

# Sustainable Services Programme Update

## Trust Board Update

### 27 July 2017



Proud To **Care**  
Make It **Happen**  
We Value **Respect**  
Together We **Achieve**



Sustainable  
Services Group

# Aims of this presentation

To share:

- A brief update on Sustainable Services Programme (SSP) and the wider Future Fit programme
- A very quick reminder of the key patient outcomes and improvements from implementing the new clinical model
- A comparison between our model and Northumbria
- Involvement and engagement activities to date

# Sustainable Services Programme update

## **Future Fit:**

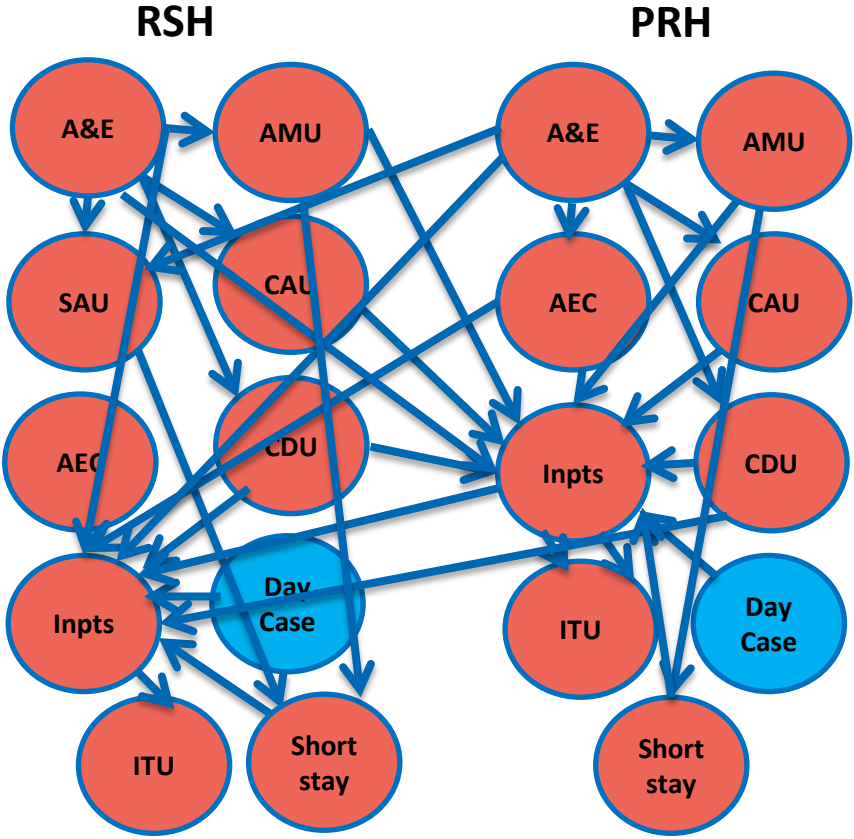
- Further work on the Integrated Impact Assessment– impact of the proposed changes on Women and Children – complete
- External review commissioned by the CCGs on the Future Fit process (including the appraisal process) – completed by KPMG
- Joint Committee of the CCGs (6 members each) with 3 external members to meet and review additional information – August 2017
- Public Consultation during 2017 – aiming for September/October for 12 weeks

## **For the Trust (in addition to supporting the above):**

- Considering deliverability options in terms of phasing and implementation
- Working on the non-site specific elements of the programme to progress to FBC
- Progressing the workforce transformation 5 year plan – how we get from A to B in terms of workforce
- Working through the detail with clinical teams on how they will operationalise the clinical model (e.g. Multidisciplinary Unscheduled Care workshop on 18 July)

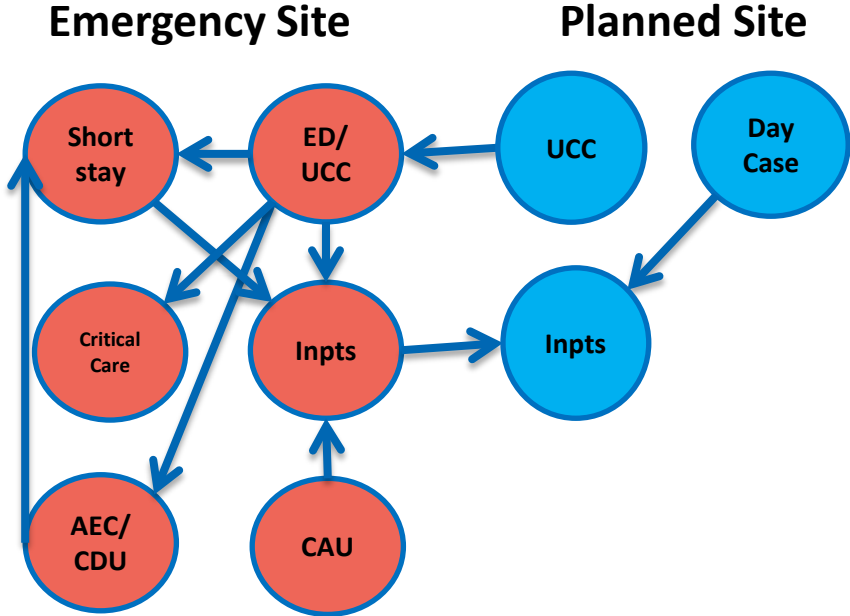
# Sustainable Services Programme – improving patient experience and flow

Current



*Uncoordinated flow of patients*

Future



*Coordinated & cohorted flow of patients*

# A reminder of what this means for patients

## A single purpose built Emergency Centre:

- Better clinical outcomes with reduced morbidity and mortality
- Bringing specialists together treating a higher volume of critical cases to improve and maintain standards and grow skills
- Ensure greater degree of consultant delivered decision making and care
- Improved clinical adjacencies and improved access to multi-disciplinary teams – the right team at the right time
- Delivery of care in appropriate environments for specialist care
- Improved recruitment and retention of specialists

# A reminder of what this means for patients

## Within the balanced site proposal, patients would benefit from:

- Being cared for in their nearest hospital as much as possible for their acute service needs – Urgent Care, Outpatients, Diagnostics and some inpatient specialties
- Receiving planned care within a defined service separate from emergency care
- Improved pathways between primary and secondary care providers delivering a seamless patient pathway
- Timely access to care through the achievement of national standards
- Improved access to an enhanced range of services within the county i.e. Cardiology

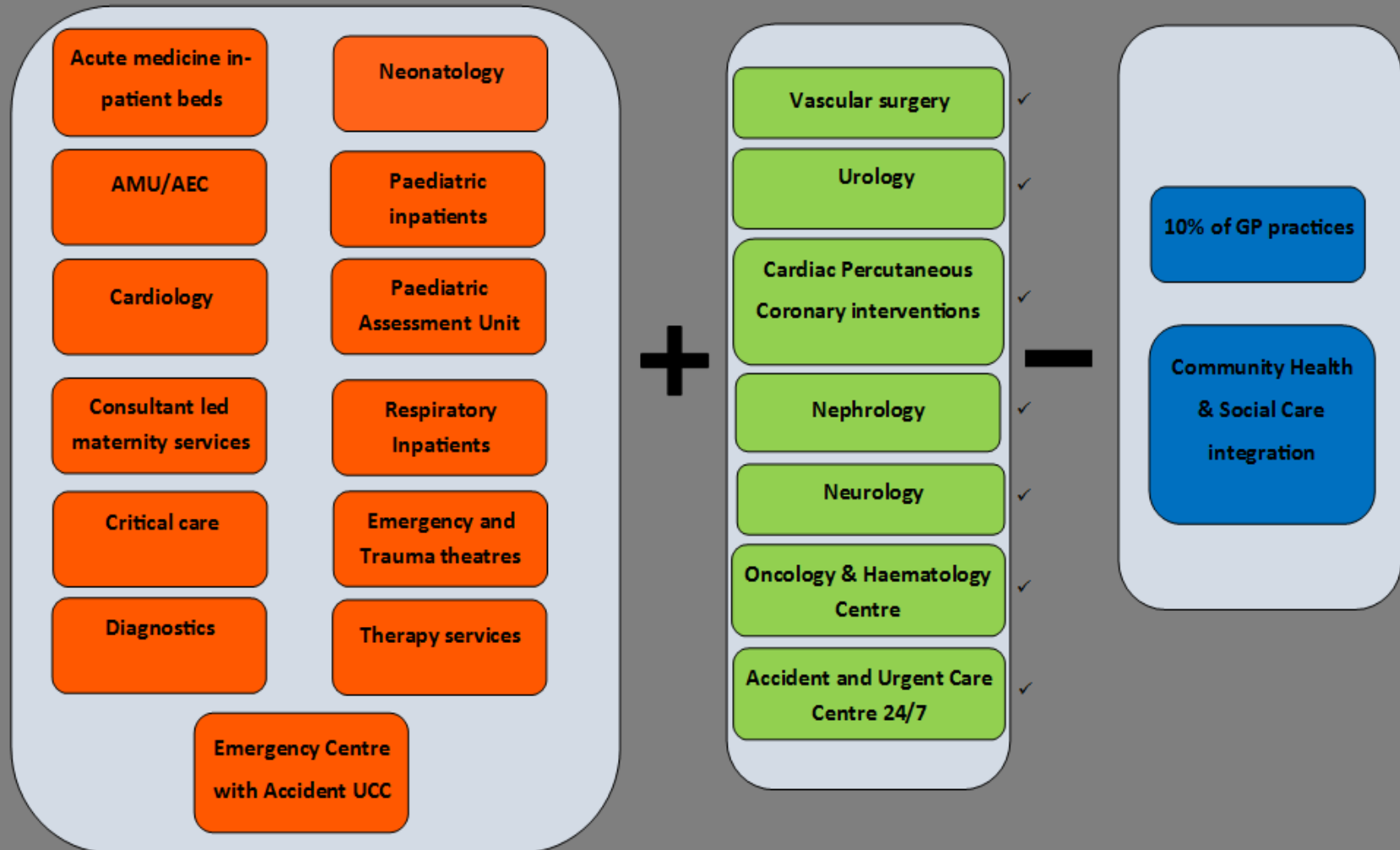
# Sustainable Services Programme

Comparison between SaTH & Northumbria Specialist Emergency Care Hospital's acute models of clinical care

Services provided by both SaTH & NSECH

Additional Services provided by SaTH

Additional Services provided by NSECH



# Sustainable Services Programme

Comparison between SaTH and Northumbria Healthcare Hospital's planned models of clinical care

Planned Care Services provided by both SaTH & Northumbria Healthcare



Additional Services provided by SaTH



Additional Services provided by Northumbria Healthcare





# Involvement and engagement (26 July 2017)

Since Trust Board approval of the SOC, and in addition to Future Fit meetings, there has been:

- 22 separate Task and Finish Groups with clinicians, staff and operational teams
- 27 technical team meetings
- 135 small group/ individual meetings that have included the project team
- **17 updates and presentations to external groups and stakeholders**
- **77 roadshows with 365 people 'checking in'**
- **10 overarching Clinical Working Groups**
- 6 Critical Friends Groups
- 5 Detailed planning workshops
- 3 departmental updates
- 11 Gossip Groups
- 45 people visited the SSP stand at the fun day/ AGM
- **144 of the Trusts 256 consultants have been involved in developing the detail (57%)**
- 2 Channel3 Workshops to discuss IT and telehealth
  
- All clinical and non-clinical areas at PRH and RSH have been visited with details of the options, the key dates and information of how to get involved/get in touch
- Considerable engagement with all staff groups including operational managers, medical and nursing staff, HCAs, administrative staff, house keepers, radiographers, blood scientists, midwives