

DECISION-MAKER:	HEALTH OVERVIEW AND SCRUTINY PANEL		
SUBJECT:	EMERGENCY CARE INTENSIVE SUPPORT TEAM REPORT		
DATE OF DECISION:	31 JANUARY 2013		
REPORT OF:	CHIEF OFFICER SOUTHAMPTON CITY CLINICAL COMMISSIONING GROUP		
<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY

NOT APPLICABLE

BRIEF SUMMARY

The South West Hampshire health and social care community faces significant service pressures within its emergency care pathway, with a potential impact on patient care. The community recognises the need to refresh some elements of partnership working locally. The Emergency Care Intensive Support Team (ECIST) is a national team set up to provide support to health and social care communities in reviewing their system for urgent and emergency care. The team worked locally in September 2012 and a number of recommendations are now being implemented to improve outcomes through collaborative working.

RECOMMENDATIONS:

- (i) The Board is asked to note the attached report on the SW Hants Unscheduled Care System prepared by the national Emergency Care Intensive Support Team, and support the recommendations made.
- (ii) The Board is requests an update of progress with the recommendations in six months.

REASONS FOR REPORT RECOMMENDATIONS

1. There is a need to improve SW Hampshire's unscheduled care pathways and outcomes for patients, and to reduce demand on all the organisations involved.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2. There were no alternative options considered.

DETAIL (Including consultation carried out)

3. Following a prolonged period of underperformance against the 4-hour A&E operating standard during Q4 11-12 and Q1 12-13, and with encouragement from the CCG, University Hospitals Southampton (UHS) commissioned the national Emergency Care Intensive Support Team (ECIST) to undertake a review of the unscheduled care pathway within trust. The review took place in mid-June 2012 and the trust is now implementing the recommendations.
4. Concurrent with UHS asking ECIST to review the unscheduled care pathway within the trust, the Southampton City and West Hants commissioners determined that it was also appropriate to ask ECIST to review all aspects of the unscheduled care pathway across the SW Hants health and care system using ECIST's established "Whole System" methodology. The initiation of the Whole System review recognised that while there was work to do within UHS to optimise systems and processes, there were improvements that the wider health and care system needed to be identified and implemented to ensure a fully integrated, efficient and patient-focussed unscheduled care pathway.
5. The ECIST Whole System review took place over several days in mid/late-September and the ECIST report was received in mid-October. The report made a number of recommendations which were accepted in full by the multi-agency SW Hants Unscheduled Care Board and prioritised into a Whole System Action Plan. Implementation has already begun and is being overseen by the Unscheduled Care Board, with involvement of Southampton City Clinical Commissioning Group, West Hampshire Clinical Commissioning Group, University Hospitals Southampton NHS Foundation Trust, Solent Health, Southern Health NHS Foundation Trust, South Central Ambulance Service, Hampshire County Council, Southampton City Council and Care UK.
6. Recommendations were made in relation to each of the following areas:
 - Governance arrangements for the system
 - Involvement of clinicians in urgent/emergency care commissioning
 - Availability of information
 - Organisation of primary care
 - How community services can help to pull patients towards discharge from hospital
 - Streamlining internal processes within University Hospitals Southampton NHS Foundation Trust
 - How capacity is managed for the whole South West Hampshire health and social care system
 - Discharge planning processes within University Hospitals Southampton NHS Foundation Trust

For further details on the recommendations please see the ECIST report (appendix 1).

7. Service user and carer feedback has been sought; for example the Southampton Voluntary Service Family Projects group have presented the findings of a series of Urgent Care Community Development Workshops. This has helped to provide a user perspective on the current provision of unscheduled care in the city.

RESOURCE IMPLICATIONS

Capital/Revenue

8. There are no capital/revenue implications identified.

Property/Other

9. There are no property/other implications identified.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

10. The duty to undertake overview and scrutiny is set out in Section 21 of the Local Government Act 2000 and the Local Government and Public Involvement in Health Act 2007.

Other Legal Implications:

11. There are no legal implications identified.

POLICY FRAMEWORK IMPLICATIONS

12. Decisions made as a result of implementing the ECIST recommendations may impact upon future health and social care policy making.

KEY DECISION? No

WARDS/COMMUNITIES AFFECTED:	All
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SUPPORTING DOCUMENTATION

Appendices

1.	ECIST Review - Urgent and emergency care in South West Hampshire
2.	

Documents In Members' Rooms

1.	
2.	

Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out.	No

Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)

Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)

1.		
2.		