

SUNDERLAND HEALTH AND WELLBEING BOARD

20 March 2020

ALL TOGETHER BETTER (ATB) SUNDERLAND UPDATE REPORT

Report of Managing Director, All Together Better Sunderland

1.0 Purpose of the Report

- 1.1 The purpose of this report is to provide an update to the Board on the development and progress of All Together Better Sunderland during 2019 - 2020.
- 1.2 Members are requested to note the progress made and the continued support of NHS Sunderland Clinical Commissioning Group (CCG) Governing Body. It is the intention to further develop ATB as the integrated placed based approach for community health and care services for Sunderland.

2.0 Background

- 2.1 Since being awarded NHS 'vanguard' status in 2015, Sunderland has been at the forefront of developing new models of care. A significant amount of work has already taken place, through All Together Better (ATB), to begin to integrate services and improve the way care is delivered.
- 2.2 On 1 April 2019, ATB Sunderland formally came into operation as an 'alliance' of providers (including GPs in their role as providers) and commissioners working together to join-up community health and care services across Sunderland and improve health outcomes for people living across the City.
- 2.3 ATB Sunderland now has formal delegated responsibility for Sunderland Clinical Commissioning Group's (CCG) £240million budget for 'out of hospital' care, including all learning disability and mental health beds.
- 2.4 Through the alliancing approach, ATB Sunderland aims to build upon the success of the 'out of hospital' NHS vanguard programme by improving the health of local people, providing better care and ensuring clinically and financially sustainable services.
- 2.5 Working together as an alliance means that all partners are equal in standing and focussed on working across organisational boundaries to do what is best for the person and for the whole health and care system.

3.0 Key Developments

- 3.1 During 2019/20, ATB Sunderland published its first operational plan setting out its vision, values and an agreed set of clear expectations and behaviours which all partners are signed up to and which underpin the new alliancing way of working:

People-centred

- Care and support organised around the person
- Outstanding, safe and compassionate care
- High quality, responsive and effective community services.

Integrity

- Acting with honesty and transparency
- Deliver what we said we will deliver
- Respect and embrace difference.

Collaborative

- Working together as one team dedicated to meeting peoples' needs
- Clinical leadership guides our thinking
- Listening and learning from each other.

Quality and safety

- Quality and safety are implicit in our vision and values and our underpinning governance framework will enable quality and safety to be at the heart of everything we do.

3.2 Work throughout 2019/20 has focussed on developing governance and partnership arrangements that facilitate closer working at both a local neighbourhood level and across the wider City of Sunderland. Three key transformational priorities have also been further refined and agreed:

1. Improving health outcomes and reducing inequality
2. Enhanced integrated primary care services
3. The transformation of care and support services.

3.3 Underpinning these are clear plans for delivery which are organised under four programmes of activity each with a senior responsible officer and senior responsible clinician from across the ATB Sunderland partner organisations:

1. General practice
2. Mental health, learning disabilities and autism
3. Enhanced primary and community care
4. Intermediate and urgent care.

3.4 Since April 2019, ATB Sunderland has successfully:

- Established a shared vision, objectives, care and business models
- Published a system-wide plan on a page and annual operational plan
- Identified and begun to implement an ambitious system-wide transformation programme
- Developed governance arrangements
- Established capacity through staff alignment and commitment of resource from all partners
- Developed the ATB architecture and ways of working

- Matured the way we operate at Executive and Programme level
 - Secured premises to facilitate collaborative working (with Sunderland CCG's support)
 - Developed our communications and engagement strategy
 - Aligned the Better Care Fund to the delivery of ATB
 - Explored collaborative ways of working with Together for Children.
- 3.6 The work taking place through ATB Sunderland is in line with the ambitions outlined in the NHS Long Term Plan and the Integrated Care System (ICS) across the North East and North Cumbria. ATB Sunderland is represented at the Durham, South Tyneside and Sunderland Integrated Care Partnership (ICP) which forms part of the region's ICS.
- 3.7 Key documents such as the Operation Plan and further information can be found on the ATB website at <https://atbsunderland.org.uk/>

4.0 Key highlights and achievements

Recovery at Home (RaH) Service

- 4.1 From November 2018 the RaH service continues to provide a 24/7 Nurse and GP home visiting across the city with no significant issues reported. The service continues to provide patient care in their own home avoiding hospital admission.

Sunderland Extended Access Service (SEAS)

- 4.2 The full SEAS service has successfully been in place from 1 August 2019 with the addition of minor injury provision within Houghton and Washington sites. The service continues to work with local practices across the city to ensure a consistent offer of extended access appointments provided by practices to patients, as well as the 111 service and is currently working towards offering 4,000 GP appointments per month

Urgent Care Centre Configuration

- 4.3 In line with the UC strategy Houghton and Washington Urgent Care Centres (UCCs) were safely and successfully changed in August 2019 and Bunny Hill on 29th November 2019 with no significant issues reported.

Urgent Treatment Centre (UTC) Implementation

- 4.4 Pallion UCC changed on 29 November 2019 with successful delivery of the UTC from 1 December 2019 with no significant issues. The service currently performs at 96% to see, treat and manage patients within the four-hour standard. This has been a great achievement for the service to ensure successful mobilisation of the new service whilst ensuring patients are seen, treated and managed within the service quality standards.

Healthcare App Pilot - Luscii

- 4.5 Sunderland is the first place in the country to pilot a new healthcare app that allows patients with debilitating breathing problems to monitor their vital signs and visually consult with healthcare professionals, from the comfort of their own home.
- 4.6 All Together Better Sunderland has identified the Luscii platform, which enables patients with breathing difficulties to manage their condition, monitor their vital signs, socially connect with their community and speak to their medical team via chat or video technology. The platform has already proved to be an enormous success in The Netherlands, where it is used by almost 50% of hospitals to support patients remotely and prevent hospitalisation.
- 4.7 Sunderland is the first in the country to pilot this new healthcare innovation, as part of its aim to deliver better and more responsive community based health and care services and tackle health inequalities.
- 4.8 The Luscii app, which was developed by Amsterdam based Luscii healthtech BV and has never before been used in England, is designed specifically for those with long-term progressive diseases, such as COPD and chronic heart failure. The technology, which is supported by Apple as part of their global Apple Mobility Program, gives a range of health and social care professionals quick virtual access to patients so they can monitor their condition and ensure that all aspects of their care – from rehabilitation to more specialised care – is co-ordinated with the patient able to stay independent and in their own home. The app also allows patients to access a range of resources to help them monitor their condition under the watchful eye of health professionals and book virtual appointments that will assist them with their recovery.
- 4.8 The pilot will initially support 50 patients in Sunderland who are under the care of All Together Better's Recovery at Home Service. Each patient will receive an iPad pre-installed with the easy to use Luscii iOS app and be trained on how to measure and input important health readings, such as blood pressure and heart rate along with how they are feeling generally. The readings are then monitored daily by health professionals, who can message or video call the patient should they have any concerns and assess if further treatment is required.
- 4.9 The technology is building on Sunderland's aspirations to be a healthcare innovator and will create a blueprint for the future care of patients with long-term conditions and support them to manage their health effectively at home and retain their independence. It will also allow health professionals to track patient's readings remotely, have regular check-ups by video call and intervene at an early stage if needed to prevent them falling ill and requiring further hospital admission.
- 4.10 In addition, the iPads will be used to support patient's general health and wellbeing, giving them the option to download a range of apps that can

support them with a range of things like healthy eating, stopping smoking and connecting with others to reduce social isolation and loneliness.

5.0 Next steps for ATB Sunderland

- 5.1 In January 2020, Sunderland CCG Governing Body agreed to support ATB's continuing journey by formalising the commissioner commitment to agree delegated responsibility for the out of hospital budget over a longer time period. This will provide the stability needed and a more realistic timeframe for transformational change to take place over the next five years as the alliancing way of working continues to be embedded.
- 5.2 Work is also taking place with Sunderland CCG to agree more efficient decision making arrangements for 2020/21 to enable real devolution of ownership of issues rather than duplicating multiple discussions.
- 5.3 It is anticipated that a formal report on the next steps for ATB will be presented to the Sunderland CCG Governing Body at its meeting on 24 March 2020.

6.0 Recommendations

- 6.1 The Health and Wellbeing Board is recommended to:
 - Receive and note the contents of the development and progress of All Together Better Sunderland during 2019 -2020
 - Note the continued support of NHS Sunderland Clinical Commissioning Group (CCG) Governing Body, with the intention for an ATB Next Steps paper to be presented at its meeting on 24 March 2020.

