

Telford & Wrekin CCG Primary Care Commissioning Committee

Title of the report:	Primary Care Strategy Operational Progress Report
Responsible Director:	Nicky Wilde, Director of Primary Care
Author of the report:	Primary Care Teams, Shropshire and Telford and Wrekin CCGs
Presenter:	Nicky Wilde, Director of Primary Care
<p>Purpose of the report:</p> <ul style="list-style-type: none"> To provide Primary Care Commissioning Committee with a report setting out progress with delivering the Shropshire and Telford & Wrekin STP Primary Care Strategy. 	
<p>Key issues or points to note:</p> <ul style="list-style-type: none"> This is the second monitoring report demonstrating progress against the Shropshire and Telford & Wrekin STP Primary Care Strategy. It is a high level report and “deep dive” reports can be provided to PCCC if requested and / or when programmes are not delivering to schedule The report template has been updated in line with comments from Shropshire PCCC requesting clarification around the RAG ratings and the inclusion of a finance element within each delivery area. Further work is being done to ensure accurate cross referencing of the Risk ratings to the CCGs’ corporate risks. Six of the programmes are rated as “Green”: <ul style="list-style-type: none"> ➤ Primary Care Networks and Models of Care ➤ Care Quality and Improvements ➤ Improving Access to Primary Care ➤ Ensuring a Workforce fit for the future ➤ Improvements to Technology and Digital Enablers ➤ Optimising Workflow and Addressing Workload Pressures Three of the programmes are rated as “Amber” <ul style="list-style-type: none"> ➤ Prevention and Addressing Health Inequalities ➤ Ensuring a High Quality Primary Care Estate ➤ Auditing Delegated Statutory Functions and Governance Arrangements None of the programmes are rated as “Red” 	
<p>Actions required by Primary Care Commissioning Committee Members:</p> <ul style="list-style-type: none"> Accept the content of the report as assurance around delivery of the Primary Care Strategy Identify areas for improvement or which require further information or planning Agree to the specific NHS England GP Retention Funding plan, set out in appendix 1 	

Monitoring form
Agenda Item: 6.1.1

Does this report and its recommendations have implications and impact with regard to the following:*		
1	Additional staffing or financial resource implications	No
2	Health inequalities One of the nine Programmes in the Primary Care Strategy is "Prevention and Addressing Health Inequalities"	Yes
3	Human Rights, equality and diversity requirements	No
4	Clinical engagement	No
5	Patient and public engagement	No
6	Risk to financial and clinical sustainability One of the risks identified in the "Primary Care Networks and Models of Care" programme is "In Shropshire CCG there is a shortfall in delegated funding to the CCG to fund all of the elements of the network contract".	Yes

Shropshire and Telford & Wrekin STP

Primary Care Strategy 2019/20 Operational Progress Report: August 2019

Purpose of this Report

This report provides the second, monthly update on the recently approved Shropshire and Telford and Wrekin STP Primary Care Strategy. It provides an update on the work undertaken since the last meetings of both PCCCs and the actions to be taken in the coming weeks to provide assurance to the Primary Care Commissioning Committees that progress is being made towards delivery and highlights identified areas of risk.

The report includes 9 individual reports as follows:

No.	Programme	Progress Status
1	Primary Care Networks and Models of Care	On schedule
2	Prevention and Addressing Health Inequalities	Behind schedule with mitigating actions in place
3	Care Quality and Improvements	On schedule
4	Improving Access to Primary Care	On schedule
5	Ensuring a Workforce fit for the future	On schedule
6	Improvements to Technology and Digital Enablers	On schedule
7	Ensuring a High Quality Primary Care Estate	Behind schedule with mitigating actions in place
8	Optimising Workflow and Addressing Workload Pressures	On schedule
9	Auditing Delegated Statutory Functions and Governance Arrangements	Behind schedule with mitigating actions in place

Progress Status Key		
On schedule	Behind schedule with mitigating actions in place	Behind schedule

It should be noted that the Progress Status RAG rating relates to the extent to which the key objectives in the programme are being met. The individual risks in each programme are those that, if not mitigated, might cause the programme to go off schedule – therefore there are examples of programmes with a Green Progress Status that have one or more risks.

Programme	Primary Care Networks and Models of Care	Months covered	June/July 2019
Update by:	Steve Ellis/Corrine Ralph	Progress Status	
Outcomes – Anticipated			
<ul style="list-style-type: none"> To ensure that Primary Care Networks (PCN) are set up by 1st July 2019, including the appointment of a Clinical Director for each PCN To ensure that PCNs are set up in a way that enables nationally mandated community and social care services to be provided from 1st April 2020 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> Primary Care Networks are in place across the STP, covering 100% of the population There are 4 PCNs in each CCG, each with nominated Clinical Directors (four PCNs have two Clinical Directors sharing the roles) 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> Telford and Wrekin CCG held an initial meeting with clinical directors on 16 July 2019 which covered, among other topics, the development of a communication and engagement plan, early plans for recruitment, the involvement of the local authority, the development of the dashboard to aid the prioritisation of work programmes and the developmental offer made by NHSE. Shropshire CCG underwent a challenging process to finalise the PCNs – this was finalised following a number of practice meetings towards the end of June. PCCC are receiving a paper at the August meeting with details around PCNs 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> STP meeting with all 8 PCN Clinical Directors planned for September 2019 Ensure that plans for the delivery of extended hours are in place and being delivered across each PC Support PCNs to complete the self-assessment against the maturity matrix to inform individual PCN Development Plans, using the national Prospectus. Explore how Clinical Directors will input into the wider STP/ICS development Seek further detail on the requirements on the PCNs to deliver the five new DESs from April 2020 and the implications this may have for the PCNs' and practices' workforce Make contact with the wider Primary Care contracted workforce (i.e. dentistry, pharmacy and optometry) to arrange a communication and engagement event in September 			
Funding (STP)			
<ul style="list-style-type: none"> Network payments: £255,471 for Clinical Directors, £921,698 for the Additional Roles Reimbursement Scheme, £550,514 for extended hours and £751,385 for PCN transformation. Practice payments: £917,096 for the participation payment In addition, the STP has been allocated £374,000 to deliver Primary Care Development support. <p>Further detail on the above is set out in the Primary Care Network paper to this meeting (enclosure 7)</p>			
Risks			
No.	Risk	Rating	Mitigation
1	There is a risk around the availability of workforce to deliver the extended hours DES which will form part of the PCN DES.	9	Engage with the national Access Review to ensure these concerns are raised.
2	There is a risk that, without early release of the five, national network services, PCNs will find it difficult to effectively deliver these from April 1st 2020.	9	NHS England regional team has been asked to raise this issue.

Programme	Prevention and Addressing Health Inequalities	Month covered	June/July 2019
Update by:	Corrine Ralph	Progress Status	
Outcomes – Anticipated			
<p>The overarching outcome is to improve the health of the population and reduce health inequalities, specifically improvements will be made in the following areas:</p> <ul style="list-style-type: none"> • Improvements in the uptake of physical health checks for the seriously mentally ill • Consideration to specific actions to support people with Learning Disabilities and Autism and delivery of the required increase in the number of health checks • Improvement in the cardiovascular disease and Type 2 Diabetes prevention and management programmes • Improvements to Dementia diagnosis rates • Introduction of prevention and management programme for respiratory conditions • Programme of work to reduce Antimicrobial Resistance 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> • There has been an increase in the uptake of Physical Health checks for SMI across the County. There is still further work to be done and an enhanced service has been commissioned to increase the update further. • Commissioners and Medicines teams have started to implement their plans to improve cardiovascular disease, diabetes and respiratory disease prevention and management • CCGs antibiotic strategy to be reviewed and updated to support reduction in resistance 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> • The CCGs have attended the Population Health and Prevention Steering Group led by Shropshire Council and Telford & Wrekin Council • Shropshire Council decommissioned its smoking cessation service. 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> • The national database to support PCNs is due to be released. • Meetings have been scheduled with Public Health leads at both Councils to understand priorities and to work to ensure the alignment of the STP priorities with the requirements of PCNs. This meeting will include discussion of future strategy for the provision of a smoking cessation service. 			
Funding (STP)			
<ul style="list-style-type: none"> • None identified 			
Risks			
No.	Risk	Rating	Mitigation Support Requested
1	There is a significant risk regarding funding for local lifestyle services (particularly weight management and smoking cessation) given the savings required in local authority public health budgets, e.g. Shropshire Council is currently consulting on significant reductions in services	9	Discussions are ongoing with the new Director of Public Health in Shropshire to see what can be done to support local lifestyle services in the future

Programme	Care Quality and Improvements	Month covered	June/July 2019
Update by:	Samantha Bunyan	Progress Status	
Outcomes – Anticipated			
<ul style="list-style-type: none"> To provide high-quality care, achieved through joint working from high-performing providers, which are well led sustainable and equitable for all 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> 10 point nursing action plan is embedded into workforce programming QIA's to support QIPP programmes have been completed, with no concerns identified to date. Quality dashboards and schedule of visits has been developed in preparation for the QA visits to General Practices. Including processes for escalation. Quality teams across SCCG and T&W CCG have joined together as one team, with a new structure, roles and responsibilities confirmed. There is now a designated lead for the 10 point action plan. There is a requirement for CCGs to evidence care home service delivery/service development against 7 Care Elements There is a NHSE quarterly review of this framework 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> Recruitment for the General Practice Nurse Facilitator has been successful and work continues in implementing and delivering the general nurse 10 point action plan which is being co-ordinated by Samantha Bunyan, working closely with Sara Edwards from the STP PMO. Quality Assurance visit template has been submitted and approved by the CCG Quality Committee. There has been parallel work conducted by CCG colleagues into the NHSE Enhanced Health in Care Homes alongside the Primary Care Strategy. SCCG has worked with T&WCCG to identify a number of standard statements to express how these care home standards are being reached or the work in progress to reach the standard. The latest version has been shared with STP and LA colleagues for comment and to ensure that relevant interventions have been captured. Each of the elements are RAG rated to help identify where improvements or actions may need to be concentrated End of Life Care has been identified as a significant gap in provision which may be considered is reflective of the current EOLC provision across the county. Shropshire CCG has been seeking an alternative provider for wound care following a single practice declining the locally commissioned service. This has been managed via a temporary service since April 1st 2019. 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> Quality Assurance Group to review quality indicators, data and subsequent improvement work plans. A formal trigger system to identified for practices with concerns will be developed The visit template, aligned to the NHSE Clinical Governance and Practice Review template will be circulated to PCCC for information and approval Quality leads within primary care to continue to support 'Care Closer to Home/ Neighbourhood' models of care There are a number of Care Home related interventions and other projects being developed and will be reported on in the next period. The CCG has offered the wound care service to all practices – expressions of interest are due by 16th August (one has already been received) 			
Funding (STP)			
<ul style="list-style-type: none"> None identified. 			
Risks			
No.	Risk	Rating	Mitigation Support Requested
1	Reduced complex wound care provision	12	Expressions of interest have been sought from practices

Programme	Improving Access to Primary Care	Month covered	June/July 2019
Update by:	Steve Ellis/Darren Francis	Progress Status	
Outcomes – Anticipated			
<ul style="list-style-type: none"> To maintain and improve 7 day access to General Practice both through face-to-face appointment and technological solutions Ensure at least 75% utilisation of extended-hours appointments by March 2020 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> GPFV Extended Access appointments are being delivered in line with the national target. 100% of the STP population has access to pre-bookable and on-the-day GP appointments Mon-Fri evening, weekends and Bank Holidays. Both CCGs have been working with 111 to enable direct, extended access bookings to be made. Primary Care Networks are delivering the extended hours requirement through the PCN DES contract 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> For June 2019, for the GPFV Extended Access programme, 5,919 appointments were made available, of which 4,700 were booked – a utilisation rate of 79%. After taking DNAs (385) into account, the overall utilisation was around 73% Both CCGs have been working with 111 to enable direct, extended access bookings to be made. Regional commissioners confirmed there is a technical solution in place for interoperability between EMIS Web and Aadastra to enable 111 direct bookings. Regional commissioners are liaising with ShropDoc (and TelDoc) to implement this without delay. SCCG analysed the data (including patient feedback) received from the delivery groups in more detail following the receipt of the June data to identify trends and have liaised with the delivery groups to explore any outliers in terms of both utilisation and DNAs. Paper produced for Shropshire PCCC around the future of the weekend and bank holiday service Patient survey undertaken in Shropshire CCG and reporting to PCCC in August. 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> The CCG will continue to work with the new Primary Care Networks to ensure they understand the requirements of, and are delivering, the extended hours DES for 100% of the population. T&WCCG is commissioning a new service to be delivered by the PCNs from October 2019 onwards Work will continue with the regional commissioners to agree a date for implementation for direct booking for all the extended hours providers SCCG discussing option with Provider for future provision of GPFV Extended Access for weekends and bank holidays from October 2019 onwards (see Extended Access paper on PCCC agenda) The national Access Review is underway and several engagement events are planned for September 2019. The Review seeks to improve patient access, both in-hours and during evenings and at weekends, and to reduce unwarranted variation in experience. 			
Funding (STP)			
<ul style="list-style-type: none"> £2,857,650 is used to fund the GPFV Extended Access programme – weekday evenings, weekends and bank holidays. 			
Risks			
No.	Risk	Rating	Mitigation Support Requested
1	T&W have given notice on the Shropdoc provided portion of EA appointments on BH & Weekends. This is a potential risk for Shropshire CCG as the Shropdoc provided service may become financially non-viable	12	A proposal has been put to the provider and we are meeting to discuss this on August 8 th .

Programme	Ensuring a Workforce fit for the future	Month covered	June/July 2019
Update by:	Phil Morgan	Progress Status	
Outcomes – Anticipated			
<ul style="list-style-type: none"> To improve the resilience and sustainability of the Primary Care Workforce in Shropshire so that it can meet the needs of patients 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> The CCGs are working with local stakeholders to meet the STPs' share of the national workforce recruitment and retention targets The CCGs will review the 2018/19 Q4 workforce data, due for publication on 30th May, to assess the impact of local recruitment and retention initiatives on local targets The CCGs' high-level spending plans for the "GP Retention" tranche of the 2019/20 GPFV funding were approved by NHS England 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> The CCGs completed a survey of trainees, asking them to indicate what support they would like from the CCGs to enable them to stay in the county following completion of their training. Two "retention" courses for GPs, funded by NHS England, were run in June and July, by NB Medical. The two qualified PAs who were recruited under the Shropshire Physician Associates Internship scheme and who joined a practice in Telford have had positive, initial feedback from their placements. Information on Physician Associates, Clinical Pharmacists, Advanced Nurse Practitioners, Mental Health Nurses and Urgent Care Practitioners was provided at a recent HEE New Roles Conference A new General Practice Nurse Facilitator, Patsy Clifton, was appointed Training is being provided to support the development needs of HCSWs including ear irrigation, immunisation, wound care management, phlebotomy A revision of the ten point nurse action plan to align with new NHS England template was completed The Q4 (March 31st 2019) workforce data has been shared with the PCN Clinical Directors 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> An event run by the RCGP, commissioned by Telford & Wrekin CCG, will be held The CCGs will use feedback from current engagement events to design further training and development opportunities for trainees and newly-qualified GPs (see "financial implications" below). Q4 data will be used to assess the impact of recent recruitment and to provide information to practices on the opportunities within the Additional Roles Reimbursement Scheme. The CCGs will work with HEE to identify further funding to bridge the gap between April 2019 and April 2020 when the new, reimbursed PA scheme starts under the new PCN DES. Following HEE's announcement that the enhanced funding for the Training Hub will not be available until April 2020, the CCGs will discuss how to provide the function within current funding Work will continue to introduce digital nurse champions for the STP The local process with regards to funding Nursing Associate apprenticeships will be determined 			
Funding (STP)			
<ul style="list-style-type: none"> The STP has allocated £146,000 of the overall NHS England GPFV Funding (including local NHS funding) for GP Retention. PCCC is asked to agree the approach, set out in appendix 1, to utilise this funding. Health Education England funds training and development for Nurses and HCAs – 2019/20 total tbc 			
Risks			
No.	Risk	Rating	Mitigation Support Requested
1	The lack of space, and pressures on GPs around providing mentoring, are making it difficult for GP trainees and other clinical students to find placements	8	The CCGs are completing an estates review to help identify future requirements. HEE is reviewing clinical supervision funding.

Programme	Improvements to Technology and Digital Enablers	Month covered	June/July 2019
Programme Update by:	Sara Spencer and Antony Armstrong	Progress Status	
Outcomes – Anticipated			
<ul style="list-style-type: none"> Digitally enabled Primary Care which will enhance models of care and improve patient outcome 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> All of the IT projects, funded through the ETTF, are now progressing following the resolution of a number of issues around funding, procurement and delivery of some of the schemes. 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> Shropshire CCG began the roll-out of online consultation using e-consult. Eight practices have installed the software with a further four agreeing to be in the phase one delivery. Telford & Wrekin CCG's contract was awarded to EMIS Online Triage, 1 practice has gone live with a further 3 practices completing the final processes and training before going live, this is anticipated to be by September – a further three practices have a demonstration scheduled the end of July. Shropshire CCG's Comms cabinet refresh and domain implementation project is underway The implementation plan for the new telephone system (VoIP) and Wi-Fi, provided by Redcentric is in the final stages of deployment with three sites still to be completed across the STP. Telford & Wrekin Virtual Desktop Interface (VDI) project has completed Supplier Acceptance Testing (SAT) and entered User Acceptance Testing (UAT) at the piloting practice mid-July. There are a few on-going issues to resolve that should not prevent completion of UAT. Shropshire CCG has received funding to deploy a managed domain this will increase the security for users accessing the network at the GP practices and increase the resilience of the system. Both T&W/SC have completed the aggregated procurement for Health and Social Care Network (HSCN). A kick-off meeting has been held with NHS Digital and the provider. On-going debate being held over the best solution that can future proof our Primary Care network and fit within budget. Contract is expected to be finalised and signed early August. Funding for Office 365 has been signed off by joint execs to take forward as a priority over other capital schemes that were submitted. Work is on-going to cost up accurately what this will be for Primary Care. A meeting is being held in August to discuss next steps prior to a procurement 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> The roll-out of online consultations will continue in both CCGs with a target of reaching 75% of practices by March 2020. The roll-out of VoIP/WiFi will be completed HSCN procurement award – the final technical solution and roll-out will be agreed with the provider Telford & Wrekin VDI in full System Acceptance testing and branding finalised. Additional network points have been installed to allow for testing between both current and VDI environment. Continue to monitor the impact of the new telephone systems 			
Funding (STP)			
<ul style="list-style-type: none"> Office 365 £477,000 		<ul style="list-style-type: none"> On-line consult. £125,000 HSCN £386,000 	
<ul style="list-style-type: none"> VoIP/WiFi – this project is being managed through ETTF allocations and reconciliation work is ongoing Comms cabinet refresh – ETTF bid of £172,000 is awaiting approval by NHS England Managed domain - £1.2m allocated with £590,000 having been spent on equipment 			
Risks for review at the STW STP Programme Board			
No.	Risk	Rating	Mitigation Support Requested
1	Delays in the roll-out of HSCN could negatively impact on the ability of the CCGs to install innovative IT to improve patient care.	6	Ongoing project management and close liaison with the provider (RedCentric) and NHS England.

Programme	Ensuring a High Quality Primary Care Estate	Month covered	June/July 2019
Programme Update by:	Steve Ellis/Darren Francis	Progress Status	
Outcomes – Anticipated			
<p>A review of the Primary Care estate will:</p> <ul style="list-style-type: none"> inform the wider STP Primary Care Strategy enable the prioritisation of commissioning intentions for the CCGs in collaboration with Shropshire STP, Local Authorities and other key provides, develop action plans to bring forward estate investment opportunities which will inform the ongoing primary care work programme 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> Progress is being made on the estates projects and also on the work being carried out on future estates planning 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> Shawbirch new premises: the project was added to STP Estates Workbook and prioritised. TELDOC re-configuration commenced. Joint consultation programme underway between CCG and practice Whitchurch new premises: planning permission was refused and the project partners have devised a new scheme that answers the reasons for refusal given in the Shropshire Council committee report Shifnal new premises: the full business case was approved by PCCC at its June meeting Riverside new premises: full business case was approved by PCCC in June and the build has started For Shropshire CCG work has been taking place to finalise the Estates Strategy Meetings have been held with SCCG, T&WCCG and our estates consultant to help T&WCCG to produce a similar strategy 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> Whitchurch new premises: the planning application will be signed off by the project board partners and resubmitted to Shropshire Council at the earliest possibility Shifnal new premises: practice developer, CCG and NHS England have regular meetings to progress this through planning application and completion of the build Shawbirch: Planning permission awaited, further work will continue on the full business case with October 2019 PCCC as an estimated completion date for this Riverside new premises: practice developer CCG and NHS England have regular meetings to progress this through to completion of the build Finalise the SCCG estates strategy with a view to producing a final version for PCCC in October 2018 T&W CCG will be starting their estates review in Q3 2019 along similar lines to the SCCG review Plan to produce a combined PC Estates Plan across the STP by March 2020 			
Funding (STP)			
<p>Capital funding for the three ETTF schemes is as follows:</p> <ul style="list-style-type: none"> Shifnal £900,000; Whitchurch £1,000,000; Shawbirch £600,000 <p>Revenue funding for the three ETTF schemes is as follows:</p> <ul style="list-style-type: none"> Shifnal £176,000 pa; Whitchurch £tbc with FBC; Shawbirch £180,000 pa tbc with FBC In addition, there is a £268,000 pa revenue budget for the Riverside project Application for funding to complete the Telford and Wrekin Estates review, to align with Shropshire CCG, will be made from NHS England when the scope and detail is finalised. 			
Risks			
No.	Risk	Rating	Mitigation Support Requested
1.	Possibility that current revenue funding is not sufficient to support medium to long-term estates planning.	12	Work is progressing with the Finance team to determine and forecast the level of financial risk.

Programme	Optimising Workflow and Addressing Workload Pressures	Month covered	June/July 2019
Programme Update by:	Berni Williams	Progress Status	
Outcomes – Anticipated			
<ul style="list-style-type: none"> Developing a model of PC provision that builds on improvements to workload and workflow processes in practices Developing innovative solutions to manage increasing patient demand Ensure that Resilience & Sustainability of primary care is delivered 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> The CCGs' high-level spending plans for the "resilience" tranche of the 2019/20 GPFV funding have been approved by NHS England and detailed planning is taking place to ensure effective delivery. The previous year's funding has resulted in many improvements to resilience including installation of GPTeamNet and Intradoc, an increase in joined-up back-office functions and staff training – case studies demonstrating these improvements have been submitted to NHS England 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> The CCGs' high-level spending plans for the 2019/20 GPFV "resilience" tranche have been approved by NHS England. These consist of delivering actions coming out of the recently completed Learning in Action programme, Attain programme and OD programme, increasing the roll-out and competency of care navigators/community and care coordinators and the promotion of self-care. The spending plan also includes further training for clerical and receptionist training around Active Signposting and Workflow Optimisation/Document Management. Practices have been asked to indicate the training needs of their staff in these areas Eight practices across the STP have joined wave 8 of the Productive General Practice Quick Start programme. The CCGs have also had confirmation that 6 practices will take place in wave 9 beginning in September this year. 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> More detailed plans will be developed against the 2019/20 allocations from NHS England for Practice Resilience. This will include bespoke, targetted support for Practice Managers to further strengthen the resilience of practices, and also using the results of the practice engagement (above) to confirm training for clerical and receptionist staff. The CCGs will work with NHS England's Time for Care team to develop the delivery phase of wave 9 of the PGP Quickstart programme. Support the primary care networks to introduce social prescribing link workers in to their teams to enable the link worker to support the health & wellbeing of patients. Agreeing a training and development plan for Community and Care Coordinators (SCCG) and Care Navigators (TWCCG), following engagement with practices to understand the training needs. Further work will be carried out with practices to increase the use of the GP Workload Tool. 			
Funding (STP)			
<ul style="list-style-type: none"> The CCGs have allocated £135,000 from the GPFV funding for Practice Resilience (including Practice Manager and C&CCs/Care Navigator training and self-care initiatives) and £78,000 for further Reception and Clerical training. 			
Risks			
No.	Risk	Rating	Mitigation Support Requested
1	Capacity of practices to engage in key elements of the 10 High Impact Actions including projects within the national Time for Care Programme.	6	Information will be provided to practices about those practices that have had positive experiences of the various 10 High Impact Actions and the Time for Care programme.

Programme	Auditing Delegated Statutory Functions and Governance Arrangements	Month covered	June/July 2019
Programme Update by:	Corrine Ralph	Progress Status	
Outcomes – Anticipated			
<p>Improvements to the full range of delegated statutory functions and governance arrangements via reviews of:</p> <ul style="list-style-type: none"> the current compliance with statutory functions the internal governance processes to ensure we are fully compliant in all aspects the roles and responsibilities of both the CCGs and NHS England in the light of current governance arrangements current governance arrangements arrangements for procurement, financial governance and patient engagement in decision making 			
Summary Status (update on Outcomes)			
<ul style="list-style-type: none"> This work will commence in quarter 2 			
Activities and Updates from the Last Period			
<ul style="list-style-type: none"> Internal Audit have scheduled reviewed in both CCGs during 2019/20 			
Actions Planned for Next Period			
<ul style="list-style-type: none"> Baseline assessment to be undertaken across both CCGs to establish actions to be undertaken and changes made to secure full assurance As the NHSE provide the majority of the contract support functions on behalf of the CCG via a Memorandum of Understanding, discussions will take place, on 8th August, regarding their engagement to support the review and improvements 			
Funding (STP)			
<ul style="list-style-type: none"> None identified 			
Risks			
No.	Risk	Rating	Mitigation Support Requested
	None identified		

Risk Scoring Key	
Probability	
1. Rare	The event may only occur in exceptional circumstances (<1%)
2. Unlikely	The event could occur at some time (1-5%)
3. Possible	Reasonable chance of occurring at some time (6-20%)
4. Likely	The event will occur in most circumstances (21-50%)
5. Almost certain	More likely to occur than not (>50%)
Impact	
1. Insignificant	No impact on PC Strategy outcomes, insignificant cost or financial loss, no media interest
2. Minor	Limited impact on PC Strategy , moderate financial loss, potential local short-term media interest
3. Moderate	Moderate impact on PC Strategy outcomes, moderate loss of reputation, moderate business interruption, high financial loss, potential local long-term media interest
4. Major	Significant impact on PC Strategy , major loss of reputation, major business interruption, major financial loss, potential national media interest
5. Severe	Severe impact on patient outcomes, far reaching environmental implications, permanent loss of service or facility, catastrophic loss of reputation, multiple claims, parliamentary questions, prosecutions, highly significant financial loss

IMPACT	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		Probability				