



**Integrated
Care System**
Shropshire, Telford and Wrekin



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and Wrekin**

HWBB ICB UPDATE

April 2024

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Current Position

- The position at the end of March 2024 was 0 x 78wws for SATH & Shropcomm and 3 x 78 weeks for RJAH.. All providers were significantly better than trajectory for 65 weeks, total patients in this category was 602 against a plan of 863 therefore 30% better than plan.
- Our 28 Faster Diagnosis Standard (FDS) performance in November exceeded the plan at 77%.
- Performance of cancer services remain under weekly scrutiny by NHS England, but likely to reduce to Tier 2 in Q1 2024/25 due to increased confidence in our delivery.

Next Steps/Key Actions

- The system continues to focus on services that have long waits for a first appointment, including increasing the utilisation of virtual advice and guidance and patient-initiated follow-up to free up appropriate capacity. Improvement plans are in place for delivery.
- Challenges remain with industrial action have been mitigated well over the last 6 months. Challenges remain with further planned industrial action (junior doctors) impacting the recovery of cancer and elective activity.
- The ICB cancer team are really focussed on sustainable improvements and have been a good interface between primary and secondary care. The work is anticipating a 20% reduction in inappropriate referrals.

Current Position

- In line with the national picture, we are experiencing ongoing challenges with continued higher demand for acute UEC services. The system has been impacted by two junior doctor strikes.
- We are still experiencing ambulance handover delays however; we have seen an improvement compared to last year.
- Interventions at SaTH to improve patient journey include:
 - New Rehabilitation and Recovery Units at PRH and RSH (interim ward opened at RSH in January whilst the permanent modular solution is built).
 - Partnership work with Virtual Ward and Outpatient Parenteral Antimicrobial Therapy (OPAT) teams to increase discharges into this service and reduce the length of stay in hospital.
 - Expanded Same Day Emergency Care (SDEC) at PRH.
 - Ambulance Receiving Areas at PRH and RSH.
- Interventions are having a measurable impact:
 - Time to initial assessment has improved and is now above the regional average.
 - Number of people being discharged earlier in the day is improving.
 - Average time between being ready to leave hospital and being discharged is improving.
 - Average length of stay is improving.

Next Steps/Key Actions

- SDEC reconfiguration at PRH is now complete and open. It includes a newly-built area for 14 patient chairs and two consulting rooms .
- Focused improvement actions will also increase the number of patients being seen in SDEC to reduce congestion in ED.
- Progress continues for SaTH's Emergency Care Transformation Programme with a focus on initial assessment and four-hour target times.
- Increased focus at SaTH on simple and timely discharges (for people with no onward additional care needs).
- The system is working together to expedite complex discharges (for people who require additional care following discharge).
- Continued implementation of Virtual Ward and OPAT pathways is supporting step down from acute to community services.
- Multimedia communication campaign - 'Think Which Service' continues to be promoted to encourage people to seek the most appropriate care for their needs.

Current Position

- The £21.4m of funding was allocated to the Shrewsbury and Telford Hospital NHS Trust (SaTH) to create additional winter bed capacity by implementing two sub-acute wards (specialised, multidisciplinary inpatient care, for people who are not severely ill but need rehabilitative support after an episode of illness) - **The Rehabilitation and Recovery Units**.
- The two Rehabilitation and Recovery Units opened in January 2024, located on Ward 36 at the Princess Royal Hospital (PRH) and Ward 18 at the Royal Shrewsbury Hospital (RSH).
- Both units are being run by the Shropshire Community Health Trust (Shropcom) in partnership with the Shrewsbury and Telford Hospitals Trust (SaTH).
- Extensive public engagement has been undertaken to inform the design and delivery of the units. Three pathways have been agreed by multi-professional clinical teams across the system, these are:
 - Orthopaedic Rehabilitation;
 - Stroke Rehabilitation, and
 - Frailty.
- The pathways promote a home first approach wherever suitable. Where this isn't possible, the wards allow for focused rehabilitation and recovery prior to returning home.

Next Steps/Key Actions

- Further recruitment events are being scheduled throughout Quarter 4 to continue to secure substantive staffing for both wards.
- Six further beds are planned to be opened on Ward 18 at RSH in early February 2024 following estates work.
- Embedding of patient pathways through collaborative working with the acute trust.

Current Position

- Over the past 12 months, MPFT has proactively worked with partners and other NHS trusts to:
 - Progress the provider collaborative model with MPFT as the lead provider for adult eating disorder services, perinatal and a provider in forensics (reach out).
 - Continue work with councils, housing associations and VCSE organisations to offer MH support to community and vulnerable groups. Examples include the Rough Sleeper Taskforce providing rapid MH support – MPFT an early implementer in the West Midlands.
- Increased pressure on inpatient beds due to winter pressures means longer waits in ED and some patients receiving treatment out of area.
- Mental health workforce has increased by 38.8% from December 2018 to October 2023.

Key Data

- 1,705 physical health checks delivered for people with severe mental illness in 2022/23.
- 3,273 children and young people (CYP) supported through NHS funded MH with at least one contact during 22/23. This has already doubled in 23/24. 52 routine and eight urgent CYP with eating disorders started treatment in 22/23.
- 36% increase in referrals of women accessing specialist community perinatal MH services in 22/23 (9,623 referrals against 699 in 21/22).
- 92.4% of service users experiencing a first episode of psychosis waiting less than two weeks to start a package of care. All age crisis line: Q1-2 23/24 unique callers: 796 (14% supported are CYP).

Next Steps/Key Actions

- Introduction of NHS111 mental health option.
- Work continues with partners regarding contract extension to CAMHS service and the development of a population-based strategy for Mental Health, Learning Disabilities & Autism for CYP .
- Ongoing work relating to CYP MH LD&A waits. including review of demand and capacity and implementation of waiting list initiative.
- Quality Transformation Programme for mental health wards to be launched, with a focus on cultural standards and the Patient Carer Race Equality Framework. This feeds into a local 3-year bed strategy.

Current Position

- Appointment data shows that there are more appointments in General Practice (GP) now than pre-pandemic - an increase of 9%.
- In July 2023, 7 out of 10 patients were seen face-to-face, 55% of patients in T&W and 52% in Shropshire seen same day/next day. However, perceptions are that patients can't get an appointment – media/social media reinforce this.
- In January 2021, GP provided 207,515 appointments increasing to 254,312 in January 2023, an increase of 22.55%.
- 89% T&W patients and 81% of Shropshire patients are seen within two weeks.
- Primary Care Network (PCN) Capacity and Access Improvement Plans are being implemented with monitoring meetings in February 2024 before end of year review.
- 50/51 practices have enabled patients' prospective access to their GP records.
- Highley Health and Wellbeing Centre new build has now been approved with the project progressing to construction phase,
- The long-awaited purpose-built Shifnal and Priorslee Medical Practice was officially opened on Monday 22 January 2024.

Next Steps/Key Actions

- We continue to encourage PCNs/practices to sign up to the national GP Improvement Programme and training opportunities. A local support offer is also available with flexibility to meet local practice needs.
- STW is regional leader for % of practices signed up to online GP registration (51% against annual target of 32%).
- System Access Recovery Plan was presented to the ICB Board in November 2023. An update will be provided in March.
- All STW practices will be moved to cloud-based digital telephony by the end of March 2024.
- PCN estates plans are being finalised , and a system-level plan will be produced by the end of the year.
- Pharmacy First launched on 1 February giving patients more opportunities to access healthcare at a community pharmacy.

Current Position

- For STW, dental activity levels were challenged pre-pandemic, linked to emerging delivery issues particularly with the corporate dental contracts (these are incorporated companies operating multiple sites nationally including Bupa, My Dentist and Rodericks).
- The main issues preventing recovery in terms of access to dental care are:
 - Recruitment and retention challenges (dentists are choosing not to work in the NHS and instead choosing to practice privately).
 - Contract hand-backs by providers unwilling to continue to provide NHS services (relating to dissatisfaction with the dental contract). This is being exacerbated due to the absence of any further dental contract reforms or 'dental plan' despite Ministerial commitments made over six months ago.
- During COVID, the numbers of unique patients accessing a dentist declined due to infection control and related challenges that the pandemic created. This fell to a low point in February 2022 when 71,087 fewer patients had been seen within STW.

Next Steps/Key Actions

- To improve dental access, we are supporting a range of initiatives:
 - The Children's Community Dental Services (CDS). Two practices in STW are participating, which helps to manage patients closer to home and relieves pressure on the CDS service, 111 and A&E.
 - Redistribution of recurrently handed back activity to other providers, ensuring patients can continue to access the dental care they need determined through the outputs of the Dental Services Health Equity Audit.
 - Extended repayment plans implementation for 2023/24 to support contractors in financial difficulty and prevent further contract hand backs.
 - The development of a Dental Strategy for the West Midlands region, including STW area.