

# Integrated Commissioning System Action Plans 2016-2017







# **Wellbeing – Integrated System Action Plans 2016-17**

AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Sustain the improvement in healthy life expectancy and health inequality and reduce both all age all cause deaths due to cancer, stroke, heart disease, and respiratory disease	Deliver a suite of work programmes covering the multi-factors of Thrive Plymouth. Including:  • Physical Activity Action Plan  • Plan for Sport  • Schools  • Collaborative approach to healthy eating	March 2017	Public Health Outcomes Framework (PHOF):  • % of adults classified as overweight  • % of adults classified as physically inactive  • smoking prevalence	People and communities are supported to make healthy life choices
Commission only from providers who have a clear and proactive approach to health improvement, prevention of ill health, whole person wellbeing and working within the wider	Create and implement a single strategic vision for health and wellbeing hubs that work for different neighborhoods across the city	March 2017	Office for National Statistics (ONS) Self Reported Wellbeing     Social Isolation     Average Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS)	People and communities are supported to make healthy life choices
working within the wider community in which they operate	Redesign commissioned advice and information services, and develop an implementation plan for a comprehensive 'One Help Plymouth' offer	October 2016	<ul> <li>Number of enquiries through Advice Plymouth</li> <li>Adult Social Care Framework (ASCOF): people who found it easy to find advice and information</li> </ul>	People and communities are empowered to make healthy life choices
	Implement a new model for community engagement and empowerment through the delivery of the Housing Plan and Safer Plymouth Plan	March 2017	Removal of Category 1 hazards     Domestic abuse incidents	People live in suitable accommodation  People and communities feel safe
	Implement the redesign of community integration support for new Refugees	March 2017	ONS Self Reported Wellbeing     Social Isolation     Average WEMWBS	People live in suitable accommodation  People and communities feel safe

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Place health improvement and the prevention of ill health at the core of our planned care system, demonstrably reducing the demand for urgent and	Redesign and commission a new sexual health system	March 2017	Public Health Outcomes Framework (PHOF):  Under-18 conceptions  Late HIV Diagnosis  Indicator 3.02 chlamydia detection  Termination of pregnancy	People are protected from unplanned pregnancy and sexually transmitted disease  Children are protected from sexual exploitation
complex interventions and yielding improvements in health and the behavioural determinants of health in Plymouth	Implement a coordinated and comprehensive range of primary care development initiatives to ensure a sustainable system for the future, maximise prevention opportunities, and provide an alternative setting for secondary care services, via:  Developing federations Primary care co-commissioning Primary Care Innovation Programme Primary Care Transformation Fund Primary Care Home	March 2017	Clinical Commissioning Group Outcomes Framework (CCGOF) Referral To Treatment time  Success Regime targets: Reduction in 1st outpatient appointments 20% reduction in follow-up outpatient appointments 10% reduction in overall demand for secondary care services	People have good access to primary care  Improved work/life balance for practice staff
	Implement a coordinated and comprehensive plan for reducing demand for planned care (both elective inpatient and outpatients) in line with Success Regime and Right Care: Elective: Referral management Evidence based care pathways Specialist advice Diagnostics Outpatient: One stop clinics Referral management Acute sector support (medical)	March 2017	CCGOF: Referral To Treatment time Total health gain as assessed by patients for elective care Reduced numbers of patients awaiting treatment for over 52 weeks  Success Regime targets: Reduction in 1st outpatient appointments Reduction in follow-up outpatient appointments 10% reduction in overall demand for secondary care services	Higher rate of patient satisfaction  Quicker return to activities of daily living
	Implement the Medicines Optimisation Plan including:  Redesign and commission a chronic pain pathway	March 2017	Reduced pain prescribing	Higher rate of patient satisfaction  Quicker return to activities of daily living
	Redesign the diagnosis pathway for dementia	March 2017	National Health Service Outcomes Framework (NHSOF)  • Estimated diagnosis rates for dementia	People live well with dementia

# Children and Young People – Integrated System Action Plans 2016-17

AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Deliver prevention and early help: intervene early to meet the needs of children, young people and their families who are 'vulnerable' to poor life outcomes	Work in partnership to provide better outcomes for children aged 0-5 and their families, we will focus on:  Developing interventions identified within the pathways for vulnerable families, additional needs, breastfeeding and nutrition  Improve and increase access to information and advice in preparation for parenthood  Review approaches to parenting support to ensure consistency and focus on resilience	September 2016  December 2016  March 2017	Improved breastfeeding rates     Reduction in the need for child protection     Improvement in the Early Years Foundation Score     Public Health Outcomes Framework (PHOF) Healthy Weight     Parental review to measure progress since 2013	Readiness for school  Improved parenting capacity and ability to keep child safe  Improved breastfeeding and nutrition  Reduction in childhood obesity
	Analyse and review performance across Maternity and Early Years Services to develop a commissioning plan with intentions for the future shaping of provision in 2017/18	January 2017		
	Implement and deliver an integrated/aligned response to Early Help and the functions of the Gateway across health and Council services	March 2017	Reduced presentations to specialist, statutory and crisis services	Improved school attendance Reduction in risk-taking
Deliver prevention and early help: intervene early to meet the needs of children, young people and their families who are 'vulnerable' to poor life outcomes  And:	Develop an outcomes framework and plan for the design of an integrated offer for vulnerable children, young people and families, including:  Reconfiguring Plymouth City Council targeted support Co-commissioning of Early Help with schools Rapid response to crisis and escalating need Multi-agency support to achieve sustainable improved outcomes  Develop an operating model and action plan	December 2016	Reduction in hospital admissions     Reduction of numbers of children classified 'in need' under Section 17 of the Children's Act ,1989     Reduction in offending rates     Reduction in antisocial behaviour     Reduction in numbers of children "missing" from home or school	Improved family functioning  Reduction in offending
Keep our children and young people safe: ensure effective safeguarding and	Define future service requirements and commissioning options			
provide excellent services for children in care	Implement the Children and Adolescent Mental Health Service (CAMHS) Transformation Plan (aligned with vulnerable Children and Young People commissioning plan) to ensure: • Early Intervention (aligned to Gateway) • Response to those in emotional or mental health crisis • Implementation of a pathway for those with eating disorders • Development of a self-harm pathway	December 16	<ul> <li>Reduction in hospital admissions for self-harm and mental health</li> <li>No child with mental health problems assessed in police cells</li> <li>Reduction of length of stay in hospital for those with mental health disorders</li> <li>30% reduction in referral to CAMHS</li> </ul>	Reduction in self-harm  Improved coping strategies  Improvement in mental health

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AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Deliver an integrated education, health and care offer: ensure the delivery of integrated assessment and care planning for our children	Develop and implement a commissioning plan for integrated specialist services for children with Special Education Needs and Disabilities (SEND), ensuring:  Integrated referral management  Integrated Education, Health and Care Assessment Process  Integrated Education, Health and Care Outcome Based Planning  Clear diagnostic pathways  Evidence-based pathways of care	November 2016	Timely and co-ordinated care – right care, right time Ability to deploy resources to maximum efficiency and effectiveness Clear core offer for children and young people with specific health needs and SEND	Improved education attainment  Ability of families to manage need in the family home  Ability to safeguard from abuse
	Review the children to adults transitions pathway, identifying the gaps to develop a plan for improvement	December 2016	<ul> <li>Proportion of people who have control over their daily life</li> <li>Proportion of carers who report that they have been included or consulted in discussions</li> <li>Clarity regarding provision for children who will not meet the criteria for Adult Social Care but still require on-going support</li> </ul>	Smoother transition pathway Improved service user experience
Keep our children and young people safe: ensure effective safeguarding and provide excellent services for children in care	Review our Permanency Offer and develop and increase sufficiency of in-house fostering, focusing on:  Clear criteria and efficient processes to maximise and expedite movement to permanency  Clear pathways to support the option for special guardianship or long-term stable fostering	July 2016	Reduction in the use of Independent Fostering Agencies (IFA), residential placements and welfare secure     Placements closer to home     Placement stability     Decrease in homelessness	Placement stability  Engagement in education  Improved health  Reduced risk taking
care	Improve the quality, sufficiency and value for money of placements by identifying providers that can provide a range of high quality placements to meet need, including:  • Family-based care with a focus on permanency  • Models of care for those in crisis or with significant risk	March 2017	Decrease in nomelessiness	Life skills for transition to adulthood
	Improve the offer for supported accommodation for children and young people 16+ in care, leaving care or homeless.	June 16		
	Choose Regional Adoption Agency delivery vehicle, as well as the host Local Authority  Design the operational model  Ensura Shadow Regional Adoption Agency plans are in place.	May 16 October 2016 April 2017	Adoption scorecard performance improves	Improvement in adoption service performance indicators, in particular numbers and speed
11/01/2010	Ensure Shadow Regional Adoption Agency plans are in place			

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Provide integrated services that meet the whole needs of the person	Deliver the recommendations of the Complex Needs Commissioning Plan by co-designing a future whole system in Plymouth	December 2016	Admission episodes for alcohol related conditions     Successful completion of drug treatment     Number of households becoming homeless     Reoffending levels     % of adults in contact with secondary mental health services who live in stable and appropriate accommodation	The creation of a 'whole system' approach that meets the needs of clients with a singular support need whilst also providing an improved offer to clients with more complex needs  A more efficient and collaborative model is developed that delivers an improved client experience  Providers share responsibility for achieving outcomes  The workforce are up skilled  Additional capacity generated  Reduced number of moves  Integrated assessment and confidentiality agreement so people tell their story once
Reduce emergency attendances and admissions to hospital for all ages	Map and redesign the urgent care system to ensure sustainability and improved performance during 2016/17. Elements of this work for transformation/improvement are:  • Implementation of the "Big 6" for children's services  • Reduction in lengths of stay in all settings of care  • The development of a lead provider arrangement for the emergency department and minor injury units  • Commission a Psychiatric Liaison Service to meet national criteria and local need	March 2017	Achievement of the NHS Constitution     Emergency Department access standard     Proportion of people still at home 91     days after discharge from hospital into reablement/rehabilitation services     Discharges at weekends and bank holidays     Reduced delayed transfers of care from hospital, per 100,000 population     Psychiatric Liaison targets met     Reduction in the number of people who self-harm and re-attendance the emergency department	Higher rate of client satisfaction  Quicker return to activities of daily living  Improved work/life balance for staff  New models of integrated care to enable people to remain in their own homes wherever possible

AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Reduce emergency attendances and admissions to hospital for all ages	Establish a pilot to improve safe and effective discharge from hospital through the provision of adaptations in Plymouth	March 2017	<ul> <li>Achievement of the NHS Constitution         Emergency Department access standard</li> <li>Proportion of people still at home 91 days         after discharge from hospital into         reablement / rehabilitation services</li> <li>People helped to live in their own home         through the provision of Major Adaptation</li> <li>Permanent admissions of older people         (aged 65 and over) to residential and         nursing care homes</li> <li>Self-reported wellbeing: % of people with         a low satisfaction score</li> </ul>	People are supported to return to their home environment in a safe and effective way  People are supported to remain at home and live independently following a stay in hospital
Provide person centred, flexible and enabling services for people who need ongoing support to help them to live independently	Work in partnership with stakeholders to implement the local plan for the transforming care programme.  Implementation will be via six work streams.	March 2017	<ul> <li>Permanent admissions of younger people (aged 18-64) to residential and nursing care homes</li> <li>The proportion of people who use services who feel safe</li> <li>Proportion of people who have control over their daily life</li> <li>The proportion of carers who report that they have been included or consulted in discussions about the person they care for</li> <li>The proportion of people who use services who say that those services make them feel safe and secure</li> <li>Transforming community care programme indicators</li> <li>Increased numbers of people accessing Direct Payments, Personal health Budgets and/or Individual Service User Funds</li> </ul>	More people with a learning disability and/or autism will be supported to live in the community and at home  The frequency of people displaying behaviours that challenge will be reduced as will the severity of episodes  People with a learning disability and/or autism who display challenging behaviours will be kept safe in their communities wherever possible  Fewer people will be admitted to non-secure and secure hospitals  Delayed discharges will be minimised  Any hospital stays will be closer to the individual's home and support networks  There will be fewer inpatient beds commissioned for the population  People with a learning disability and/or autism who display challenging behaviours will enjoy an improved quality of care and an improved quality of life  More people with a learning disability and/or autism will be in employment  Fewer people needing to use higher levels of care out of the area in which they live

AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Provide person centred, flexible and enabling services for people who need on- going support to help them to live independently	Complete a systems review of the housing based support pathway for older people	September 2016	Permanent admissions of older people (aged 65 and over) to residential and nursing care homes     Self-reported well-being	Resources are utilised efficiently  People are provided with a choice of appropriate options  Support timely discharge from hospital  Increased sustainably of existing housing provision
	Deliver whole scale revision of the supported living operating model to deliver real independence for people living in the community with a reduction in the reliance on paid support	April 2017	Permanent admissions of younger people (aged 18-64) to residential and nursing care homes Proportion of people who have control over their daily life The proportion of carers who report that they have been included or consulted in discussions about the person they care for The proportion of people who use services who say that those services make them feel safe and secure A reduction in the size of individual care packages	People are supported to achieve their maximum independence through an outcome focused and reablement approach  A sustainable workforce has been established and maintained  People have quality and choice in service provision  People are connected with their communities  Resources are better utilised
	Work with Livewell Southwest to ensure a fully operational community health and care provision, including provision of a single front door, locality model and crisis team	December 2016	Permanent admissions of younger people (aged 18-64) to residential and nursing care homes Proportion of people who have control over their daily life The proportion of carers who report that they have been included or consulted in discussions about the person they care for The proportion of people who use services who say that those services make them feel safe and secure	People experience improved access to services  Better integration of health and social care provision that delivers an improved client experience  People need only tell their story once  People are better supported when a crisis occurs  Additional capacity generated  People are able to access help when they need it

AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Provide person centred, flexible and enabling services for people who need on-going support to help them to live independently	Work in partnership with stakeholders to implement the Five Year Forward View for Mental Health including:  Improved crisis response services for people with mental health needs in line with Five Year Forward View and Crisis Concordat Action Plan  Development of a strategic commissioning framework for the re-procurement of Mental Health Services  Further develop an integrated system of mental health and wellbeing for Plymouth and the Western Planning Delivery Unit (PDU)  Work with partners to deliver parity of esteem and meet new mental health waiting time targets	March 2017	<ul> <li>% of adults in contact with secondary mental health services who live in stable and appropriate accommodation</li> <li>Achievement of Improving Access to Psychological Therapy (IAPT) access and recovery rates</li> <li>Delayed transfers of care from hospital, per 100,000 population</li> <li>Delivery of early intervention and psychosis targets</li> <li>Reduced premature mortality for people with mental health needs</li> <li>Reduced suicide rates</li> <li>Reduced self-harm and repeat presentations at Emergency Departments</li> <li>Reduced out of area placements</li> <li>5 mental health domains in CCG dashboard which will be reported to NHS England</li> <li>% of adults in contact with secondary mental health services who are employed</li> </ul>	People in mental health crisis receive more appropriate and timely responses  Improved life chances employment and education reduced inpatient admissions  Improved physical health  To minimise impact on the families of mothers and infants with mental health needs by timely recognition and appropriate early intervention, with the provision of other supportive therapies, when needed  People will have mental health needs treated equally with physical health care needs (Parity of Esteem)
	Improve the management and support for people with long-term conditions through partnership working with stakeholders to:  • Establish a task and finish group  • Evaluate national and international evidence and best practice  • Design a best practice model of care  • Identify impacts on budgets for 2017/18  • Develop and implementation plan for 2017/18	February 2017	Reduce emergency admissions Reduce outpatient attendances Self-reported well-being Proportion of people who have control over their daily life The proportion of carers who report that they have been included or consulted in discussions about the person they care for The proportion of people who use services who say that those services make them feel safe and secure People with a long-term condition feeling supported to manage their condition(s)	People have more control over their daily life  More people are able to access social/leisure/cultural / faith/skills development activities  People are better able to manage their individual care needs or condition  People have more control to improve their recovery e.g. from stroke  Improved health  Positive experiences of care and support

AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Provide person centred, flexible and enabling services for people who need ongoing support to help them to live independently	Re-model day opportunities and supported employment services with an increased focus on outcomes and promoting access to mainstream services in Plymouth	December 2016	Reduce the gap between the employment rate of those with a learning disability and the overall employment rate Reduce the gap between the employment rate for those in contact with secondary mental health services and the overall employment rate Permanent admissions of people over the age of 18 to residential and nursing care homes Proportion of people who have control over their daily life	More people access paid work  People better off in work  People less reliant on paid care  People with more control over their daily life  More people better able to access social /leisure/cultural/ faith /skills development activities  People better able to manage their individual care needs or condition  People with more control to improve their recovery e.g. from stroke  People with improved health  People with positive experiences of care and support
	Progress the future alignment and management of projects relating to Integrated Personal Commissioning (IPC), Personal Health Budgets (PHB) and Personal Budgets (PB)	January 2017	<ul> <li>The proportion of people who use services who feel safe</li> <li>Proportion of people who have control over their daily life</li> <li>The proportion of carers who report that they have been included or consulted in discussions about the person they care for</li> <li>The proportion of people who use services who say that those services make them feel safe and secure</li> <li>Self-reported wellbeing</li> </ul>	People with complex needs and their carers to have a better quality of life and to be better equipped and supported to achieve the outcomes that are important to them  Prevention of crises in people's lives that lead to unplanned hospital and institutional care  Better integration and quality of care

### **Enhanced & Specialised Care – Integrated System Action Plans 2016-17**

AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Create Centres of Excellence for enhanced and specialist services	Work with NHS England to co-develop commissioning plans for key specialities; considering delivery of pathway locally	March 2017	CCG and Local Authority working together with NHS England to ensure commissioning is joined up Gaps in provision are identified Better information sharing is developed	Delivering high quality services that meet individual outcomes  High quality effective care preventing escalating need and intervention
Ensure people are able to access care as close to their preferred network of support as possible	Undertake a market analysis of nursing bed capacity - Complete a market position statement - Commissioning plan in place	June 2017	Reduction in delayed transfers of care attributable to adult social care	Delivering high quality services that meet individual outcomes  High quality effective care preventing escalating need and intervention  Delivering excellent care close to home
	Implement a commissioning approach to ensure people requiring Individual Patient Placement (IPP) or Section 117 (S117) are cared for as close to home as possible  • Market management of care homes and supported living providers offering IPP/S117  • Devolve responsibility for the commissioning of Individual Patient Placements for Plymouth GP registered people to Livewell Southwest	March 2017	Reduction in out of area placements (where appropriate)     Decreased Individual Patient Placement (IPP)     Reduced length of stay	Care closer to home
	Commissioning of local Psychiatric Intensive Care beds	April 2018	Reduction in out of area placements (where appropriate)	Care closer to home

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AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Provide high quality, safe and effective care, preventing escalating need and intervention	<ul> <li>Improve the GP/clinical support for care homes</li> <li>Review GP/clinical support in care homes and building on current relationships to enhance medical intervention</li> <li>Develop care coordination for frail older people by developing and implementing GP care plans</li> </ul>	March 2017	Reduced emergency admissions from care homes	Better access to primary care for care home residents  Receive the right care, in the right place, at the right time  Improve health related quality of life for people with long-term conditions
	Improve health and wellbeing in care homes – Roll out the project based on the Brownhill Study 2013 to develop reduction targets in relation to falls, pressure ulcers, urinary tract infections (UTIs) and overall hospital admissions  Develop health and wellbeing champions	March 2017	Reduced emergency admissions from care homes	Receive high quality services Improved health and wellbeing Reduce injuries due to falls
	Quality control and improved processes such as referral for IPP, clinical and placement reviews, including improved exacerbation and contingency planning, a greater focus on information about clinical outcomes for people in placements	March 2017	Reduced emergency admissions	Improved system flow including through local recovery services  Detailed individualised needs assessment  Improved patient experience  Better monitoring against treatment outcomes
	Develop a commissioning plan for end of life care in line with guidance; avoiding urgent or emergency admissions through end of life planning, in order that increased numbers of people are supported at the end of life within their preferred place of care	March 2017	NHS Outcomes Framework (NHSOF) bereaved carers' views on the quality of care in the last 3 months of life Proportion of people dying in hospital (PHE Fingertips data) Reduction of emergency admissions for those on the end of life pathway	Improved end of life care through early identification and clarity over pathway  People able to receive care and die in their chosen place of death

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AIM	Commissioning Activity	Complete By	System Indicators	Individual Outcomes
Provide high quality, safe and effective care, preventing escalating need and intervention	Three streams of work around each service line:  Due diligence and legal framework  Patient pathway review  Commissioning policy around thresholds and explicit commissioning intention  1.Complex obesity services (Over 18)  2.Mental health – all areas  3.Neurosurgery including complex spinal surgery and neuro-rehabilitation  4.Cancer (2017)  5.Cardiac services including interventional radiology (2017)	September 2016 March 2017	"Reduced length of stay     "CCG Outcomes Framework     (CCGOF) Referral To Treatment     (RTT) waiting times: achievement of     national RTT standards     Securing investment in local     services currently spent elsewhere /     nationally     Transfer of resource from NHS to     CCG     Shift in spend from more specialist     end of pathway to earlier     intervention where appropriate	Right care, right place, right time  Early intervention in patient pathway where safe and appropriate