



*East Lancashire
Clinical Commissioning Group*

Connect

NHS
East Lancashire
Clinical Commissioning Group

Healthcare

Connect@eastlancscg.nhs.uk

**NHS East Lancashire CCG have considered the findings and recommendations made in the Francis Report.
We accept the report in its entirety and the recommendations in principle.**

We are committed to serving our local population in each of our localities and ensuring they receive safe, committed, compassionate and caring services.
We will do this by:

Fulfilling our commitment to listen to patients

We will proactively seek the views and feedback of patients through a number of methods such as locally based listening & consultation events, thematic discussions using different media and individual patient stories.

We will plan regular visits by Governing Body members to all our services and public places during the year, so people can meet us and speak to us personally.

We will put patients and how they experience health care at the heart of our meetings and reports by regularly using patient case studies describing how they have reported to us their experience of the services we commission.

Preventing Problems

We will ensure the patient is the priority in everything we do.

We fully accept our responsibility for setting and monitoring standards & we will contribute to the national programme of setting fundamental standards.

We will support the National Commissioning Board in developing enhanced quality standards and will monitor local services against these standards.

We will lead the local health economy by defining developmental standards setting our long term goals required of our local service providers.

Local clinicians are in positions of leadership for commissioning and this represents a fundamental change which will drive better alignment with the safety and effectiveness of patient care.

Reviewing culture, ensuring we & all of our Providers are putting patients first

We will refresh our Quality Strategy by September 2013 which will demonstrate our vision and the action to be taken in response to the Francis report and beyond, to drive improvements in standards of care throughout the health economy.

As the leaders of the local health economy we will ensure we model the correct behaviours, create an empowering culture and have the right skills and values to successfully deliver what is required of us.

We will ensure we apply the values of transparency, honesty and candour within our own organisation and how we operate.

We will provide leadership to the local health economy and require all service providers to assure us that they apply the values of transparency, honesty and candour.

Once developed we will promote and encourage the use of the culture of care barometer.

Three practical actions we will take in the short term:

We will establish and publicise a CCG Contact system by the end of June which will enable patients and carers to share with us their experience of care in East Lancashire and ideas for service improvement via letter, email, twitter, Facebook and face to face local events.

We will work with our member practices to set up an early warning system by the end of July so we can start receiving soft intelligence about quality of services received by our patients from our GPs.

We will organise an annual programme of listening events in each locality commencing in September 2013.

Developing our capacity to address the Quality agenda

We have established a Quality & Safety Committee which dedicates time to detailed scrutiny of patient experience, safety and performance information, and generating key summary information about quality for the Governing Body.

We will aim to bring the energy and flavour of the subcommittee to the Governing Body so everyone is fully engaged in quality.

We will compare, contrast & align information we receive with regard to quality from patients, providers and regulators to challenge as appropriate; driving up standards of care.

We will proactively collaborate and share information with regulatory and local commissioning bodies of any concerns we have about our providers & the services they provide.

Providing System Leadership

We will regularly challenge our providers to demonstrate how they are creating a culture of compassion & how are they incorporating the 6Cs into their nursing strategies.

We will scrutinise patient experience feedback and surveys and will drive our providers to aspire to be the top providers of healthcare in the country. We will expect them to regularly report how they are engaging with their workforce to genuinely change their culture and enabling staff to raise their concerns freely.

We will scrutinise our provider's staff surveys and will not allow poor results to remain unattended to.

We will push our providers to aspire to be the best employers in the country, supporting and developing the whole workforce, both qualified and unqualified staff.

Our providers will be held to account on their contractual duty of candour.

Service providers will be required to assure us that their staff have been fully involved in developing and owning their organisations core values and standards, demonstrating that they are acting to embed them.

Taking Action Promptly

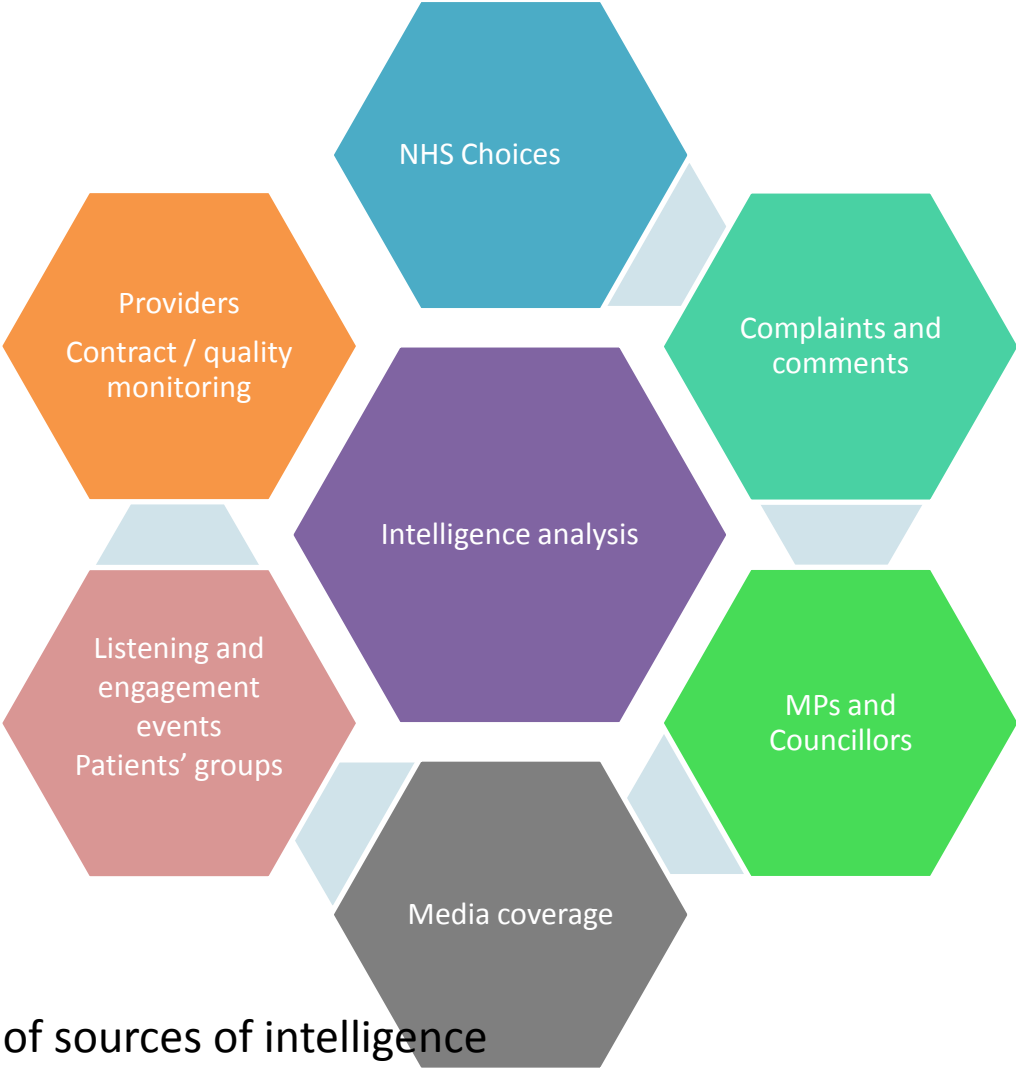
We are developing our Early Warning Systems and proactively seeking out and acting on patient feedback; positive and negative, about all providers of healthcare (including primary care).

We will ensure providers of services clearly advertise to patients how to complain and that they respond in a timely manner to any complaint made. Service providers will also be asked to provide more detail on their reports to us about the complaints and compliments they receive and the action they have taken.

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Using soft intelligence to monitor care quality

- **Commitment to quality on behalf of patients.**
 - **Reinforced by patients' views + Francis, Keogh, CQC, TDA, Monitor and**
- **Lead commissioner for East Lancashire Hospital Trust (in special measures post Keogh)**



Bigger range of sources of intelligence

Public listening events

- Saturday mornings
- Locally based
- Not Us v Them ... a different approach
- Patient stories/voices (with privacy and support)
- Actively creating face-to-face opportunities

HEALTH

Patients at heart of better NHS services

■ New era is ushered in as area's health bosses hold a listening event

A NEW era of putting the patients at the heart of improving NHS services in East Lancashire was ushered in at the weekend.

At least that's the idea. It is too early to tell whether newly-styled 'listening events', such as the one held in Rawtenstall on Saturday, will make any real difference, but health chiefs are at least talking a good game.

Bosses at East Lancashire Cli-

We would like to see emergency services returned to Burnley

Tariq Mahmood

nical Commissioning Group [CCG] spend most of their time analysing high-level data at their grand headquarters in Nelson, but have now begun meeting patients face-to-face to find out how services are delivered on the ground.

The meetings, which will also be held in Hyndburn, Ribbles Valley, Pendle and Burnley, are a response to damning evidence from across the NHS of patients' concerns being brushed aside by managers.

This was not only exposed in the Stafford Hospital scandal, but also in Sir Bruce Keogh's July report into failings at 14 hospital trusts, including that at East Lancashire's.

There was a steady stream of people at the first event at Rossendale Primary Health Care Centre, with both positive and negative comments.

Sheila Huxley-Birt, 61, from Waterfoot, had complained that East Lancashire was one of just 12 NHS areas in the country not to have a specialist Parkinson's nurse. Her brother John suffers

By LAWRENCE DUNHILL
Health reporter

from the condition. Although often admitted to Fairfield General Hospital in Bury, he is not allowed care from the specialist nurse in that area, as he lives in Newchurch, Rossendale.

Tariq Mahmood, the secretary of the Rossendale Anglo Pakistan Society,

said his members were mostly happy with the NHS, but would like to see emergency services returned to Burnley General Hospital, which is easier to access.

Photographer Karen Howard, 48, from Balladen, said that she was given 'fantastic' care at Blackburn and Burnley when diagnosed with breast cancer last year through an early screening programme.

A general view of the event



Above, Dr Diane van Ruitenbeek, chair of CCG governing body, and lead nurse Jackie Hanson. Right, Karen Howard



Sheila Huxley-Birt and Alan Huxley gave their views

Initial steps in developing soft intelligence system

- Easy intelligence recording for GP practices
- Dedicated email address connect@eastlancscg.nhs.uk
- EMIS template (to manage risks of patient identification)
- Initial safeguarding / risk check
- Weekly meeting to analyse and action, identify trends & review feedback

September 2013 to January 2014

168 items logged, risk rated and actioned

From a wide range of sources

- **GP practices (increasing)**
- **Locality Listening events**
- **MPs' letters**
- **NHS Choices**
- **Weekly reputation tracker (media, complaints etc)**

Related to:

- **East Lancashire Hospital NHS Trust (108)**
- **Airedale Hospitals Trust (20)**
- **GP practices/services (17)**
- **Lancashire Care Foundation Trust (2)**
- **BMI (4)**
- **Fairfield (4)**
- **Out of area or no service identified (13)**

Main trends identified so far:

- Pathways issues and referrals (e.g. consultant to consultant)
- Poor quality care
- Discharge procedures & communication
- Service availability, e.g. out of hours
- A & E issues e.g delays/ attitude/ staffing
- Hygiene issues
- Ophthalmology issues

Identifying priority actions – informing commissioning decisions

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We want to know what you think about local health care services. Have your experiences been good, bad or mixed?

Your views can help us to make sure those services are of high quality and are the services you and your family need to help you to keep well and treat you if you are ill.

The more views we have – the more your voice can influence health services.

Contact us on our
online feedback address
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Freephone: 0800 032 2424 • Telephone: 01772 777 952
Textphone: 01772 227 005

Expansion

- Plans to engage with hard to hear communities e.g travellers
- Considering how to extend across health economy
- **Connect** brand expanded

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Worth noting

- Time intensive (but worth it!)
- Can be difficult to identify individual cases for provider feedback
e.g. NHS Choices
- Potential overlap with provider intelligence gathering – how do we join up?
- Extend to health economy or wider?
- Potential new IT system which will analyse information from incidents, complaints, compliments and soft intelligence automatically.

Questions?

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The graphic features a central cluster of colorful icons representing various aspects of healthcare and communication, including a medical cross, a lightbulb, a person with a speech bubble, a person with a heart, a thumbs up/down speech bubble, a person with a house, a person with a computer, a person with a smile, a person with a laptop, a person with a padlock, a person with a mail icon, and a person with a chain link.