

**HEALTH AND SOCIAL CARE PEER REVIEW
DRAFT ACTION PLAN
NOVEMBER 2018**

Mandate:

- Simplify things: plan, priorities, pathways and governance, so that we can deliver and our staff and patients / service users understand and communicate in a simple accessible way
- Reduce the number of hand offs
- Involve primary care, social care providers, voluntary and community sector organisations in a more explicit way as leaders, not just to the ‘after party’
- Keep investing time in building relationships and trust at all levels

	Recommendation	Action	Accountable Delivery Board(s)	Identified Lead(s)	Deadline	Status / RAG
1	Develop a single vision that is person focused and co-produced with people and stakeholders, with supplementary communications strategy and campaign	Establish multi organisation task/finish group to lead and report regular progress to Joint HWB and HCE	STP / HCE	STP: Roland Sinker VCS: Sandie Smith (Healthwatch)	TBC	
2	Ensure strategic partnerships include Primary Care, VCSE and Social Care providers	Undertake review of membership of strategic partnership boards and add additional members / organisations where required	TBA	Local Authority: Wendi Ogle-Welbourn STP: Roland Sinker CCG / Primary Care reps: Jan Thomas VCS: Julie Farrow Provider rep: TBA	TBC	
3	Strengthen the system leadership role of HWB’s and clarify supporting governance	Arrange a workshop with HWB members focusing on system leadership Produce governance structure for both boards	Cambs & Pboro HWBs	Local Authority: Dr Liz Robin	TBC	
4	Establish Homefirst as a default discharge from hospital position for the whole system and	Produce / update pathway to reflect the default position and	System D2A and DTOC Programme Board	Local Authority: Charlotte Black	TBC	

	monitor the proportion of complex discharges who go straight home	<p>arrange briefings for hospital staff and supporting service staff to inform them of changes</p> <p>Add proportion of complete discharges to regular dashboard for Programme Board to monitor</p>	Workstream: Capacity, demand and brokerage	Hospitals: Sandra Myers, Neil Doverty CCG: Jan Thomas CPFT: Tracy Dowling		
5	Simplify processes and pathways (particularly around discharge) making it easier for staff to do the right thing	<p>Undertake review of all pathway, processes and procedures to simplify where needed</p> <p>Arrange briefings for hospital staff and supporting service staff to inform them of changes</p>	System D2A and DTOC Programme Board Workstream: Capacity, demand and brokerage	Local Authority: Charlotte Black Hospitals: Sandra Myers, Neil Doverty CCG: Jan Thomas CPFT: Tracy Dowling	TBC	
6	Build on the recently developed DTOC data report to ensure everyone in the system is working with one version of the truth	Review the different forms of DTOC data reporting across the system and add any additional indicators etc into DTOC data report	System D2A and DTOC Programme Board Workstream: Capacity, demand and brokerage	Local Authority: Caroline Townsend	TBC	
Joint Commissioning						
7	Understand the collective Cambridgeshire and Peterborough pound and agree whether resources are in the right place ahead of winter and in the longer term and are joined up	Add to next A&E Delivery Boards agendas	STP and A&E Delivery Boards	Local Authority: Will Patten CCG: Matthew Smith Hospitals: Neil Doverty, Sandra Myers	TBC	
8	Develop and implement a system wide commissioning strategy to deliver the Cambridgeshire and Peterborough vision and work jointly to better understand capacity and demand	Establish multi organisation task/finish group to lead and report regular progress to Joint HWB and HCE (will need to link to the single vision group)	System D2A and DTOC Programme Board Workstream: Capacity, demand and brokerage	Local Authority: Will Patten, Dr Liz Robin (Public Health) CCG: Jan Thomas Primary Care Rep: TBA STP: Roland Sinker	TBC	

9	Look creatively at opportunities to shift or invest in community capacity to fully support a home first model	Establish a working group to undertake piece of work to consider investment opportunities and delivery models	Link to Recommendation 4 System D2A and DTOC Programme Board Workstream: Capacity, demand and brokerage	Local Authority: Will Patten CCG: Jan Thomas VCS: Julie Farrow	TBC	
10	Work together with homecare providers to review current arrangements / new ideas / solutions to address both capacity and workforce issues	Establish a series of workshops to be held with providers across the county to review and agree a way forward	System D2A and DTOC Programme Board Workstream: Capacity, demand and brokerage	Local Authority: Will Patten	TBC	
11	Don't compete with each other as commissioners	Create one set of commissioning principles	Link to Recommendation 8	Local Authority: Will Patten	TBC	
12	Establish a fully integrated brokerage team	Established joint health and social care brokerage team for Cambridgeshire and Peterborough to offer a consistent approach to work with the 'market'	Delivery Board: System D2A and DTOC Programme Board Workstream: Capacity, demand and brokerage	Local Authority: Will Patten	TBC	
13	Undertake as a system a significant piece of work needed to put Primary Care centre stage in shaping the whole system community offer	HCE to review opportunities across the system and link to key boards where possible	TBA	Local Authority: Wendi Ogle-Welbourn CCG: Jan Thomas Primary Care Rep: Gary Howsam CPFT: Tracy Dowling	TBC	
14	Work with the voluntary and community sector as strategic and operational partners to capitalise on their resource and ideas	WOW to establish a mechanism for regular engagement with the VCS to strengthen the offer	Senior Officers Communities Network	Local Authority: Wendi Ogle-Welbourn, Charlotte Black VCS: Julie Farrow	TBC	
15	Build on the existing strong relationship with Healthwatch to add more depth and breadth to co-production	Convene a meeting with Healthwatch colleagues to review programmes of work and agree opportunities for co-production	TBA	Local Authority: Charlotte Black Healthwatch: Sandie Smith and Director rep(s)	TBC	

16	Build on the 'no wrong front door' principle across the system to ensure customers experience consistency and minimal handoffs	Link to D2A workstreams Join up with the neighbour place based model	STP	STP: Roland Sinker	TBC	
17	Ensure there is a collective understanding and consistency of approach to neighbourhood / place based models	Organise a series of briefings at key boards, committees etc for keep leaders and operational staff informed of the delivery model(s)	STP	Local Authority: Charlotte Black STP: Roland Sinker CPFT: Tracy Dowling	TBC	
Workforce						
18	As a system develop a multi organisational development programme that reflects the whole system vision and supports staff in new ways of working	Review current STP workforce group's work programme and link in with the single vision and commissioning strategy groups to take forward	STP	STP: Tracy Dowling Local Authority: Oliver Hayward HR Directors for system including LAs	TBC	
19	Provide stronger clinical leadership to support new processes and new ways of working across the system		Link to Recommendation 5	Hospitals: Sandra Myers, Neil Doverty	TBC	