



# Chief Officers Update

## November – December 2017

### **New Interim Chief Officer role**

In October NHS England announced my appointment as Chief Officer for NHS North Lincolnshire Clinical Commissioning Group on an interim basis. I will continue to be Chief Officer for NHS Hull CCG with both CCGs to remain individual organisations.

I'm looking forward to working with the team over in Brigg and there is a lot to focus on in the early months in terms of financial and governance issues. It will be a challenging dual role for me but I know that I have a dedicated and committed team with whom I can work with.

### **Officer changes**

Ian Holborn (Chief Finance Officer) will be leaving the CCG at the end of December 2017 and I would like to take this opportunity to thank Ian for his work over the last 18 months. Emma Sayner Chief Finance Officer from Hull CCG will be covering the role in the interim and you will start to see her around as Ian hands over to her.

Julie Warren commenced with the CCG as Turnaround Director 30<sup>th</sup> October 2017 for six months to support the CCG to develop an Improvement Plan focusing on three areas initially:-

- Leadership
- Governance and
- Organisational development

### **Our place-based plan**

The North Lincolnshire place based health plan has been drafted in-conjunction with North Lincolnshire Council and will over the coming months develop into a tangible project plan which all public sector organisations can work on together.

### **Key engagements**

As part of my first month in the CCG I am trying to get around and meet as many people as possible. I have met, or meetings are planned, with all members of the Governing Body.

I have met Cllr Rob Waltham the Leader of the Council and am meeting Denise Hyde monthly to talk through how we can work together for the people of North Lincolnshire.

A number of key meetings are planned during December which I shall be attending such as the STP Strategic Summit (6<sup>th</sup>) the second Humber Acute Services Review (13<sup>th</sup>) and the STP Strategic Partnership Board (13<sup>th</sup>) as well as meeting other partners such as Dr Peter Melton from NE Lincs CCG (19<sup>th</sup>).

### **Good News Stories**

#### **“Making Time for Everyone” Engagement**

The CCG recently engaged with the local community to gather patient views to contribute to the design of a new service specification for a contract to operate extended access to GP practice services from April 2018.

Through the Engagement and Primary Care teams linking closely with VCSE and local networks and getting out and about to carry out a great deal of outreach activity, the engagement achieved high levels of participation.

Significant numbers of local people received the information via presentations or through leaflets, took part in conversations, gave their views verbally and had the opportunity to participate by filling in the survey. In total 611 people completed the survey either online or in paper form which included patients from all of our North Lincolnshire practices and provided a robust sample size.

## **Suicide Prevention Training**

The CCG recently supported The Zero Suicide Alliance (a collaborative of NHS Trusts, businesses and individuals who are all committed to suicide prevention in the UK and beyond) by encouraging staff to complete its free online suicide prevent training.

The online training only takes 20 minutes to complete and will teach you how to recognise the warning signs and safeguard someone that could be thinking about suicide. You can find out more about the Zero Suicide Alliance and undertake the training by visiting their website at <http://www.zerosuicidealliance.com>. The CCG also publicised the training through its Twitter account which currently has more than 8,600 followers.

## **A&E System November Performance**

The Northern Lincolnshire A&E achieved 90% ED performance in November. Recognising there may still be very difficult times ahead, Dr Peter Reading, NLaG Chief Executive, wrote to partners across the health and social care system to congratulate them for “exceptional” progress over recent months which saw the local system ranked 17<sup>th</sup> in the country out of 137 A&ER systems compared to 128<sup>th</sup> back in the summer. Dr Reading highlighted some further positive changes in the coming weeks including surgical ambulatory care at Scunthorpe General.

## **Supported Self Care Week and Antibiotic Awareness Week**

The CCG supported several nationally-led campaigns which can have a major positive impact locally, including Self Care Week and Antibiotic Awareness Week, with press releases, extensive social media activity and poster distribution. This included daily tips on Twitter about how to take care of minor illnesses and injuries at home. The CCG also rolled out the start of its Winter Communications Plan during October/November concentrating initially on Flu and moving onto winter preparedness. This activity also reinforces the message about choosing NHS services wisely and keeping the emergency room for real emergencies, which can support efforts to improve performance across the local A&E system.

Our Tweets generally receive a high level of engagement being potentially viewed by more than 50,000 people over the last 28 days.

## **Staying well this winter**

Our North Lincolnshire winter plan for 2017-18 builds upon the work we have been doing all year to support our services to work better, to address the delivery challenges across the whole health and care system and to specifically improve A&E delivery at North Lincolnshire and Goole Hospitals - recognising that activity surges and increasing clinical complexity is increasingly a year round challenge. I am very pleased that projects have been identified from across the system including ideas/suggestions from clinicians, health and care professionals, and patients telling us what services they would like to have available. As a system we have identified key areas where we made progress last year, but there are opportunities to do even better to respond to changing priorities and needs throughout the winter.

May I take this opportunity to wish you all Seasons Greetings and I look forward to working with you in the New Year.

**Emma Latimer**  
**North Lincolnshire CCG Chief Officer**  
**14 December 2017**