

CCG Update
at Healthwatch Newham Advisory Board meeting
21 May 2018, 3.30-5.30pm.

Satbinder Sanghera Director of Governance and Partnerships NHS NEWHAM CCG, joined the meeting to deliver a presentation on Health and Social Care Integration plan under the STP.

- Integrating health and social care is the ultimate goal.
- Some joint posts already implemented. There some challenges for the staff in managing their priorities as they work for and are accountable to two organisations.
- A joint outcome frame work agreed by CCG and LBN.
- The CCG has a number of priorities they are working towards including primary care, care home, community transformation, and urgent care. In each area all key players (CCG, GPs, ELFT, Bart's and LBN) are involved as commissioner and provider.
- Changes in administration in LBN with a new Mayor and 33 new councillors, means that the council is currently in a period of flux and will take time to settle, however SS feels they will continue with the existing policies. However, the new Mayor does not seem to favour the small business model adopted by their predecessor.
- There are some structural issues the CCG needs to address, in relation to the 7 North East London CCGs working together, as they need to define how they work. There is still a good direction of travel and services are being commissioned and delivered on ground.
- A collaborative approach will soon emerge with community services; however, this will not provide seamless services from day one as it will take time to develop. The new system is not based on procurement, but more of a collaborative approach with providers. The new system will no longer use KPIs anymore and will join outcome and services to get organisations to work together to deliver.
- The Accountable Care System is now known as Integrated Care System

Questions and points raised by the board:

- AD commented that he is involved with MSK and noticed an improvement in the way services are delivered and more cooperation and collaboration among providers.
 - SS: The MSK approach is working and will be adopted on a wider scale to make organisations work together. However, it must be recognised that there are different providers that are separate entities, who ultimately aim to protect their interests and budgets as they are concerned about negative

effects on their funds. For example, Bart's is still querying issues around extra costs around MSK approach.

- CR asked whether there is a public timetable of which services will move towards integration.
 - SS: yes, there is a schedule of work:
 - Urgent care: to be addressed before winter 2018.
 - Building healthy communities will be address by April 2019 followed by another year to address further details.
 - A new pilot is being developed for care homes
- RB said that One Newham is collaboration among local charities to support Health and Social care services. The CCG should aim to change the demand for services from the community so that certain requests will be directed to community organisations and not the NHS (e.g. hospital discharge).
 - SS: the development of the Newham Health Collaborative (GP organisations) now allows the CCG to deal with one organisation instead of 51 GP surgeries. NHC is a step closer to better collaboration and the CCG is also dealing with One Newham.
 - SS: there is also a need to build capacity and change the mentality of GP to enable them to support patients before they are referred into the acute system, and therefore reduce the number of referrals.