

Scottish Borders Health & Social Care
Integration Joint Board



Meeting Date: 8 May 2019

Report By	Robert McCulloch-Graham, Chief Officer Health & Social Care
Contact	Robert McCulloch-Graham, Chief Officer Health & Social Care
Telephone:	01896 825528

CHIEF OFFICER'S REPORT

Purpose of Report:	To inform the Health & Social Care Integration Joint Board (IJB) of the activity undertaken by the Chief Officer since the last meeting.
---------------------------	--

Recommendations:	The Health & Social Care Integration Joint Board is asked to: a) Note the report.
-------------------------	---

Personnel:	Not Applicable
------------	----------------

Carers:	Not Applicable
---------	----------------

Equalities:	Not Applicable
-------------	----------------

Financial:	Not Applicable
------------	----------------

Legal:	Not Applicable
--------	----------------

Risk Implications:	Not Applicable
--------------------	----------------

Chief Officer Report

Primary Care Improvement Plan

On 26 March 2019, we welcomed 3 senior officers from Scottish Government Primary Care Division to our Primary Care Strategy Group meeting to provide a full overview of our Primary Care Improvement Plan (PCIP) implementation, following the GMS Contract. The ensuing conversation was very helpful and encouraging. They recognised the progress we had made and invited us to present at the National GMS Oversight Group for the PCIP.

We received notification from Scottish Government that an updated plan should be submitted as soon as possible from April 2019 onwards, with the approval of GP Sub Committee and the IJB.

Clinical Productivity

The Meridian team continue to spend significant time with Treatment Rooms staff to completely understand the current ways of working, focussing heavily on the patient pathway. Following initial data collection feedback, the Clinical Reference Group agreed to hold a workshop with all Treatment Room staff across all localities to brainstorm and develop a viable and consistent work pattern approach, for all 10 NHS Borders Treatment Rooms. Additionally, goals and expectations of the programme will be agreed over the course of three Executive Seminars planned over the coming few weeks.

In order to provide clarity on how to best deploy the resources available to SBCares Homecare, work has been undertaken to understand the activities required, the time required for each and in what quantities they are performed. With the recent addition of the Scheduler role to SBCares, this was an opportune time to clarify responsibilities and requirements across the localities.

The work with SBCares has run from the offset and has focussed on the following areas:

- Robust data capture mechanisms to accurately measure care hours delivered.
- Clearly defined management responsibilities and structure by locality following the introduction of the new Scheduler role.
- Improved assignment of work to carers through daily allocation controls and regular management following up, resulting in more effective use of paid time.
- Introduction of a resource planning tool to ensure the skills and people available in each locality align with the demand on the service.

In order to provide clarity on how to best deploy the resources available to SBCares Homecare, work has been undertaken to understand the activities required, the time required for each and in what quantities they are performed. With the recent addition of the Scheduler role to SBCares, this was an opportune time to clarify responsibilities and requirements across the localities. Also, the course of training workshops for the SBCares Management Team has now been completed.

Visit to Holland

Myself and various colleagues from Scottish Borders Council, NHS Borders and iHub travelled to Holland mid March to visit their Dementia Care Village. We recognise a need across the Borders to increase our level of care for people with advanced Dementia. Our

current practice is not suitable for our future needs. The experience was enlightening to say the least and has sparked a redirection of our future vision and several developing workstreams will ensure, so that we can implement a programme that will realise our intended vision.

We are currently liaising with colleagues in Stirling to arrange a visit to their Dementia Care Village, as well as expanding conversations with those involved in the visit to Holland. Much more to follow on this area of work.

Eildon Medical Practice

I attended a briefing for Newtown and Eildon Community Council on 26 March 2019, confirming that the Health & Social Care Partnership is currently working with the GP Partners to maintain the services out of the Newtown surgery for the mid-term. Detailed development work on the longer term options which arose from the option appraisal process last year will be undertaken in consultation with the Eildon Locality Working Group and the wider community.

Winter Debrief Session

The Unscheduled Care team organised a learning and sharing Winter Debrief Session on 30 April, which was a brilliant opportunity to review what worked well, what could have gone better and what would make a difference for next winter. There were presentations from Inpatient Adult wards, GP's, community teams, social services and a number of our extremely valuable clinical support services. The feedback, ideas and areas for improvement identified at this session will be taken into consideration and will influence plans made for Winter 2019/20.