

# Healthier Together

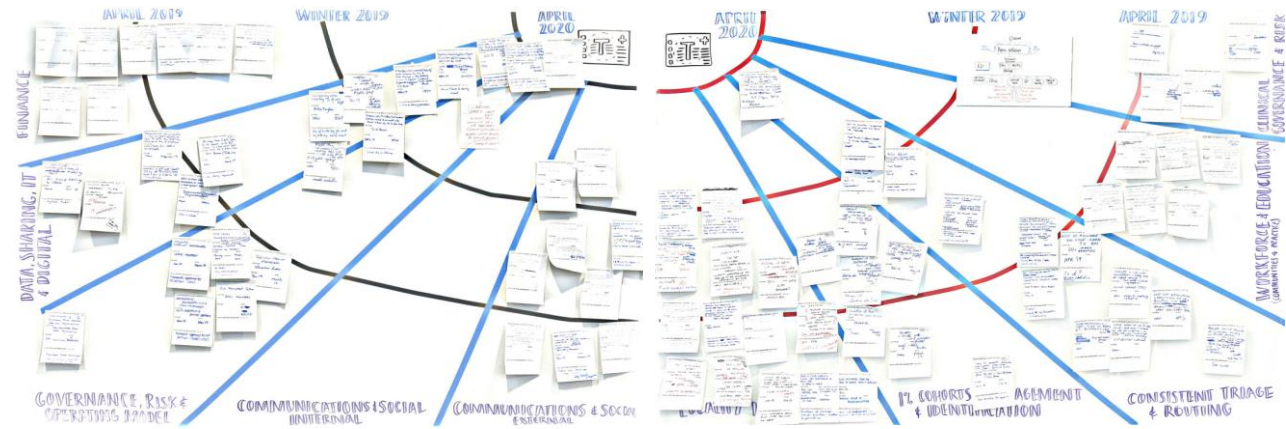


Improving health and care in Bristol,  
North Somerset and South Gloucestershire

## Developing the BNSSG Urgent and Emergency Care Model

### Next Steps





## Progress Update

Following the two day UEC Accelerated Design Event held on 11<sup>th</sup> and 12<sup>th</sup> December, the Event Design Group reconvened before Christmas to agree next steps. The focus of the discussion was to ensure we have clarity on the major work streams that will deliver key elements of the new clinical model.

As described on the following slides, the transformation roadmap (developed at the end of the two day event and shown top right) has been organised into 7 groups of deliverables.

Each of these groups of deliverables will be overseen by a lead senior responsible owner (SRO), supported by colleagues from across the system.



# UEC Clinical Model – 7 Groups of Deliverables

	Model – Key Theme Areas	Deliverables	Links to Existing Groups
1	Triage and Routing	<p>Including role of IUC CAS. Agreed model will still have multiple point of access (rather than a single point) for patients but with consistent triage and routing across the system. Enables smart routing and direct booking into community services, UTCs, etc. Aligned with proposed work of an ICB at front door to ensure patients get to right place, first time. This area also includes developing the content and use of the DOS.</p> <p><i>Proposed SRO Lead/s: Kathy Ryan</i></p>	COG
2	Developing Locality Hubs to Manage Urgent Need	<p>6 locality hubs across BNSSG that become the hub of UC activity in the community – services may include dressings and catheter clinics; community diagnostics; access to MH services; social care; Links to UTCs; lights on evenings &amp; weekends; Rapid access to children's urgent care; frailty management</p> <p><i>Proposed SRO Lead/s: TBC (seeking a GP locality lead who will join the Design Group and also lead this area)</i></p>	Provider Forums & Locality teams (CCG) and Integrated Care Steering Group (ICSG)
3	Digital and Data	<p>Incorporating work streams such as: communications between clinicians, sharing data, Interoperability between Clinical Systems, Real-time Activity Data and population health management.</p> <p>Key way to distinguish work within this area might be 'platforms and technology' and 'use of data'.</p> <p><i>Proposed SRO Lead/s: Peter Brindle</i></p>	Digital Delivery Board and Population Health Management Steering Group
4	Training and Communities of Practice	<p>Developing a learning network for the system that both educates professionals about the new UEC model as well as delivering 'point of need' education and a platform to support sharing and learning.</p> <p><i>Proposed SRO Lead/s: TBC</i></p>	LWAB – academy development + ?

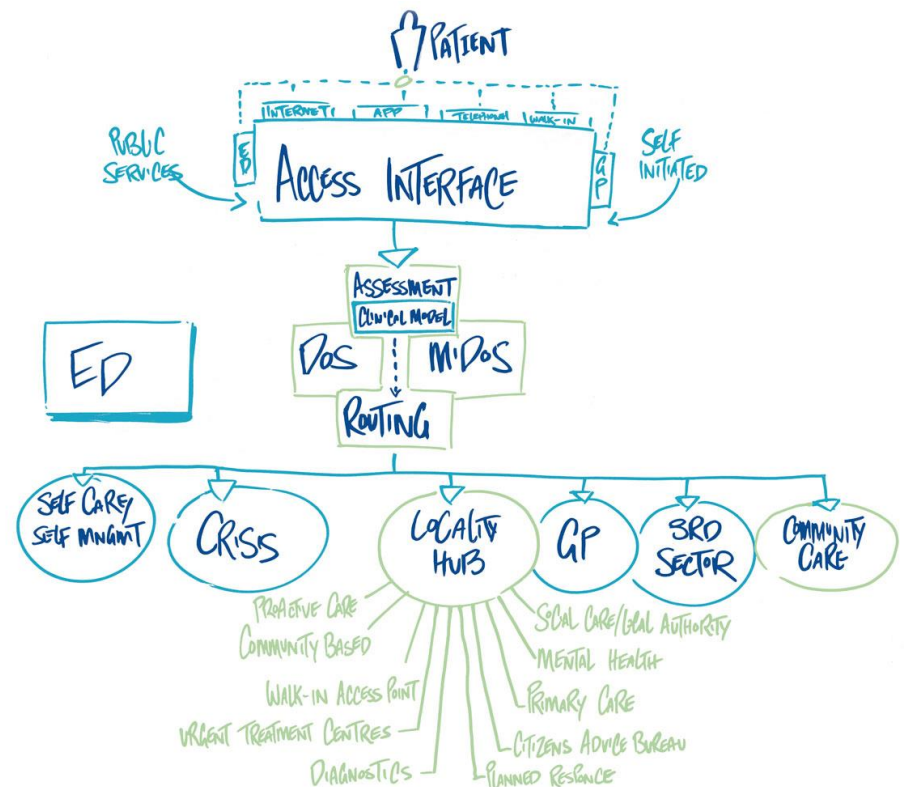


# UEC Clinical Model – 7 Groups of Deliverables

	Model – Key Theme Areas	Deliverables	Links to Existing Groups
5	Social Marketing & Communications	<p>Whilst little evidence social marketing directly reduces attendances or influences behavioural change this is about ‘route of least resistance’ for people to access the help they need. A single BNSSG urgent care brand is a strong concept to push. To focus on positive messaging and what options are available in place of ED. Also included is developing internal communications within the system to ensure consistent messaging throughout all layers of our organisations.</p> <p><i>Proposed SRO Lead/s: TBC (to be supported by a comms professional)</i></p>	STP Comms Group
6	Implementation of new payment structure and financial risk approach	<p>Agreement and implementation of a new payment approach and management of financial risk at a system level for urgent and emergency care activity.</p> <p><i>Proposed SRO Lead/s: Sarah Truelove, BNSSG CCG CFO. (to identify a clinical lead to support)</i></p>	BNSSG DOFs
7	Clinical Governance and Risk Management	<p>Whilst clinical governance should be considered within all group delivering changes to the clinical model it was agreed a system wide approach and framework for managing clinical governance and risk was still required. This also includes operational risk management.</p> <p><i>Proposed SRO Lead/s: TBC</i></p>	TBC

## Developing the Delivery Plan

- SROs within each of these 7 groups of deliverables will work with colleagues to identify the key work streams that will deliver their parts of the new UEC clinical model. Much of this will build on the actions that were committed to on the second day of the Design Event.
- Awareness and alignment will be required between existing system groups and the 7 groups of deliverables – for example for Digital and Data to be aligned to Digital Delivery Board and Population Health Management Steering Group.
- A key first milestone will be to describe which aspects within the 7 groupings will be deliverable by Oct 2019.





# Request for Support

Some of the leads have been identified for each of the 7 groups of deliverables however others are to be confirmed and there is now a lot of work to progress delivery of the new clinical model by October 2019.

Please let us know if you would like to express an interest in:

- Leading or co-leading one of the above 7 groups of deliverables.
- Joining one of these 7 groups who will be responsible for delivering their key aspects of the new clinical model.
- Joining the Design Group that is overseeing the practical aspects of coordinating development and delivery of the new clinical model.

Please email expressions of interest by close of play on Friday 11<sup>th</sup> January to [healthiertogetheroffice@uhbristol.nhs.uk](mailto:healthiertogetheroffice@uhbristol.nhs.uk) .

The Design Group will then review and agree the membership to ensure a good balance of experience and expertise. Please note expressions of interest need to come with a commitment to prioritise this work within diaries to ensure momentum is maintained over the coming months.



# System Oversight

The following system-level groups are central to overseeing the work of delivering the new clinical model. Progress updates will be provided at the next meetings in January.

## **STP Executive Group**

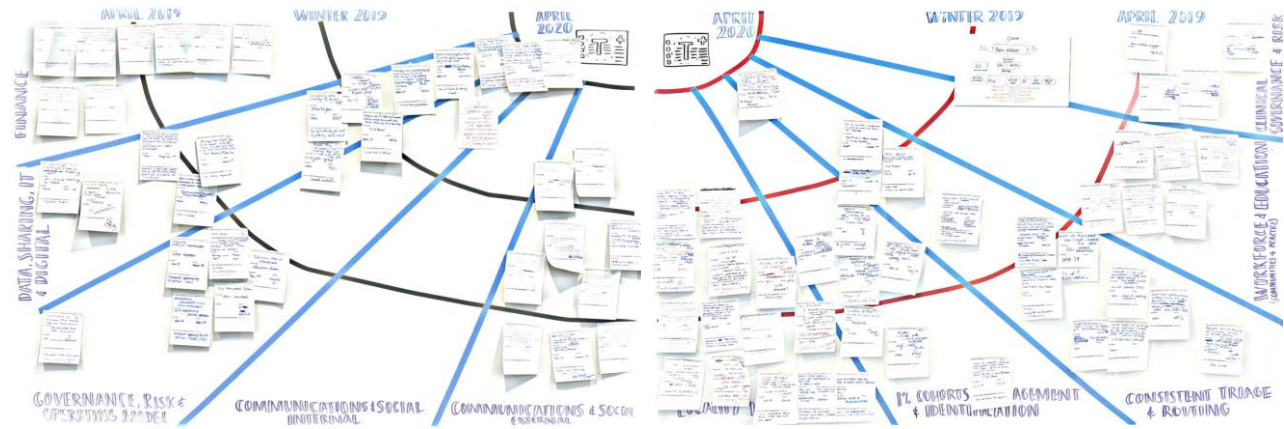
Comprised of the BNSSG Chief Executives that oversees and supports delivery of the Healthier Together vision and objectives, and provides guidance and support to the overall portfolio of work. Next meeting on 21<sup>st</sup> January.

## **Clinical Oversight Group (COG)**

The group of senior clinical leaders from across the BNSSG urgent care system with responsibility for ensuring the safety and quality of urgent care provision. Next meeting on 23rd January.

## **Urgent Care Oversight Board (UCOB)**

The ultimate system-level governance forum that oversees urgent care provision in BNSSG. Next meeting on 25<sup>th</sup> January



## Follow Up Event

A date and venue is currently being sought for a follow up event to the 11<sup>th</sup>/12<sup>th</sup> December. More details will be shared as soon as possible. The event will carry forward the momentum gained from December's Design Event and will provide a chance to review progress towards delivering the new clinical model.

### Any Questions?

For any other question regarding the development of the new Urgent and Emergency Care Clinical Model, please email:

[healthiertogetheroffice@uhbristol.nhs.uk](mailto:healthiertogetheroffice@uhbristol.nhs.uk)