Mid and South Essex Integrated Care System

MSE Integrated Care Partnership, 16 November 2022

Agenda Number: 06

Mid and South Essex Community Collaborative: Our Journey to date

Summary Report

1. Purpose of Report

To provide the integrated partnership board with an overview of progress of the Mid and South Essex Community Collaborative, highlighting achievements to date and focus moving forward.

2. Executive Lead

- Name: **James Wilson**
- Job Title: **Director of Transformation**

3. Report Author

- Name: **James Wilson**
- Job Title: **Director of Transformation**

4. Responsible Committees

N/A

5. Financial Implications

N/A

6. Details of patient or public engagement or consultation

N/A

7. Conflicts of Interest

None identified

8. Recommendation/s

The Integrated Care Partnership is asked to

1) Note the progress and achievement to date of the Mid and South Essex community collaborative
2) Provide any feedback on the future direction to inform the collaborative strategy.

Mid and South Essex Community Collaborative

Our Journey so far

James Wilson, Director Transformation

Background

Mid and South Essex Community Collaborative

Mid and South Essex Community Collaborative fully established from Oct 2021

Priorities

1. Improve patient outcomes, by reducing variation and ensuring sustainability
2. Establish place based integrated health and care services wrapped around primary care networks

Delivered through

- Joint programme of change
- Joint oversight of operational delivery
- Shared delivery teams
- Integrated place based leadership (mental health and community)
- Joint governance with delegation
- Contractual Joint Venture agreement underpins

Mid and South Essex Community Collaborative

NHS
Essex Partnership University
NHS Foundation Trust

NELFT NHS
NHS Foundation Trust

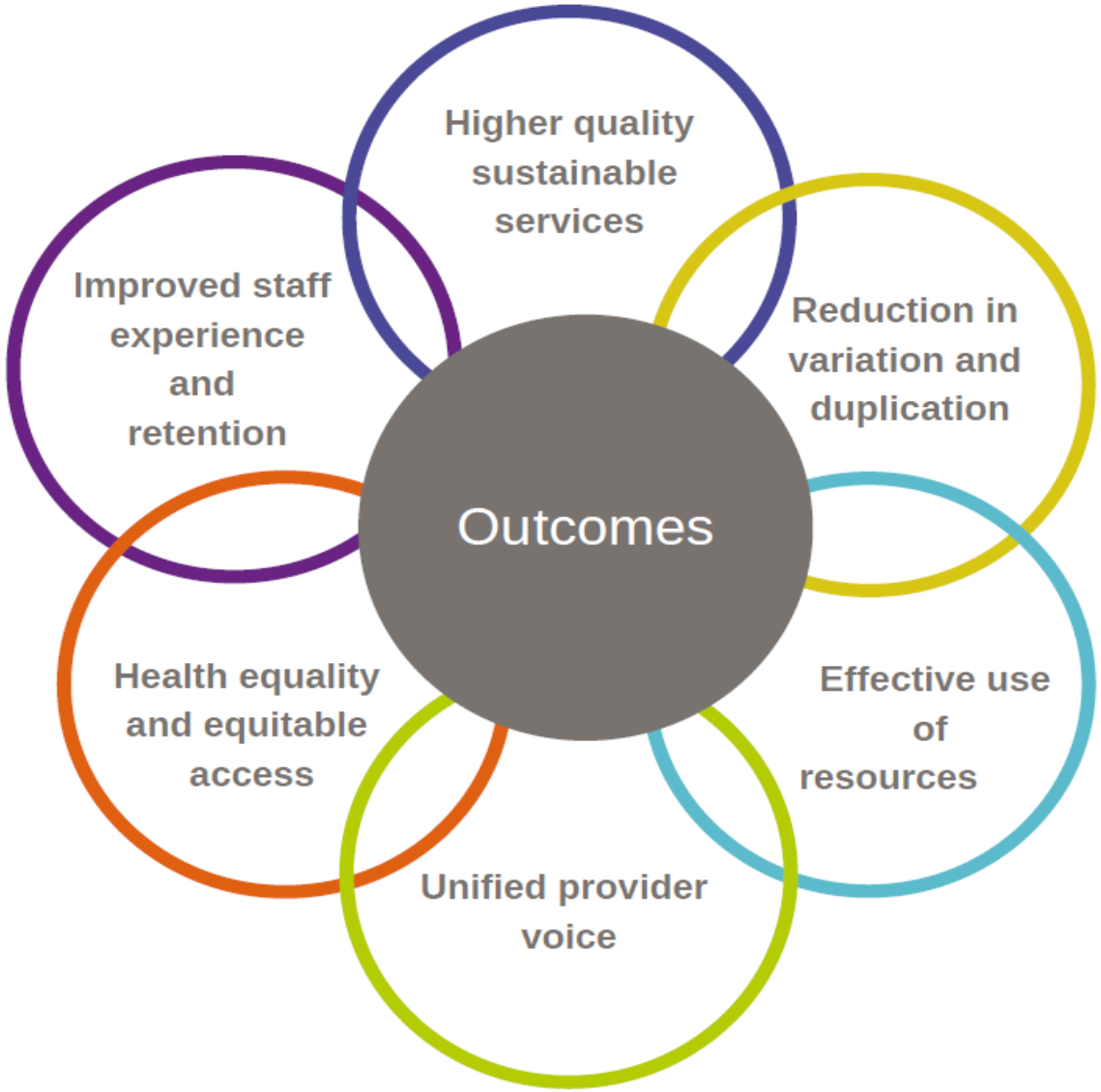
Provide

- The **vision** for the MSE Community Collaborative is to deliver:

"A consistent and outstanding Community Health and Care service for residents across Mid and South Essex."

Focus

Mid and South Essex Community Collaborative



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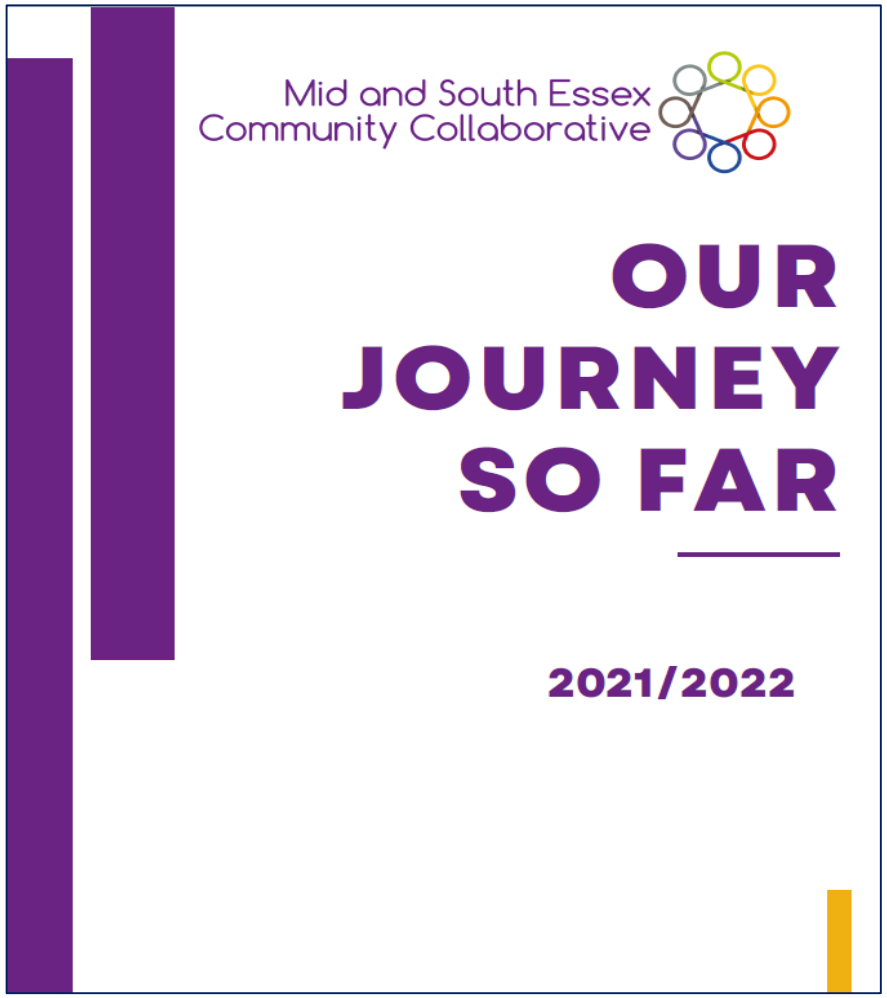
Mid and South Essex Community Collaborative

Case study

The Urgent Community Response Teams (UCRT) is the entry point to our virtual hospital, providing better experiences and outcomes for patients.

- We have **one Head of UCRT across MSE** with all teams following the same procedures, working collaboratively to share experiences, learning, and continuous improvement
- **One Single Point of Access** and one referral criteria across MSE, benefiting referrers including ambulance services (EEAST), hospitals and primary care
- **Referrals** to UCRT have **increased** to now **over 1000 per month**
- **87% help avoid acute admissions**, reducing demand elsewhere in the system, saving £308 per bed.
- **Building trust** in UCRT through training initiatives with referrers has driven these efficiencies.
- UCRT also **improves patient care** by enabling people to receive treatment in their homes and improving the overall quality of care.
- **Partnership working with Ambulance** service enabling direct transfer from ambulance stack to UCRT teams

Mid and South Essex Community Collaborative



- Due for publication December
- Annual report summarising progress of the collaborative and achievements

Summary Achievements (1)

Mid and South Essex Community Collaborative

Higher quality sustainable services

- Creation of 120 Virtual Ward beds resulting in 8x less likely for patients to decondition, 5x less likely to acquire infection
- UCRT optimised with 1000+ referrals a month
- 3 x clinicabin deployment to reduce spirometry backlogs
- Transition of lighthouse Children's young peoples provision under community

Effective use of resources

- 16M investment secured in community services
- Joint procurements to drive efficiency and consistency
- Joint operational and clinical oversight of service provision
- Joined up response to system pressures including winter resilience planning
- Single approach to contract oversight and CQUIN delivery
- Host of national provider collaborative workforce peer learning network

Reduction in variation and duplication

- Target operating model agreed to drive consistency and reduce variation
- Single service model for UCRT, Community beds, Respiratory, Long COVID and Virtual Wards
- Wound care service standardised, adopting national best practice and use of new technologies
- Single diabetes criteria and type 2 education software
- Tissue viability single formulary adopted
- Single ASD pathway developed and backlog reduction
- Single respiratory training academy
- Alignment of practice within infection prevention control
- Adoption of community nursing safer staffing tool

Summary Achievements (2)

Mid and South Essex Community Collaborative

Health equality and equitable access to services

- Development of single inequalities plan
- Joint participation in East England anti racism strategy
- Patient engagement strategy developed in conjunction with Healthwatch
- Dedicated Stroke Inequalities Pilot with NHSEI
- Using Vax van, a successful outreach model has been developed to give residents in hard-to-reach areas, access to high quality proactive and preventative care for post COVID syndrome and its symptoms.

Unified Provider Voice

- Contractual Joint Venture Agreement in place
- Delegated decision making to single governance structure
- Single change and operational oversight through investment in joint roles
- Development of Memorandum of Understanding between all Partners

Improved staff experience and retention

- Joint people framework agreed to set the strategic direction for how we collaborate on workforce
- Joint leadership forum established to share best practice and empower collaboration
- Sharing training and resources (safeguarding)
- Engagement network of over 800 established
- Joint roles reducing duplication and offering more attractive career pathways. Examples include
  - Joint Operations and delivery directors overseeing community and mental health provision
  - Head of service virtual wards
  - Joint Director of Children and Young People
  - EOL children and young people lead
  - Head of Urgent community response team
  - Diabetes transformation role

Mid and South Essex Community Collaborative

Our Journey ahead

- **Innovate**

Taking a lead role within the system to develop and deliver innovative models of care and use of technology

- **Improve**

Working together to improve, optimise and drive consistent delivery of community services

- **Integrate**

Enabling place based integration of community and community mental health services with other local services