

**PROGRAMME HIGHLIGHT REPORT – June 2015**

**Aim**

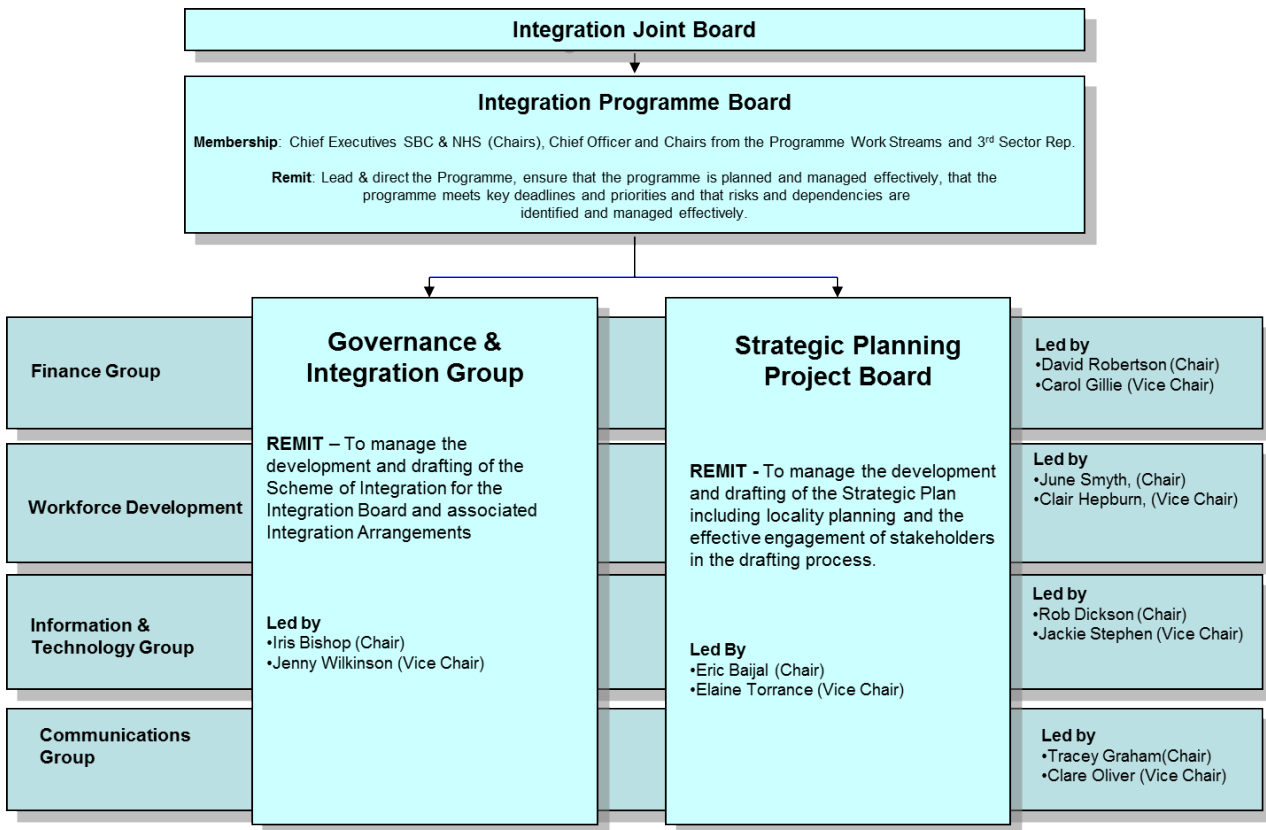
1.1 To provide an outline update on progress in the delivery of the Integration Programme.

**Background and Summary**

2.1 The Programme aims to deliver:

- i. a Scheme of Integration (effectively the governance and operating arrangements for the partnership) by April 2015 in line with national, legislative timescales. This has been **ACHIEVED**. Feedback on the submitted Scheme has now been received from the Scottish Government. This sets out a number of areas where further clarification is required.
- ii. a Strategic Planning Framework for the delivery and commissioning of services under the new integration arrangements. The Strategic Planning Framework needs to be in place by April 2016 at the latest. Our local target is to have this in place by October 2015 and we are currently **ON TRACK** to achieve this.

2.2 There are 6 work streams supporting the programme as shown below.



2.3 The two main Work Streams are:

- Governance & Integration Group – responsible for the delivering the Scheme of Integration
- Strategic Planning Group – responsible for delivering the Strategic Plan.

- 2.4 These 2 work streams are supported by 4 Work Streams
- The Finance Group
  - The Workforce Development Group
  - The Information, Performance and Technology Group
  - The Communications and Engagement Group
- 2.5 Progress across each of these groups is summarised below and in the attached A3 summary sheet.

### Headline Progress in the Reporting Period (March/April)

- 3.1 Progress continues to be made across all work streams over the reporting period.
- 3.2 In particular:
- **Scheme of Integration** – The draft Scheme of Integration has been submitted to Scottish ministers on the 31<sup>st</sup> March as per the programme plan and as per the national timescales. The papers were presented as work in progress to both the Council and Health Board on the 2<sup>nd</sup> of April. Feedback on the submitted Scheme has now been received from the Scottish Government. This sets out a number of areas where further clarification is required
  - **Strategic Plan** – The 1<sup>st</sup> draft of the Strategic Plan was published on 10<sup>th</sup> April with a press release, facebook and twitter posts. The Plan was posted on both websites and electronic copies were sent to all identified internal and external stakeholder groups – including all those people who attended the February public meetings. The second draft of the plan is in preparation and is due to be presented to the Integration Joint Board on the 22<sup>nd</sup> June and the Council and NHS Board on the 25<sup>th</sup> of June. The 2<sup>nd</sup> draft will be published on the 1<sup>st</sup> of July for consultation and further engagement events will be held in late August and early September. Engagement over the 2<sup>nd</sup> draft ends on 22<sup>nd</sup> September and a final draft will be developed by the end of October.
  - **Staff and Public Engagement** – A series of public engagement events has been held across 11 communities across the Borders over May and early June – the last of these is being held in Newcastleton on the 9<sup>th</sup> June. Staff and Public attendance at the meetings is set out in table 1 below. The events were publicised through direct mailing, posters, press releases, advertising in the local press and on Radio Borders as well as facebook, twitter and on the Council and NHS Borders websites. Following justified criticism over lead-in times from the February events, more than a month's notice was given for each event. However, numbers were disappointingly low in a many communities. Ways in which this can be addressed will be considered for the next round of engagement sessions.

**Table 1: Attendance at the Staff and Public Engagement Events in May/June 15**

Meeting	Staff	Public
Kelso	17	10
Galashiels	18	1
Jedburgh	11	2
Lauder	7	5

Eyemouth	3	8
Hawick	20	6
Selkirk	11	3
Duns	20	7
Peebles	16	16
Coldstream	2	9

3.3 Overall, there has been excellent feedback from staff and public and *some* of the main points raised have been summarised in Table 2 below. The feedback – which was also received via online forms on the website - is being used to inform the development of the 2<sup>nd</sup> draft of the Strategic Plan.

<b>Table 2: Some of the key issues from staff and public engagement events</b>	
Care Co-ordinators	the need to have co-ordinated care plans and a person who acts as a co-ordinator and single point of contact
Better Planning for Discharges	the need to improve planning for discharges to avoid people facing struggling at home without the proper support leading to pressure on community-based services and ultimately leading to readmission
Transport	the need for improved services and co-ordination of transport to enable access to services.
IT	the need for joined up systems that enable integration, have a single view of the patient and allow staff to share emails and calendars and also avoid duplication.
Access to equipment	particularly out of hours - to support people in their own home and prevent failed discharge.
24/7 Services	the need for flexible 24/7 services to be made widely available to reflect modern lifestyles.
Valuing Carers	the difficulty in recruiting and retaining carers – the need for professional development and appropriate/attractive remuneration to tackle this issue.
Improved Information Sharing and Signposting	the need for a change in attitudes to information sharing and also improved systems/protocols to facilitate this.
Isolation & Loneliness	the negative impact of social isolation on individual outcomes and the impact this has on services needs to be addressed.
Early Intervention	more focus on early intervention and prevention opportunities.
Improved Education	Improved education and training opportunities for both staff and communities.
Self-Referral and Self-Management	the need for more services to offer this approach.
Multi-Disciplinary Teams	the need for more multi-disciplinary teams to reduce waiting times and improve outcomes.
Targeting Poverty and Health Inequalities	the need for more focus on the impact of poverty and inequalities on individual outcomes and the need for targeted resources to improve outcomes.
Improved support for unpaid carers	supporting them in their role, including them as valued members of the team and consulting them in discharge arrangements all considered to be crucial.

- **Strategic Planning Group** – The Strategic Planning Group (required under legislation to support the Integration Joint Board in the development, review and renewal of the Strategic Plan) has now been established. The first meeting of the group was on the 22<sup>nd</sup> of May and the Group took part in a national event at Heriot Watt University on the 28<sup>th</sup> May.

### **Governance & Integration Group**

- 4.1 The focus of the Group has been on the completion and submission of the Scheme of Integration by the end of March. Now that the Scheme has been submitted the group is only likely to meet on an “as required” basis to facilitate any updates to the Scheme following feedback from the Scottish Government.

### **Strategic Planning Project Board**

- 5.1 The Project Board has focussed on the delivery of the engagement events around the 1<sup>st</sup> draft of the Strategic Plan, the recruitment and induction of the Strategic Planning Group and the development of the 2<sup>nd</sup> draft of the Plan which will be presented to the Integration Joint Board on the 22<sup>nd</sup> June and to the Council and NHS Board on the 25<sup>th</sup> June. The 2<sup>nd</sup> draft will go out for wider consultation between 1<sup>st</sup> July and 22<sup>nd</sup> September. Stakeholder events for this will be in the last week of August and first two weeks of September.

### **The Finance Group**

- 6.1 Progress continues to be made, on schedule, on the delivery of component parts of the Finance Workstream.

### **The Workforce Development Group**

- 7.1 The Group has developed a draft Organisational Development Plan for the integrated services. The Group will support Staff Engagement events in August and September as part of the development of the Strategic Plan. Resource is being sourced to support this work stream.

### **The Information, Performance and Technology Group**

- 8.1 Work is being undertaken to scope a programme to take forward the IT and data and information sharing issues identified in the initial investigative work. A Programme Brief is being developed for agreement by the Programme Board.

### **The Communications and Engagement Group**

- 9.1 The main activity has been in supporting the launch of the Strategic Plan including the design and launch of the Plan and establishing public engagement events in the 5 areas across the borders.

### **Recommendation**

The Health & Social Care Integration Joint Board is asked to **note** the report.

<b>Policy/Strategy Implications</b>	The programme will result in Joint Working policies and a 10 year Strategic Plan, with a 3 yearly review and renewal cycle, for the commissioning and delivery of integrated adult Health and Social Care services across the borders.
<b>Consultation</b>	The programme will involve extensive consultation over the development, delivery, review and renewal of integrated services as part of an associated Communications and Engagement plan.
<b>Risk Assessment</b>	A risk management approach is applied across the programme.
<b>Compliance with requirements on Equality and Diversity</b>	Integration arrangements will seek to identify and address equality and diversity issues and will be subject to the appropriate Impact Assessments.
<b>Resource/Staffing Implications</b>	None at this stage, however the Programme will address resource and staffing implications via its Workforce Development work stream and through its staff engagement arrangements.

**Approved by**

<b>Name</b>	<b>Designation</b>	<b>Name</b>	<b>Designation</b>
Susan Manion	Chief Integration Officer		

**Author(s)**

<b>Name</b>	<b>Designation</b>	<b>Name</b>	<b>Designation</b>
James Lamb	Programme Manager		