

Operating Plan 2018/19 – Summary Update

September 2018

Longer, healthier lives for
all the people in Croydon



Our Strategic Vision

‘Working together to help you live the life you want’

We want people to live longer, healthier lives. Our vision is that local people be supported to look after themselves and those they care for and have access to high quality jointed up physical and mental health and care services when they need them. We want to reduce inequalities and deliver better health outcomes within our budget.

Our Strategic Context

Croydon CCG, as well as our health and care partners, face significant health and care needs and financial challenges. We are working together, building on the success of the One Croydon Alliance, which previously focused on the over 65's, to deliver whole system transformation for the whole population.

Our Strategic Transformation Programmes

The existing models of care is disproportionately provided in the acute setting. This culminates in an unaffordable health and social care system for Croydon. The outcomes people want are to be supported to self manage, prevent admissions and have appropriate community provision that meets their needs.

Our transformation health and programmes have been focusing on addressing this shift and the delivery of **Strategic Review** recommendation to develop care models to reduce non elective care

Our Operating Plan 2018/19

Our Operating plan sets out the annual implementation plans to deliver the transformation we need to see as well as national, London, South West London and other local priorities.

Operating Plan Key Highlights (1)

- **Transformation of Out of Hospital:** Strategic aim: To increase preventative and proactive care through better delivery of integrated care across health, social care, mental health and voluntary sector services
 - Delivered the roll out of the huddles, and implemented the LIFE team.
 - On target to achieve - plans for rolling out discharge to access for complex patients; completion of the integrated Care Network implementation; implementation of enhanced end of life services and implementation of community IV antibiotics
 - Phase 2 of the out of hospital business case has been agreed; Care Homes - which includes the development of telehealth; End of Life Care - which includes proactive advanced care planning in care homes, end of life huddles, end of life care front door model and expanded end of life care community engagement; Falls Service - which includes early detection, promoting healthy living in the over 65's, expanded falls service
- **Urgent and Emergency Care:** Strategic aim: To deliver a functionally integrated 24/7 Urgent Care service for Croydon and to deliver high quality, clinical assessment, advice and treatment with all services having access to patient records.
 - Have implemented 111 electronic booked appointments for urgent care services
 - On target to – implement an improvement plan for Type 1 (Emergency Department) attendance

Operating Plan Key Highlights (2)

- **Transformation of Planned Care:** Strategic aim: To transform local healthcare by introducing new pathways and models of care, whilst promoting and embedding behaviour and cultural change across patients, public, and clinical workforce
 - Planned care business case signed off which will revise nine patient pathways
 - On target to commission a new primary care base MSK service and an integrated community dermatology service
- **Together for Health and Care:** Strategic aim: To support people to become active citizens in managing their own health and care ensuring that individuals remain healthier for longer. People can make informed decisions about their health and social care including decisions they make around lifestyle factors that may be impacting on diseases and conditions that they may have or be at risk of developing
 - On target to - scale up social prescribing and developing the community resource through a Local Voluntary Partnership (LVP); rollout the diabetes group consultations; implement an Expert Patients Programme; and further develop the Health Help Now app
- **Mental Health:** Strategic aim: To prevent mental health problems and to ensure early intervention for those with mental illness, through improved access to services , and care provided closer to home where appropriate
 - Implemented the CATCAR and Core 24 to reduce unnecessary admissions to A&E
 - On target to – complete the mental health community services review; implement an enhanced primary care service to enable GPs to better manage mental health in primary care; mobilise the re procured forensics pathway; and implement the enhanced memory service pathway

Operating Plan Key Highlights (3)

- **Learning Disabilities:** Strategic aim: To support more people with a learning disability can live in the community, with the right support, and close to home by making health and care services better
 - On target to – implement Annual Health checks (of LD patients) across all GPs in Croydon; develop market through the stimulation of new LD service providers in Croydon evidenced by the emergence of new LD providers with whom Croydon CCG can contract services
- **Children and Young People:** Strategic aim: To improve the health outcomes for children and young people through prevention and self care and improve families experience through more effective diagnosis and care of long term conditions
 - On target to - implement agreed information, advice and guidance initiatives for GPs; and develop LAC CAMHS pathway (in place during 2019/20)
- **Primary Care:** Strategic aim: To develop primary care at scale to provide a consistent quality service to residents of Croydon. Working to transformed primary care in line with the London Strategic Commissioning Framework, the GP forward view, and the 10 high impact actions
 - On target to – complete GP extended access; rollout of on line consultations; complete a review of locally commission services in primary care, re-procure Edridge Road GP practice
- **Medicines Optimisation:** Strategic aim: To ensure that patients get best quality and value from the investment in medicines made by the CCG and the wider NHS.
 - On target to – launch the prescribing incentive scheme, implement national recommendations for 'over the counter' medicines