

Date:	8 February 2018
Meeting:	CCG Governing Body
Item Number:	Item 8.2
Public/Private:	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

Author: <i>(Name, Title)</i>	Emma Latimer Chief Officer
GB Lead: <i>(Name, Title)</i>	Emma Latimer Chief Officer
Director approval <i>(name)</i>	Liane Latimer Chief Officer
Director Signature (MUST BE SIGNED)	

Report Title:
Chief Officer's Update Report December 2017 – February 2018
Decisions to be made:
To note

Continue to improve the quality of services	<input checked="" type="checkbox"/>	Improve patient experience	<input checked="" type="checkbox"/>
Reduced unwarranted variations in services	<input checked="" type="checkbox"/>	Reduce the inequalities gap in North Lincolnshire	<input checked="" type="checkbox"/>
Deliver the best outcomes for every patient	<input checked="" type="checkbox"/>	Statutory/Regulatory	<input type="checkbox"/>
Purpose (tick one only)	Approval <input type="checkbox"/>	Information <input type="checkbox"/>	To note <input checked="" type="checkbox"/> Decision <input type="checkbox"/>

Executive Summary (Question, Options, Recommendations):	
This report is intended for information and noting.	
Recommendations	1 2 3
Report history	
Equality Impact	Yes <input type="checkbox"/> No <input type="checkbox"/>
Sustainability	Yes <input type="checkbox"/> No <input type="checkbox"/>
Risk	Yes <input type="checkbox"/> No <input type="checkbox"/>
Legal	Yes <input type="checkbox"/> No <input type="checkbox"/>
Finance	Yes <input type="checkbox"/> No <input type="checkbox"/>

Patient, Public, Clinical and Stakeholder Engagement to date									
	<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>		<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>
Patient:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Clinical:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Public:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Chief Officer's Update

December 2017 – February 2018

While it feels a bit late to be writing the words Happy New Year, I am looking forward to the months ahead and a renewed focus on commissioning healthcare for our population.

Developing the 2018 Strategy together

Three months in and I feel I am getting to know more about the area, its challenges, the needs of the local population and how we can use this information to inform commissioning. The CCG's Commissioning Strategy will be the focus of the coming months and the Governing Body took some time away from the office in December 2017 to start describing what we will do to ensure that people living in North Lincolnshire receive the quality care they deserve.

There will be a session coming up in February to test our ideas out with our staff and make sure everything feels right to them before the 2018 strategy is formally signed off.

Setting the CCG's strategic direction means we will be able to work together to produce clear and consistent objectives for everyone. Every member of our team will have a personal development plan linked to the strategic aims of our organisation.

Officer changes

I'm sure many of you will have already had the chance to welcome Emma Sayner to the CCG who joined as Interim Chief Finance Officer at the end of December, replacing Ian Holborn.

The CCG is to see some other changes in the coming months with three members of the senior team announcing their plans to retire in 2018.

Dr Margaret Sanderson, who has been chair since the CCG was formed in 2013, is to step down at the end of May 2018.

While it is still a little while in the future yet, Medical Director Dr Robert Jaggs-Fowler and Director of Nursing and Quality Catherine Wylie have both let us know that they intend to retire from the CCG at the end of September this year.

All three team members have been instrumental in commissioning quality healthcare for the North Lincolnshire population and have been a huge asset to the CCG over the years. When the time comes to say our farewells, they will all be greatly missed.

Keeping in touch

Dates for Chief Officer briefings have already been set and should by now be in all of your calendars. I hope to see as many people attend as possible as getting together frequently helps us understand how each of our jobs link in to what the CCG is trying to achieve for local health outcomes.

However, I recognise that members of the team also often appreciate a more informal, one-to-one environment to raise issues or ask questions and I will be holding regular informal drop in Staff Surgeries. The dates will be published as soon as possible and I would welcome the chance to discuss issues on a one-to-one basis.

Progress

We have been very busy developing our improvement plan to turnaround the CCG. Along with our Turnaround Director Julie Warren, I attended our Assurance Framework Meeting in January to bring NHS England up to speed on our progress to date.

Part of this work has involved creating a new committee structure for the CCG. This aims to ensure the organisation functions in a more integrated way with all teams linked more closely into the strategic objectives.

The key committees will be Integrated Audit and Governance, Planning and Commissioning and a Quarterly Performance Committee chaired by either a lay or GP member of the Governing Body.

Good News Stories

Diabetes Rating

The quality of diabetes care in North Lincolnshire has been rated Good by NHS England.

The national diabetes assessment looks at the achievement of a number of treatment targets and the numbers of people recently diagnosed with diabetes who attend structured education aimed at helping them to manage their own condition and stay as healthy as possible. This is an excellent position to be in and I would like to extend my personal thanks to all involved.

A&E Performance

Despite narrowly missing the 90% target at 87.9%, performance in December compared to the rest of England was good. North Lincolnshire and Goole Hospitals were ranked 31 out of 133 Trusts, putting them in the top quartile with only 17 Trusts achieving the 90%.

January as predicted is proving to be a challenging month but all system partners are working hard to support the Trust and wherever possible respond to people's needs at home and in the community to avoid any further increases in hospital attendances and admissions.

The Northern 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 levels of acuity are likely to continue in the short term.

A communications plan has been in place to support NHS services in North Lincolnshire to manage the pressures of winter and to empower local people with the information needed to make appropriate choices regarding their own and their family's health during the winter months.

Local and social media has been used extensively to promote our winter messages around choosing NHS services wisely, preventing the spread of winter ailments, self care and keeping an eye on more vulnerable people. The CCG currently has almost 8,700 followers on Twitter which means messages were potentially viewed by more than 80,000 people during December, for example.

The winter communications plan also supports the local system/A&E Board to respond in a unified, consistent way to severe pressures and manage media interest appropriately and proportionately.

Flu Vaccination for Care Workers

NHS North Lincolnshire CCG has been supporting the new flu vaccination programme for care and nursing home workers, with local GPs and pharmacies offering the vaccine to all health and social care staff working in residential/nursing care homes or providing care in people's own homes.

Alongside NHS staff, people registered as a carer for an ill or disabled relative or friend have already been eligible for a free NHS flu jab.

The aim is to protect those who are most at risk of serious illness or death should they develop flu by offering vaccination to the people who care for these vulnerable individuals. The free flu vaccine provides the best protection against the unpredictable nature of the flu virus and can help to reduce the spread through care homes.

May I take this opportunity to thank you all for your continued support and enthusiasm that I have received in my first months in this role.

Emma Latimer

North Lincolnshire CCG Chief Officer
February 2018