



AGENDA PAPERS MARKED 'TO FOLLOW' FOR HEALTH SCRUTINY COMMITTEE

Date: Wednesday, 14 December 2016

Time: 6.30 p.m.

**Place: Committee Rooms 2 & 3, Trafford Town Hall, Talbot Road Stretford,
M32 0TH.**

| A G E N D A | PART I | Pages |
|--------------------|--|--------------|
| 4. | TRAFFORD MENTAL HEALTH STRATEGY AND PRIORITIES To receive a joint presentation of the Executive Member for Adults Services and the Interim Corporate Director of Children, Families and Wellbeing. | To Follow |
| 7. | TRAFFORD COORDINATION CENTRE To receive a presentation from the Trafford Coordination Centre Transformation Lead for Trafford Clinical Commissioning Group (CCG). | 1 - 14 |
| 10. | INNOVATION AND INTELLIGENCE LAB To receive a presentation of the Data Innovation and Policy Specialist from the Innovation and Intelligence Lab. | To Follow |

THERESA GRANT
Chief Executive

Membership of the Committee

Councillors J. Harding (Chairman), Mrs. P. Young (Vice-Chairman), Mrs. J.E. Brophy, Mrs. A. Bruer-Morris, M. Cawdrey, Mrs. D.L. Haddad, A. Mitchell, K. Procter, S. Taylor, L. Walsh, Mrs. V. Ward and M. Young (ex-Officio).

Health Scrutiny Committee - Wednesday, 14 December 2016

Further Information

For help, advice and information about this meeting please contact:

Alexander Murray,

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This agenda was issued on **Tuesday, 6 December 2016** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH.

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Please contact the Democratic Services Officer 48 hours in advance of the meeting if you intend to do this or have any queries.

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Trafford Co-ordination Centre



NHS
Trafford

Clinical Commissioning Group

www.traffordccg.nhs.uk

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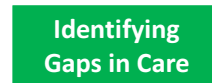
Trafford Co-ordination Centre

Admin Team

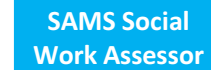
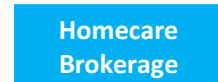
- 12 Admin Staff
- Manage Proxy/Integrated Referrals
- Patient Transport
- Equipment ordering

Clinical Team

- 15 Nurse Practitioners
- 1 GP
- Clinically Triage referrals
- Care Co-ordination



Co-location



Live



Planned

TCC – Progress to Date

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Referral Management- January - November 2016

Total to date – 32,981

Care Co-ordination- June- November 2016*

Total to date - 132

** Full launch of Care Co-ordination 1st November 2016 ; 88 referrals in November*

Referral Management Update

- 32,981 referrals have been received by the TCC since April 2016.
- Initially 22 conditions (covering 8 specialties) were selected to have the detailed pathway checks carried out.
- Two new community services have now been procured – **Community Dermatology** and an integrated Community **MSK service**
- The TCC will commence checking a further 12 conditions from December – again these have been selected by Clinicians based on Peer Review data but also where it was felt there was some gaps in GP knowledge.
- Two new specialties have been introduced – gynaecology/urology - with pathways designed by GPs with specialised knowledge in these areas.
- In December, the TCC will also formalise the checking a number of conditions covered by an Effective Use of Resources (EUR) policy. These are treatments of low clinical value and only commissioned in certain clinical circumstances. These were selected on the basis of high activity/cost to the CCG.

Referral Management Financial Benefits

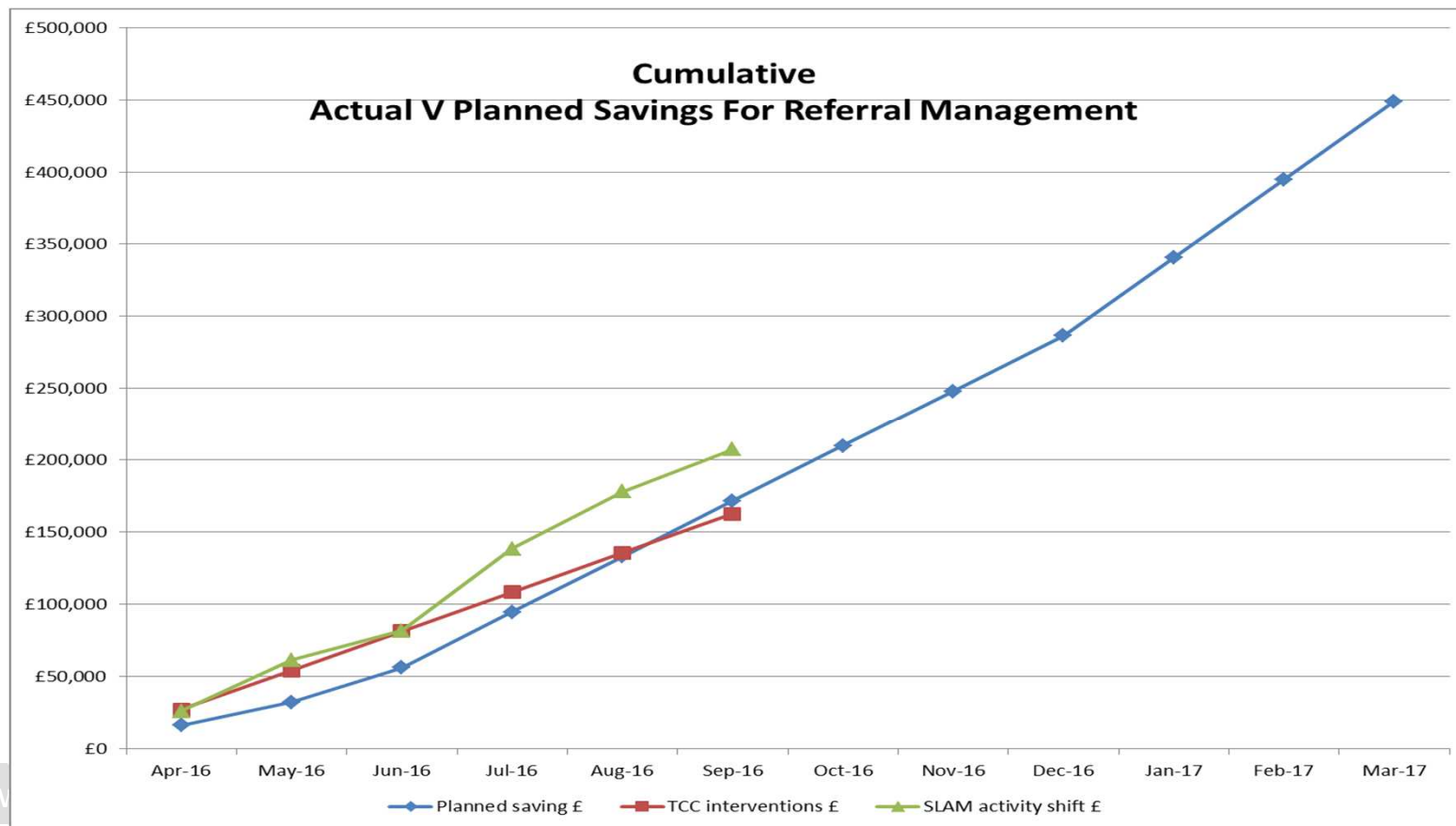
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Planned savings of £450k for the year 2016/17, £171k to September 2016

TCC recorded interventions have generated £162k savings to September 2016

SLAM activity in the relevant specialties has also reduced by £207k in the same time period

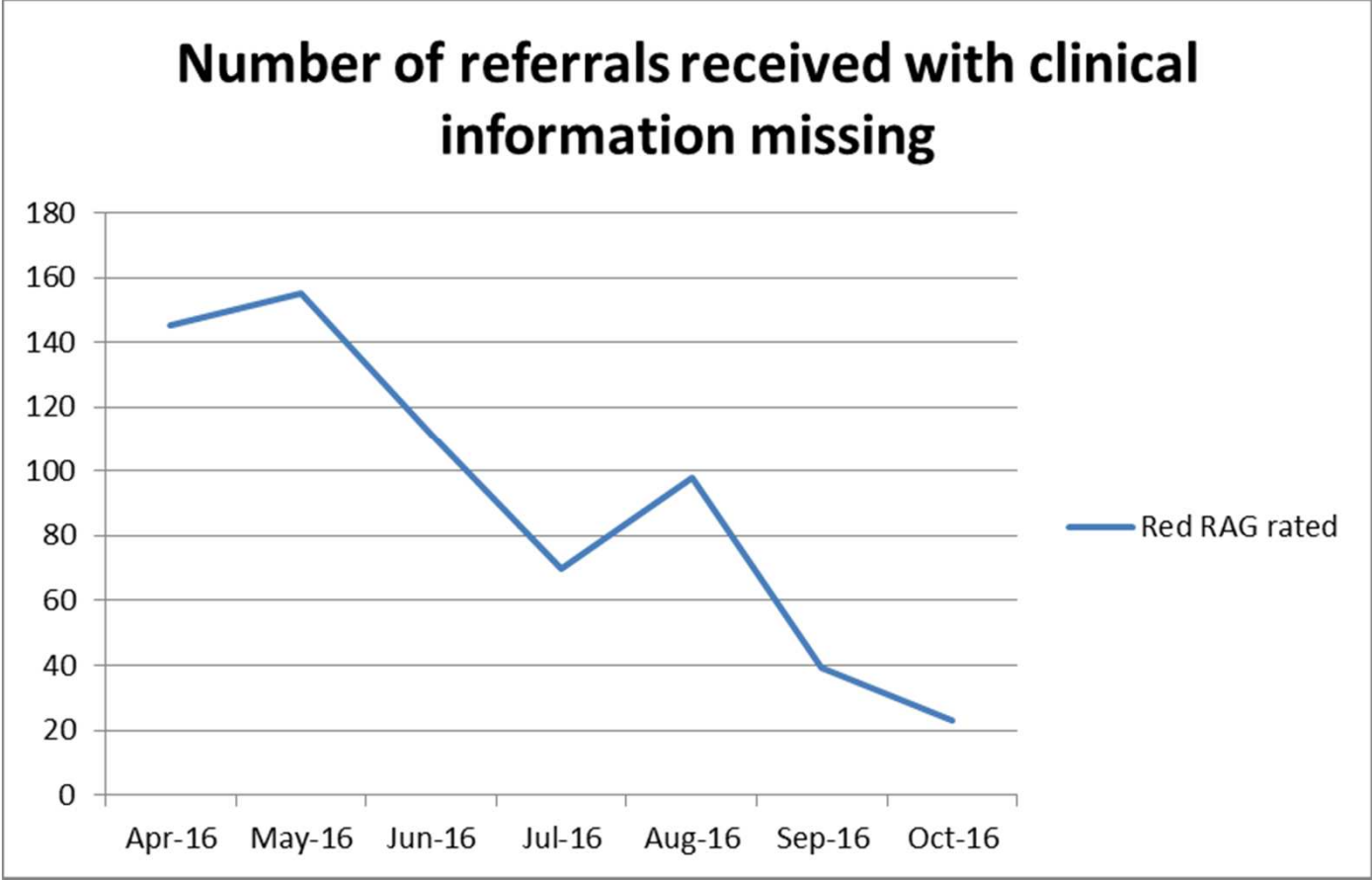
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Improvement in quality of referrals

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What is Care Coordination?

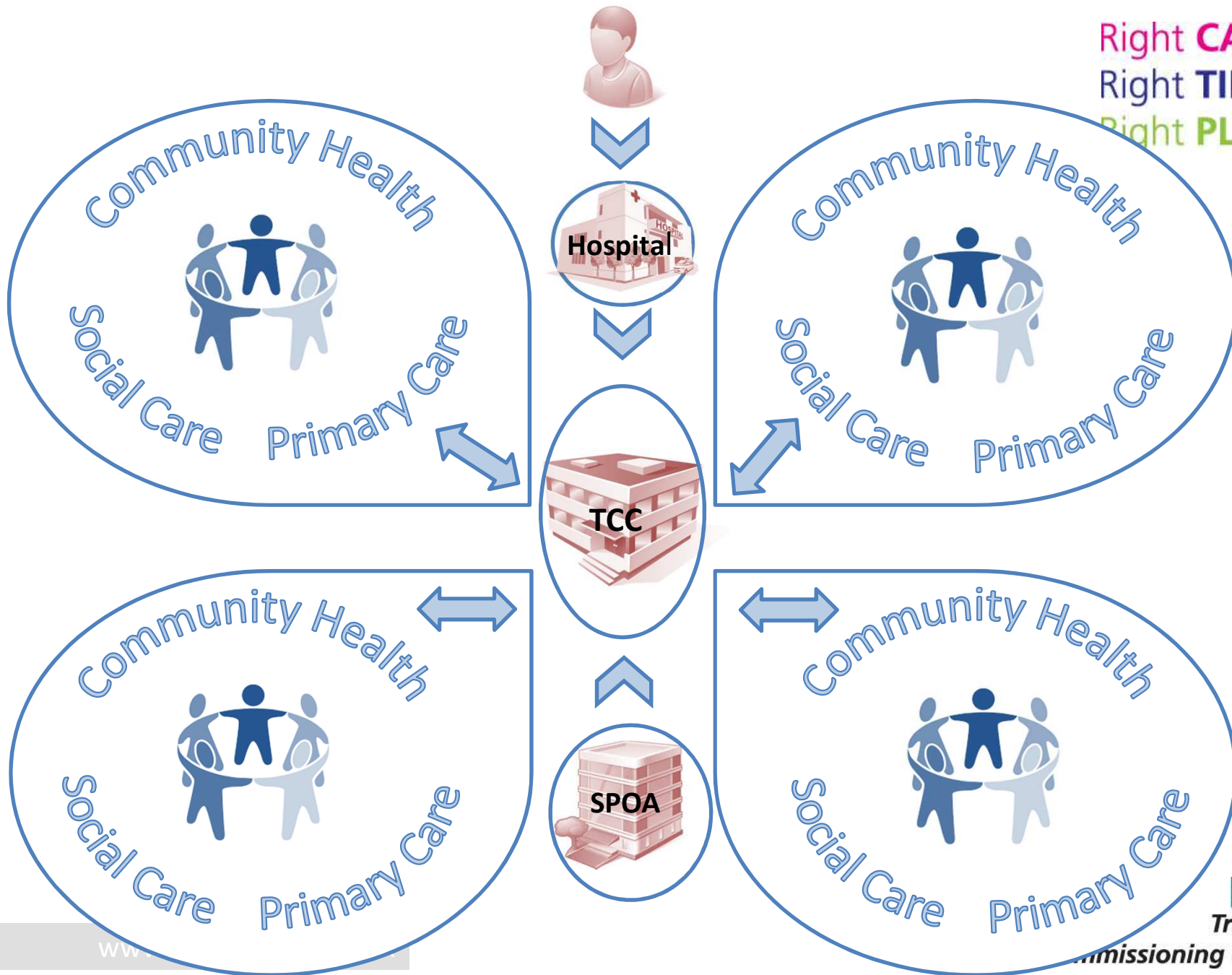
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Trafford Co-ordination Centre – Care Co-ordination

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| Suitable Patients (Cohorts) | Eligibility | TCC Actions | Outcomes/Benefits |
|--|--|--|--|
| Indications of Frailty | Registered patient with Trafford GP | Welcome and Wellness calls | Support inter-provider approach to care |
| Long Term Conditions | Patients who have a care plan designed to minimise unscheduled acute hospital attendance and admission | Diary of activities for medical and personal appointments | Support people in retaining a level of independence and quality of life |
| Support with managing physical health | OR | Contact with service providers | A 'check in' contact made to patient, even when not currently undergoing an intervention |
| People with Mental Health People with a Learning Difficulty Young Adults in Service Transition | Patients who have been identified as suitable for Care Coordination in community services or on hospital wards who may be at a risk of an admission or a readmission | Monitor patients via phone at agreed intervals & arrange interventions when required | Overarching Care Plan |
| | Patients have consented | TCC GP reviews patients after 3 months | Patient receives additional support if a need identified |
| | | Identify recurrent issues and possible gaps in care | Reduction of recurrent issues as a consequence of interventions |
| | | | Central point of contact for patients, carers /families |
| | | | Intelligent commissioning |

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Trafford
Commissioning Group

Care Co-ordination in Action – Mrs Jones, 84

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- Lives with daughter sole carer, older patient, complex medical needs.
Daughter phones TCC in distress as mum verbally and physically abusive



Patient and Carers

→ 23/11/16 Daughter phones TCC in distress



TCC



Other Services
e.g. Hospital,
Community
Services, Social
Services

Through discussion with daughter TCC nurse identifies mother behaves aggressively when she has an infection (delirium). Last time this happened her mum had a lengthy hospital stay

TCC contact GP to arrange visit and prescription of antibiotics



TCC contact Community Matron to visit and monitor recovery



TCC request SAMS service support daughter for 4 days to give some rest/ respite



TCC confirm actions with daughter who confirms she would have phoned 999 if co support available

Integration Update

- Current Status
 - Phase 1: UHSM Outpatient data: Complete
- Plan
 - Phase 2: Go Live delayed to week of 16/01/17
Delay reasons: Complexity of acute trusts' IT environment; CSC resource constraint
 - CMFT Central
 - CMFT Trafford
 - SRFT
 - Phase 3 – Go Live week of 30/01/17
 - GMW
 - Pennine Care – bought forward
 - Clinical Portal
 - Phase 4 – Go Live week of 20/03/17
 - UHSM
 - Datawell for Path data – part
 - DocMan for GP letters – subject to DocMan Health's resolution of issues
 - To be determined
 - Trafford Council – subject to placing order for development and linking to N3

Before and After Integration

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- **Before Integration**



- **After Integration**

**One Integrated
Clinical Portal**



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Any Questions?

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