fit. We are currently working through a process as part of the STP to scope phase two of Community Fit which will seek to: (ii) clearly articulate the case for change for the way in which services are provided in the community. (ii) share the insights from phase one of Community Fit to ensure that future plans are credible and respond to our insights into the way our populations currently access health and care services. (iii) building on existing work, develop specific detailed care pathways applicable across Telford & Wrekin and Shropshire for key long term conditions. (iv) Learn from national developments such as the Vanguard and New Model of Care programmes to develop a credible locality based delivery model for community services
	be transferred to the community?	(v) learn from the urgent care prototype and plan for further roll-out
b)	What funding will be made available to enable primary and community care services to manage this additional demand? How has this been	As the CCG's AO clearly articulated at the last Future Fit board meeting, the programme has always worked to the established principle that the funding will follow the patient / service user. Our current plans are not yet sufficiently developed to enable a detailed assessment of the funding requirements to be made, but the whole system financial plan does take account of the need for funding to support the shift in activity.

	costed and will	
	the funding	
	available be	
	recurring?	
c)	Why has the	The Integrated Impact Assessment report which went to the Future Fit programme board at the end of
	impact of the	last year, set out the requirements and parameters for assessing the impact of Future Fit. The full
	Future Fit	impact assessment is now underway and will report on the health socio-economic and environmental
	Programme on	impacts of the proposed changes, as well as including an equality impact assessment. Examples of
	Primary Care,	areas that are being considered for inclusion in the impact assessment are, under the health section,
	Community	immunity services and under the socio-economic section impact on local community cohesion. The
	Care and the	options appraisal will also consider some elements of community impact.
	Community and	
	Voluntary	
	Sector not been	
	included in the	
	Impact	
	Assessment	
	recently	
	produced?	

Clarification Please provide details of the timescale for the development of Community Fit, Primary Care services When will prototype rural urgent care centre for Bridgnorth be operational? How long will the prototype be run before it is rolled out into other areas?			The Community Fit and primary care resilience work isin the process of being subsumed within the Neighbourhoods work for the STP. We anticipate that firm plans will be developed on a locality basis and implementation will be underway by September 2016. We are currently working with the locality to firm up the proposed rural urgent care prototype. Decisions regarding further roll-out will be made by the CCG, depending on a range of success criteria, which will include the effectiveness of the prototype and the views of the local population.
7) Integration			
a)	How will the clinical model for acute services (Future Fit) and the clinical model for Primary and Community Services (Community Fit) be integrated so that there are clear patient pathways between different services and organisations?	Written response to Joint HOSC meeting in July (date TBC)	As articulated in 5(a) above, the pathway work is underway.

b)	How is the Better Care Fund being incorporated into the clinical and financial modelling for Future Fit and	Written response to Joint HOSC meeting in July (date TBC)	We have been conscious from the outset to build on existing work and both the BCF initiatives and Community Fit will form an integral part of the STP system architecture references in (8) below. This will provide a positive partnership working environment to build on the strong foundations of these existing workstreams and ensure a consistent approach which makes sense to service users and the public.
	Community Fit?		
	8) Deficit Reduc	-	
	Sustainable Trans		
	Plan (ST	Р)	The Future Fit Community Fit etc are all being subsumed into the STD beard and will see a new system
a)	How are the cost		The Future Fit Community Fit etc are all being subsumed into the STP board and will see a new system architecture emerge with both LA and Health and Wellbeing boards to provide oversight on the
	implications of		implementation of the system plan which will reflect on the existing work already undertaken and
	the different		merge this with care and wellbeing programmes.
	programmes		
	(Future Fit,		
	Community Fit		
	and Primary		
	Care and Rural		
	Urgent Care		
	Centres) being		
	taking into		
	account in the		
	STP which has		
	to be signed off		
	by the end of		
	, June?		
b)	Where is the		The STP will transfer funding from Future fit and community fit across plus each organisation will need

	money for the	to provide a supporting sum to establish the team to drive the changes and co-ordinate the work across
	STP coming	our system. Transformation funding will be bid for alongside IM&T bids so where ever funds occur the
	from? How	STP will bid to secure this support
	much money	
	does Shropshire	
	and Telford and	
	Wrekin	
	anticipate on	
	getting and	
	when will this	
	funding be	
	available?	
c)	How does	Shropshire CCG is in the process of developing a medium term financial plan which will eliminate its
	Shropshire CCG	deficit. This will feed into the Deficit Reduction Plan and STP.
	plan to	
	overcome the	
	deficit and how	
	does this affect	
	the Future Fit	
	Programme and	
	the STP?	
d)	Does the STP	It is both but does include addressing social issues as well such as isolation
	provide a clear	
	definition of	
	prevention? Is	
	this preventing	
	people getting	
	ill or preventing	
	ill people going	
	unnecessarily to	

	hospital or both?	
e)	What funding across the health and social care system is currently used for preventative services? What funding will be available for preventative services under the STP?	This is difficult to quantify as preventative services take place as part of many routine consultations. The focus of the STP is a much greater emphasis on wellbeing and self-management which will include prevention.
Clarific	cation	A report is expected at July Board.
	will Shropshire CCG publicly its deficit reduction strategy?	
When deficit availat accour goverr Service in hosp	will the health economy reduction strategy be publicly ble? How does this take into ht the continued cuts to local ment which affect Adult es and the increasing difficulty bital discharge?	The STP Board has acknowledged the on-going difficulties being experienced in local government and intends to incorporate this difficulty within the finalised STP, likely to be in September 2016.
How will the debt incurred for the Women's and Children's unit be take into account in the financial appraisal, including the cost of relocation under C1		The financial consequences arising from the establishment of the women and children's facility are already provided for within the Trust's existing financial resources, and so are not affected.

9)	Governance and Timescales	
a)	Are all key	Yes. The Programme Board comprises sponsor and stakeholder members from all local health and care
	stakeholders	organisations, including from Powys. All of these organisations also participate in the non-financial
	represented and	appraisal panel. The final decision lies with the two CCGs following consultation and post-consultation
	active members	engagement with the Joint HOSC. [can list orgs if helpful]
	of the relevant	
	work streams	
	and the	
	Programme	
	Board? E.g. How	
	are the views of	
	welsh patients	
	and	
	organisations	
	being	
	represented in	
	the decision	
	making process?	
	How have care	
	providers been	
	engaged in the	
	decision making	
	process?	
b)	What is the role	NHS England is the system regulator for commissioners and provides assurance around their functions.
	of NHS England	This includes Stage 2 pre-consultation assurance of proposals for major service change and the
	in the Future Fit	assurance of Sustainability and Transformation Plans (on which future transformation funding
	Programme and	allocations depend). It also has a role as the direct commissioner of specialised acute services. NHSE is
	the STP?	represented on the Programme Board and non-financial appraisal panel.
c)	How has the	The Programme Board determined a membership based on representation from all sponsor and
	representation	stakeholder members of the programme with Joint HOSC Chairs having observer status. It is for each

on the Appraisal	organisation, including patient groups, to determine who represents them and it would be
Panel been	inappropriate for the Board to seek to influence those decisions. However, the access data which forms
determined? Is	a key part of the appraisal does set out the impact of proposals on each of 9 geographical areas (as
this	advised by Local Authority colleagues) and on groups with Protected Characteristics.
proportionate	
to the location	
and size of the	
populations	
affected and the	
cost of the	
services	
provided in the	
respective	
areas? E.g. are	
patient from	
East Shropshire	
and Powys	
appropriately	
represented?	
d) When will it be	It is not expected that the Programme will be delayed. Since October 2015, the Board has been clear on
determined if	three high level milestones:
the Future Fit	1) Identification of preferred option in Summer 2016;
Programme will	2) Consultation from December 2016; and
be delayed? If it	3) Final Commissioner decision in June 2017.
is not delayed,	Whilst the timing if tasks supporting those milestones will flex from time to time, the Programme
when will the	does not expect to depart from those key milestones, subject to securing the necessary external
preferred	assurance and approvals Including HM Treasury) which are beyond its control.
option for the	
Emergency	
Centre be	

published? How		
will this be		
communicated		
to the public?		
Clarification	This will be built into the new financial appraise	l as it has been provinusly. The access modelling is
What information on the relative	This will be built into the non-financial appraisal as it has been previously. The access modelling is	
geographical need for women's and	founded on actual activity in 2015-16 and consequently directly reflects local demand. The current	
children's services will inform the	composition of the non-financial appraisal panel is below: ORGANISATION	
decisions made by the non-financial	ORGANISATION	2 Clinisiana
option appraisal panel?	Shropshire Clinical Commissioning Group	2 Clinicians
What is the composition of the non-		1 Manager
financial option appraisal panel,	Telford & Wrekin Clinical Commissioning Group	2 Clinicians
numbers voting from each		1 Manager
organisation, areas served by the	Powys Teaching Health Board	2 Clinicians
organisation, current office bases of		1 Manager
the NHS staff concerned?	Shrewsbury and Telford Hospital NHS Trust	8 Clinicians
the this start concerned.		4 Managers
	Shropshire Community Health NHS Trust	2 Clinicians
		1 Manager
	Shropshire Patient Group	3 Patient Representatives
	Telford & Wrekin Health Round Table	3 Patient Representatives
	Healthwatch Shropshire	3 Patient Representatives
	Healthwatch Telford & Wrekin	3 Patient Representatives
	Powys Patients (via PTHB)	3 Patient Representatives
	Shropshire Council	2 Clinicians/Managers
	Telford and Wrekin Council	2 Clinicians/Managers
	Powys County Council	1 Clinician/Manager
	West Midlands Ambulance Service NHS FT	1 Clinician/Manager
	Welsh Ambulance Services NHS Trust	1 Clinician/Manager
	Robert Jones & Agnes Hunt Hospital NHS FT	1 Clinician/Manager

	South Staffs & Shropshire Healthcare NHS FT	1 Clinician/Manager
	LMC/GP Federation	1 Manager
	Shropshire Doctors' Cooperative Ltd	1 Clinician/Manager
	NHS England	1 Manager
		option against each criterion. Sensitivity analysis of praisal results against a number of variant factors,
	including organisational location.	
Under the current timetable for the	The phasing of the construction (and therefore	opening) of the new facilities is being reviewed as part
Future Fit Programme when would	of the development of the Outline Business Case for all options. As this information becomes available it	
the new Emergency Department be	will be shared.	
open to patients?		