

**North Yorkshire County Council****Scrutiny of Health Committee****5 September 2014****Harrogate and District Community Healthcare Services Review : Position Statement****Purpose of Report**

1. The purpose of this report is to alert the Scrutiny of Health Committee to work being undertaken to develop community healthcare services in the Harrogate locality.

**Background**

2. Harrogate and Rural District Clinical Commissioning Group (HaRD CCG) and Harrogate and District NHS Foundation Trust (HDFT) recently undertook a formal review of community healthcare services delivered in the Harrogate locality.
3. There was a desire to understand the range and scope of services and to ensure services are well integrated and work seamlessly together for the benefit of patients. There was also a need to identify gaps in provision leading to unmet need, and how community-based healthcare services can work with acute hospitals and other sectors (such as voluntary organisations, care homes, etc.) to ensure an effective and efficient provision of healthcare within the community.
4. The review is driven by a commitment to delivering high quality, accessible and responsive services for all who need them. The overriding ambition is to increase the healthy lifespan of the population, reduce social isolation and improve people's quality of life.

**Which services did it cover?**

5. The former NHS North Yorkshire and York (Primary Care Trust or PCT) tendered for and awarded a community contract for a number of community services to HDFT as part of the Transforming Community Services (TCS) Programme in 2011. Some of these services are provided across the whole of North Yorkshire, while others are delivered only in the Harrogate locality.
6. This review covers only the following services delivered in the Harrogate locality:
  - Cardiac Rehabilitation
  - Case Management
  - Community Matrons
  - Community Nursing
  - Specialist Continence
  - Chronic Pain and Fatigue Services
  - Specialist Diabetes Nursing
  - Falls Assessment
  - Fast Response Team

- Specialist Heart Failure Nursing
  - Specialist Respiratory Nursing
  - Speech & Language Therapy – Adults
  - Community Stroke service
7. It does not cover services delivered in acute hospital settings at Harrogate District Hospital or Ripon Community Hospital.
  8. The contract was awarded for a three year period from 1 April 2011 until 31 March 2014. HaRD CCG recently took a decision to roll forward the current contract for community services as a number of national initiatives due to be concluded in the coming months could impact on the commissioning and provision of community services, influencing the CCG's decision making once the review is complete.

#### **How was the review carried out?**

9. If services are to be developed to meet future need, then it is vital that the people who deliver the services and who receive care, as well as key stakeholders in the wider community, are involved and have the opportunity to contribute to any service redesign. These groups are best placed to provide their views on how the services currently operate, how they feel services may need to change and to make suggestions for better future working.
10. The review was carried out in an engaging and transparent way, with a variety of focus groups, one to one meetings and open space events, to gain the knowledge of staff working in the services and clinicians referring into the services.
11. To gain the insight of service users, a survey was produced and distributed to a sample of recently discharged patients. The information and insights received from these patients has proved particularly useful.

#### **What did the review conclude?**

12. The review was designed to make recommendations to be considered by both organisations to enable:
  - The CCG's Governing Body to make an informed decision regarding any commissioner actions
  - HDFT Board to make informed decisions regarding any changes required to the current community service model of provision.
13. There were a number of recommendations in the report. In summary they include:
  - There is a lack of consistency in the way services are resourced, which needs to be addressed in order to ensure they can operate more effectively.
  - Further work is required to change the governance, leadership, skill mix and availability of community nursing to effectively meet the needs of patients.
  - All forms of documentation need to be consistent and of a high standard to support effective communication.

- Referral pathways, policies and procedures need to be developed and consistently applied and all key stakeholders including GPs need to be made aware.
- Effective implementation of integrated health and social care teams wrapped around the needs of a practice population need to be introduced, including named community nurses and team leaders for each practice and an improved and more effective communication route for GPs to raise concerns with HDFT and vice versa.

### **Next steps**

14. The next phase of the project will see a wide scale engagement exercise with patients and the public to talk to them about what they want to see from future community services. This will help the CCG develop its vision for the future. If you need any further information, please email us at [hardccg.enquiries@nhs.net](mailto:hardccg.enquiries@nhs.net)

Report from:

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**Harrogate and Rural District  
Clinical Commissioning Group**

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**21 August 2014**

**Background Documents: None**