

Ref No.	Lead	Reason for Change	Milestones with Timescales	Progress on Milestones	Consultation	Previous HWBRC Agenda	Status
Objective: Primary Care Centres - To develop centres providing urgent care, planned care and diagnostic services in localities around the City							
04/02	TPCT	Provision of care within the community linked with developments in urgent care team and 24/7 team	<p>Washington PCC to be operational by Sept 08</p> <p>Development of a fourth PCC</p>	<p>Being build with £8.95m of DOH Community Hospitals funding. Started on site in June 07 with completion in September 08. Building is complete and will provide accommodation for GP practices until Spring 2009. In spring 2009, Washington PCC will be fully operational.</p> <p>A preferred location has been identified. This location in Houghton le Spring. Work is ongoing to determine a proposed service model.</p>	<p>Wide public consultation including Coalfield</p> <p>Wide public consultation</p>	<p>Spring 04 July 04 Sept 04 Oct 04 June 06 Nov 06 June 07 Bulletin 7 October 08</p>	O
Objective: Suicide Prevention Strategy - Target high risk groups promoting mental health within the population							
04/04	TPCT Mental Health MARG	National Suicide Prevention Strategy. Sunderland suicide rates are higher than regional and national average;	<p>National target to reduce annual deaths from suicide by 20% by 2010.</p> <p>Suicide Prevention Strategy to be updated 2008</p> <p>Suicide Audit to be carried out December 2007 - March 2008</p>	<p>Group to be re-convened to update the strategy and ensure implementation of strategy. The strategy will target particular groups that are at risk of suicide.</p> <p>This is a Healthcare Commission indicator, which the PCT is required to report progress.</p> <p>The suicide prevention group have not disbanded they have engaged an independent consultant to work with the coroner to inform the action plan which the group will implement. The group have not met because they are awaiting the report from the independent consultant</p>		<p>July 04 Sept 04 Nov 04 June 07 Bulletin 9 October 08</p>	O
October 08							
04/13 inc 04/14 & 04/15	Adult Services	<p>People with significant challenging behaviour are residing out of the City or blocking beds in local treatment wards. The impact will be to prevent inappropriate admissions, support people to live locally in suitable accommodation with individual tailored support to enable them to move on as appropriate.</p> <p>Currently no specialist provision locally and is a key objective within 'Valuing People' White Paper</p>	<p>Secure funding - April 2005</p> <p>Operational - 2007</p>	The ISS project has now been widely discussed with key stakeholders in the City. It had been decided that the accommodation and care provider issues will become part of the recently launched "resettlement " initiative which is seeking to bring people back home and ensure that packages of care for current Sunderland residents is fully meeting their needs. A large part of the ISS project involved the development of the community infrastructure to support individuals with learning disability and challenging behaviour. A business case to address this has been compiled for local agreement and has been lodged with the TPCT as part of the contract/business process.	LD Partnership Boards (MaRG) LA Cabinet PCT/PEC NTW Board	<p>July 04 Sept 04 June 07 October 08</p>	O

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04/18	TPCT	In line with national guidance	Services across primary acute and specialist care will be integrated, improving access and service delivery for the service user.	<p>Following on from repeat of National Continence Care Audit (2006) the District Wide Continence Steering Group which incorporates membership from both STPCT and CHS have been involved in developing a new care pathway for female urinary incontinence. The care pathway process commenced Jan 2007 and is due for completion Dec 2007. As part of the care pathway process both patient and clinician's views have been sought and analysed. It is anticipated that the new care pathway will be presented to both South of Tyne and City Hospitals senior management teams and board members for review and approval prior to it being piloted and evaluated in the early part of 2008.</p> <p>Incontinence Products – current tendering contract for both supply and home delivery of products continues up until July 2008. A review of all contracts for incontinence products is currently being undertaken across strategic patch (Sunderland, South Tyneside & Gateshead). The long term vision is to secure one contract and ultimately harmonise range, supply and delivery of products across strategic patch and between primary secondary care interfaces.</p> <p>No change to this - regional approach being made and procurement will be on a regional basis.</p>	MARG Older People	<p>July 04</p> <p>Sept 04</p> <p>June 07</p> <p>Bulletin 7</p> <p>October 08</p>	O
Objective: Development of Intermediate Care Services in People's Own Homes							
		<p>Year on year winter pressures within acute hospitals are lasting longer and longer and contingency arrangements put in place to cope with increased admissions have almost become the norm. At present City Hospitals Sunderland (CHS) have 3 contingency wards (76 beds) open within Care of the Elderly. In addition, CHS have also had to spot purchase short term placements in nursing homes in order to address capacity and discharge issues. These placements can be in a number of nursing homes across the City, ideally as close to the patient's home as possible. There is concern that once individuals take up the short term placement, it becomes increasingly difficult to move them back home, due to pressure from families and home managers, and the majority of patients to date have ending up staying permanently. A recent snap shot of patients across the 3 wards identified 36 patients medically fit for discharge but with ongoing nursing needs, which means they do not meet criteria for Farmbrough Court.</p>	<p>6-12 month pilot 'Step Down Community Based Recovery and Rehabilitation Beds' - within a nursing home, with dedicated physio and OT support providing both assessment and re-enablement interventions, alongside the nursing input.</p>				

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Objective: Development of Community Mental Health Teams (Older People)							
04/20	TPCT OP MARG Adult Services	The development of such teams is linked to national guidance as stated in the NSF for Older People and Everybody's Business and the need to review the local reliance placed on the use of hospital based care	Establishment of two multi disciplinary Community Mental Health Teams to meet the needs of older people with mental health problems	<p>Recruitment process underway and some staff are now appointed. Single point of access for referrals into the service established. Work continues to fully implement the service and to communicate the service and its operational protocols to partners. Practice Based Commissioning Clusters have signed up to the new service and the referral protocol. Aiming to launch the service with GPs asap.</p> <p>Discussions are underway with NTW re an Invest to Save bid to enhance community services which will reduce the number of acute admissions to Cherry Knowles hospital and reduce the number of beds required over time. Any changes will be subject to a robust business case being approved by the PCT and changes will not be initiated until full consultation with stakeholders including families and scrutiny committee has taken place.</p>	Consultation undertaken with all key stakeholders including carers and users. Further consultation to take place during the development process	July 04 Sept 04 June 07 Bulletin 10 October 08	O
Objective - Dental Contract Framework							
04/23	TPCT	National Initiative	<p>Dental OOH - aim to integrate arrangements across NHS South of Tyne and Wear by October 2007.</p> <p>Community Dental Service</p> <p>Main General Dental Services</p> <p>Oral Health Needs Assessment - Summer 2008</p>	<p>Review completed in Summer 06</p> <p>Looking for opportunities to integrate service across South of Tyne and Wear to deliver benefits across wider patch</p> <p>Completed first year of formal contract arrangements. TPCT achieved planning assumption (target); roll out of computer systems is complete. Some practices are now implementing digital radiography.</p> <p>An oral health needs assessment is being undertaken which will inform the development of an Oral Health Commissioning Strategy for the NHS South of Tyne and Wear.</p>	<p>Review complete in Summer 06</p> <p>Consultation to take place early 2008</p>	Sept 04 Mar 05 Oct 05 Mar 06 June 07 Bulletin 7 October 08	O
Objective: Pharmacy Contractual Framework							
04/24	TPCT	National Directive	Implementation of the contractual framework has been for Community Pharmacy including the development of advanced services. (medicines use review)	<p>The contractual framework was implemented for Community Pharmacy</p> <p>The monitoring process is undertaken by Primary care commissioning in line with the Pharmacy Services Negotiation Committee (PSNC) guidance, and for 08/09 will take the form of a self assessment, action plan and visit to pharmacies. The process has been developed and agreed with the Local Pharmaceutical Committee (LPC) and mapped against standards for better health.</p> <p>A pharmacy monitoring working group has been established and provides a consistent approach in the development of robust processes for ensuring high standards in the delivery of NHS pharmacy services across NHS South of Tyne and Wear and the assurance of quality.</p> <p>Enhanced Services</p> <p>The enhanced service provision is being reviewed against local health needs to advise future commissioning intentions. This process is being undertaken with Public Health and LPC representation.</p> <p>Electronic prescribing</p> <p>The implementation of electronic prescribing continues to progress with Sunderland identified as an early implementer for release 2.</p> <p>Patient experience</p> <p>Pharmacies are undertaking patient experience questionnaire on an annual basis.</p> <p>Advanced services</p> <p>The PCT has supported pharmacies to deliver MURs off site by providing CRB checks for individuals. A Joint</p>	Nationally negotiated guidance implemented.	Sept 04 June 07 October 08	O

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Objective: Choose and Book							
04/25	TPCT CHS	April 2008 - Free Choice in England now gives patients a choice of 4 NHS providers plus 1 independent. Patients are enabled to leave the practice with an appointment date/time if they choose. STPCT is above the national average for offering choice.	The greater majority of services within CHS are now live on C & B including 2ww Urgent Suspected Cancers which are currently being rolled out to all practices following a successful pilot scheme.	Sunderland health community continue to maintain very high levels of Choose and Book utilisation. STPCT within the top 20 PCTs nationally and ranked no.1 within the SHA. CHS consistently in the top 20 table of national providers maintaining a local position ranging 1-3. There have been some slot availability issues at CHS but these are now reducing considerably following a stringent action plan agreed with the trust.	Programme for stakeholder involvement continues with the introduction of a Choice and Utilisation Team with a specific role of providing a conduit between PCT and providers.	Sept 04 Sept 05 June 07 October 08	O
Objective: National Programme for Information Technology (NPfIT) being delivered by Connecting for Health							
04/26	TPCT	National initiative - Supports NHS Care Records Services; Choose & Book; Electronic Transmission of prescriptions; Picture archiving and communications systems; GP system of Choice; Quality Management and Analysis Systems	Development of national modern, integrated IT infrastructure and systems for the NHS by 2010	Programme of projects implemented across the City including Choose and Book; Electronic Prescribing Service; Electronic Transmission of Prescriptions Release. Local developments according to national progress	Stakeholder group involvement according to individual project plans	01/09/2004 June07 October 08	O
Objective: Accessibility Planning - Local Transport Plans							
05/04	TPCT LA	Second round of Local Transport Plans must incorporate an accessibility strategy developed with key partners	Local Transport Plan submitted by Local Transport Authority by July 2005	The Sunderland Appendix to the Local Travel Plan for Tyne and Wear 2006-2011 has been submitted While a specific Accessibility Planning Group has not been established, access and accessibility planning continue to inform the planning process, especially in site appraisal for new developments such as PCC's. For all of the PCCs in Sunderland, accessibility is an important factor. Audits are conducted of existing public transport as well as travelling by car or on foot/cycling to the PCC sites and then the information gathered provides an action plan. The action plan focuses on what needs to be achieved to ensure that the PCCs are accessible. To achieve this we work with a range of stakeholders including transport providers such as Nexus.	SHA wide workshop of key partners. Local consultation will be developed by planning group	June 07 October 08	O
Objective: To jointly work with PCT colleagues to look at the future viability of Orthodontic Services							
05/06	CHS	Currently operating a single handed consultant service which because of sickness has seen a temporary suspension of all new referrals into the Orthodontic service.		Regional review recognised difficulties across the whole North East to provide appropriate levels of orthodontic provision. Review is still ongoing. Currently undertaking a commissioning process to increase orthodontic capacity in the short term until March 2009 with existing practices within Sunderland. Investment has been committed by the PCT to enable the commissioning of additional orthodontic services from April 2009 onwards. A formal procurement process will take place in early 2009.	CHS; TPCT; PEC; Children's Partnership Board	Jan 07 June 07 Bulletin 8 Bulletin 9 Bulletin 10 October 08	O
Objective: Practice Based Commissioning							
06/01	TPCT	National Directive GPs will receive indicative budgets. Option to work within cluster group arrangements i.e. like minded practices working together arranged by the GPs themselves. Future impact on service redesign.	Sign up by practices by Nov 07 with clear transparent governance arrangements agreed between TPCT and all GPs	Local Incentive Scheme agreed with practice. Indicative budgets have been issued to clusters. Engagement plans and commissioning plans received from all 3 clusters. Governance Framework to be submitted for final approval in November.		June 07 October 08	O

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Objective: Review of Branch Surgeries							
06/02	TPCT	National Guidance	Implement national Ophthalmic Contract August 2008 - Delivery of Children Eye Screening Service in community optometry December 2008	The Branch Surgery Review was completed in December 2005. The review identified 2 Branch Surgeries that did meet the minimum criteria that the respective GPs were given the opportunity to bring their Branch Surgery up to the required standard. GPs applied to the PCT to close these, one was given approval to close temporarily in Dec 2006 and the other was given approval to close permanently in March 2007. Services now provided from their main sites. The temporary closure of the other branch was made permanent in October 2007.	Specific to each branch	March 06 June 07 October 08	O
Objective: Optometry - Review of General Optometric Services							
06/03	TPCT	National Directive	Implement national Ophthalmic Contract August 2008 - Delivery of Children Eye Screening Service in community optometry December 2008	General Ophthalmic Services Mandatory and Additional Services Contracts implemented on 1st August 2008. Roll out of service from Sunderland Eye Infirmary (SEI) to community optometry practices from 1st December 2008. Following school screening, children who are identified with having an eye defect (within an agreed range) will be referred to community Optometry for management. Patient interviews took place in June and July 08 with parents of children who had been referred to SEI following school screening. The analysis indicated that parents supported this change.		October 08	O
Objective: ME/CFS Service Development							
06/04	TPCT CHS	Funding secured from national bid by South of Tyne Consortium	Development of new local service for patients with ME/CFS; team formed from existing clinicians and newly recruited clinical staff	<p>Currently in post there is a half time Physiotherapist, half time Psychologist and half time Occupational Therapist</p> <p>Due to difficulties in recruiting to the Specialist Nurse Posts the team are looking to recruit additional Physiotherapy input, this input will be used flexibly to maintain the support required by the service.</p> <p>An element of medical input to the service has been lost due to the retirement of Prof Daymond. However, Dr Gavin Spickett continues to provide support to the service via his clinic at Newcastle</p> <p>In terms of severely affected sufferers a service is provided for house-bound patients, though of course the numbers are small. The service also provides routine outreach services, for example in a Health Centre in Gateshead since January of this year.</p> <p>The Team are still actively searching for a suitable location to deliver outreach service within South Tyneside.</p>	Meeting held with service users 12th October 2006. Feedback was very positive	June 07	O

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Objective: To implement the Adult Drug Treatment Plan							
06/08 inc 04/16 04/17 05\02 06\06	TPCT	Current access is only via temporary premises and two pharmacies	<p>Improving access to needle exchange services.</p> <p>To move from central town site from temporary base to more permanent central town site. April 2007</p> <p>To provide more sites across the city. April 07 - March 08</p>	Permanent city centre premises in place and plans are being explored to extend the service to more than the existing 2 pharmacies (update October 08). An additional 5 pharmacies have now come on line to supply Needle Exchange services with another 7 planned for the end of March 09.	Via the Drugs Action team structure which included providers, commissioners, service users and carers	July 04 Sept 04 June 07 Bulletin 9	O
		This will enable more drug users to be seen by the Specialist Services and more quickly as stable patients will move to their own GPs	Drug users to access their own GP for maintenance prescribing (shared care). To increase numbers in treatment. Jan 07 - March 07	Currently there are some practices with stable clients in Shared care. The new provider has been commissioned to extend the shared care service. At least 2 GP Practices are visited per month to encourage the take up of shared care. Supported by the GP with Special Interest and team	Via the Drugs Action team structure which included providers, commissioners, service users and carers		
		National Guidance	Expansion of intermediate care drug treatment services in the community for non-criminal justice. To provide more comprehensive treatment services and better access to services. Ongoing	Commissioners gave notice to NTW due to performance issues and have reprovided the service from October 2007 via a Social Enterprise – Counted 4. following an Approved providers scheme. The service provides urgent care for all drugs users.	<p>Via the Strategic vision for a modern adult drug treatment service for drug users in Sunderland;</p> <p>Drugs Action Team structure which included commissioners, providers, service users and carers; workshop for stakeholders; PEC</p> <p>Also via consultation on the annual treatment plans and the Approved Providers scheme which included user and carer panels and visits.</p>		

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		Previous services were provided by separate organisations which increase the potential for transferring clients between services and the risk of dropping out and clients accessing inappropriate levels of support. Also increases the cost by replicating the structure	To commission an integrated prescribing service. To provide a more seamless journey for the user in relation to substitute prescribing - Late 2007	Achieved as above and Counted 4 are the new provider.	Joint Commissioning		
		Currently there is some confusion re care coordination/key worker responsibilities which may mean some drug users are not having all needs met effectively	To commission care co-ordination service and quality control. To ensure better coordination of care for complex cases	The Commissioning Group commissioned Adult Services (Drug and Alcohol Team) are now providing the care coordination role.	Joint Commissioning Management (Drugs) includes user carer representation		
Objective: Answers Health Information - From general population to service to Young People's Centre							
06/09	TPCT	NSF for children; Youth Matter Answers currently used by young people for information and sexual health services; Previously access to health information by adults from outside the City Centre has been poor. Answers has proved a very popular service with young people when deciding to access sexual health services. During 2007/08, 2642 young people were seen for contraception within Answers, making a large contribution towards teenage pregnancy and sexual health targets. The buildings lease is due for renewal in December 08. Interim funding has been agreed through choosing health monies until an integrated premise is identified by the children's trust that can host young person specific sexual health services.	Improved access of general population to health information through the development of a network with outlets across the City; development of a Young People's Centre providing information, sexual health services and smoking cessation service by 2007. The Service will remain intake until at least December 2009.	Meetings between PCT Public Health Network Manager and the Council's Wellness Officer to plan the expansion of satellite information points across the city, utilising existing Council customer contact points such as libraries and utilising the emerging wellness health portal and the Governments recently launched "Choices" website at www.nhs.uk/Pages/homepage.aspx . A new lease has been negotiated in October 08.	User involvement to inform change, including Council's Call Centre; future plans include PPIF, public who currently access Answers and other Health Development Unit activities. Young people in Sunderland consulted through Youth Parliament and Youth inc consultation process.	Jan 07 June 07 Bulletin 10 October 08	

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Objective: Rehabilitation							
07/01	TPCT	Rehabilitation identified as key reform priority by partner agencies. Health Needs Assessment identified key gaps in Stroke, neuro and Intermediate Tier rehab services.	Community Stroke Rehab Team in place in 2009. Pilot of posts linked to Community Neuro model in place in 2009.	Following Whole Systems Event in April 08, the following areas were identified as priorities for reform within 08/09 - Community Stroke Rehab, Community Neuro Rehab, Intermediate Tier Services. Stroke profiling exercise now underway to inform development of a business case for a Community Stroke Rehab Team for Sunderland. Hoping for completion and approval by end of November 08 following which a service specification will be drawn up. Colleagues with an interest/involvement in Neuro are meeting across SOTW to review current pathways for people with LTNCs, and to develop proposals for community neuro rehab model. It is hoped that some pilot services/posts can be put in place in 09/10 as a first step towards service model. (See above for Intermediate Care).	Whole systems event involving patients, carers and professionals. Stroke developments via Stroke Sub Group and patient, carer and professional interviews. Established SOTW Neuro Forum (first meeting July 08) to take forward Neuro developments as no local planning group, plan to involve patients and carers via Neuro Alliance	June 07 October 08	O
Objective: Urgent Care							
07/02	TPCT			This is an priority area for modernisation further, information to be provided on the next update		June 07 October 08	O
Objective: Children's Services							
07/03	TPCT			This is a priority area for modernisation, a STW Children's clinical reference and steering group has been formed to lead this work. A visioning event took place on 5th September and a significant programme of service user engagement is underway. A week long workshop is to be held at the end of November looking at one clinical area.		June 07 October 08	O
Objective: Musculoskeletal Services							
07/04	TPCT		Pilot CATS in place in 2009	Working with PBC Clusters to develop service model for MSK, which includes development of community based Clinical Assessment and Treatment Service (CATS) and increased access and streamlined pathways for community physiotherapy.	PBC Clusters consulting with GP practices and patients	June 07 October 08	O

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	TPCT	Bed pressures within orthopaedics in CHS for trauma patients medically fit for discharge but with ongoing nursing and rehab needs.	6-12 month pilot 'Step Down Community Based Recovery and Rehabilitation Beds' - within a nursing home, with dedicated physio and OT support providing both assessment and re-enablement interventions, alongside the nursing input.	Early discussions. Further scoping required.	To be agreed		
Objective: Reprovision of Campus Accommodation for people with Learning Disabilities							
07/05	TPCT	Government directive that such accommodation must be reviewed and reprovided. This follows the Cornwall Report which evidenced institutional abuse, partly as a result of accommodation being both owned and managed by the NHS.	To enable people with learning disabilities to move from NHS owned and managed facilities to more appropriate accommodation. Currently, there are 20 Sunderland people who meet the criteria.	A successful bid for capital resources was made to the Department of Health.	<p>A project group has been established which will involve the individuals affected, their advocates and families and other stakeholders.</p> <p>The Learning Disabilities Partnership Board is regularly updated on progress.</p>	June 07 October 08	O
Objective: Reprovision of NT&W NHS Trust Community Homes for People with Learning Disabilities							
07/06	SCC	The Trust has agreed with the TPCT and SCC that it should cease to be the support provider as this is not its core business and there are also financial imperatives. The Trust may retain some provision for people who challenge services.	To review and possibly reprovide community accommodation currently provided by the NTW NHS Trust for people with learning disabilities.	Regular meetings between NTW, LA and STPCT.	The individuals affected, their advocates and families and other stakeholders will be fully consulted. The reprovision is part of a major review of Sunderland accommodation for people with learning disabilities.	June 07 October 08	O

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Objective: Early notification of potential changes to be proposed as a result of the developing commissioning strategy for MH/LD across the NE							
07/07	NE Commissioning Team for MH / LD	National policy – full implementation of National Service Framework for MH and associated policy guidance. Implementation of Valuing People policy re. LD. Implementation of 'Everybodys Business' guidance re. Older Persons MH	Continued modernisation and development of mh/ld services to ensure continued care and protection of the most vulnerable service-users; the promotion of well-being; the enhancement of social inclusion; and the transformation from Service-led to Self-directed support by 08 - 09	Recommend that this is removed from the body of this report as regular updates are given.	A paper detailing the Commissioning framework and process of service review/redesign from the NE Commissioning Team will be available by December 2007. This paper will be widely shared and will define how service reviews will engage all stakeholders including service-users and carers in the commissioning cycle. This will include regular updates to OSC.	June 07 October 08	O

Key	
O	Indicates work is ongoing
C	Indicates work is complete