

Report of the Executive Director Core Services to the Overview and Scrutiny Committee on Tuesday 29 November 2022

Development of Integrated Care in Barnsley & Access to Primary Care – Cover Report

1.0 Introduction

- 1.1 The purpose of the attached report (Item 4b) is to update the Overview & Scrutiny Committee on the development of the South Yorkshire Integrated Care System (SY ICS) and Barnsley Place Partnership as part of the SY ICS.
- 1.2 The report also provides the committee with an update on the work done in Primary Care to recover from the COVID pandemic and improve access, experience and outcomes, whilst serving to promote understanding of the range of services residents can access in person or online, including new ways of working.
- 1.3 A position statement has been provided by Healthwatch Barnsley (Item 4c-attached) to inform the committee of the findings of a survey on Access to GP Appointments, conducted during November/December 2021, and the work done since that time to improve access.

2.0 Background

- 2.1 Since 2016, NHS organisations and local councils have been working together as part of Integrated Care Systems (ICSs) to plan and deliver joined up services to improve the health of people who live and work in the area. They exist to achieve four aims:-
- Improve outcomes in population health and healthcare
 - Tackle inequalities in outcomes, experience, and access
 - Enhance productivity and value for money
 - Help the NHS to support broader social and economic development.
- 2.2 In February 2021, the Government set out proposals in the “Integration & Innovation: Working Together to Improve Health & Social Care for All” White Paper to further integrate and improve health and social care at neighbourhood, place and system level. These are defined as:-

Level	Size	Example
System	More than 1 million people	South Yorkshire
Place	Approximately 250,000 to 500,000 people	Barnsley
Neighbourhood	Approximately 30,000 to 50,000 people	Central, Dearne, North, North East, Penistone and South

- 2.3 In April 2022 the Overview & Scrutiny Committee were presented with a report by the Barnsley Place-Based Partnership in relation to the development of integrated care in Barnsley and the impact of Covid 19 on arrangements. At that time, the Health & Care Bill was completing its journey through

Parliament and the NHS was working with sector partners to put in place new arrangements, as described by the Bill, from 1 July 2022.

- 2.4 The Barnsley Place-based Partnership is made up of the council, NHS, and voluntary, community and social enterprises. Healthwatch Barnsley, an organisation that helps make sure the public's views are heard, is an independent member of the partnership.

3.0 Current Position

Integrated Care

- 3.1 The attached report (Item 4b) outlines the structure of the integrated care system, both regionally (South Yorkshire Integrated Care Partnership and the NHS South Yorkshire Integrated Care Board), and locally (Barnsley Place Partnership), as well as their key roles, purpose, priorities, aims and future plans.

- 3.2 The Barnsley Place Partnership has developed new Terms of Reference and partners continue to work towards a shared vision that:-

The people of Barnsley are enabled to take control of their health and wellbeing and enjoy happy, healthy, and longer lives, in safer and stronger communities, regardless of who they are and wherever they live.

- 3.3 The initial focus of the Board, in its new guise, has been continued support to deliver the Barnsley Health & Care Plan 2022/23; oversight of quality, equality, engagement, and system performance through the Integrated Care Dashboard, that is linked to the Barnsley Health Outcomes Framework; and to develop the Barnsley Place Target Operating Model to demonstrate how organisations and services will deliver joined up, person-centred and community-oriented care and support and improve population health.

Access to GP Primary Care

- 3.4 There were more than 1.4 million GP practice appointments for Barnsley registered patients in the 12 months to September, equating to more than five appointments per registered patient. Approximately 80% were face-to-face and nearly 50% of all appointments happened on the same or next day.

- 3.5 Work has previously been done within primary care to supplement the 'traditional' general practice workforce and to increase the offer of care and support available closer to home. There are further plans to expand the workforce, including Social Prescribing Link Workers, Health & Wellbeing Coaches and Care Co-ordinators.

- 3.6 From October 2022, the GP extended hours and out-of-hours service (i-Heart Barnsley) is changing with the service delivery model being provided through a combination of GP practice and i-Heart Hub locations across Barnsley. These enhanced appointments will be delivered by a range of professionals, including GPs, and will provide urgent same day appointments and appointments up to two weeks ahead.

- 3.7 In May 2022, Barnsley Clinical Commissioning Group (CCG) (now ICB Barnsley Place Team) received the Healthwatch Barnsley report on Access to GP services in Barnsley. The Healthwatch report, along with other feedback and insights (including GP patient survey) has informed plans and the ICB is continuing to work with Healthwatch to raise awareness of developments and improvements aimed to improve access and patient experience as outlined in Item 4c.

4.0 Invited Witnesses

4.1 The following witnesses who are responsible for the development of integrated care in Barnsley and access to GP appointments have been invited to today's meeting to answer questions from the OSC:

- Wendy Lowder, Executive Director of Place Health and Adult Social Care, NHS South Yorkshire Integrated Care Board and Barnsley Metropolitan Borough Council
- Jeremy Budd, Director of Strategic Commissioning and Partnership, NHS South Yorkshire Integrated Care Board (Barnsley Place)
- Jamie Wike, Chief Operating Officer, NHS South Yorkshire Integrated Care Board (Barnsley Place)
- Jayne Sivakumar, Chief Nurse, NHS South Yorkshire Integrated Care Board (Barnsley Place)
- Dave Ramsay, Deputy Director, South West Yorkshire Partnership NHS Foundation Trust
- Bob Kirton, Chief Delivery Officer and Deputy Chief Executive Officer, Barnsley Hospital NHS Foundation Trust
- James Barker, Chief Executive, Barnsley Healthcare Federation
- Mehrban Ghani, Chair and Accountable Clinical Director, Barnsley Healthcare Federation and Barnsley Primary Care Network
- Julia Burrows, Director of Public Health, Barnsley Metropolitan Borough Council
- Julie Chapman, Service Director, Barnsley Metropolitan Borough Council
- Mark Smith, Vice Chair, Healthwatch Barnsley
- Cllr Platts, Cabinet Spokesperson, Adults and Communities, Barnsley Metropolitan Borough Council

5.0 Possible Areas for Investigation

5.1 Members may wish to ask questions around the following areas:

Integrated Care

- What are the Partnership's current key risks and opportunities?
- How is work progressing against the 2022/23 Health & Care Plan, what achievements have been made so far and what more is left to do?
- How will you know if you have achieved your ambitions? What evidence will you use?
- What lessons have been learned over the last 12 months?
- What does quality look like and how do you ensure that it sits within everything that you do, particularly in areas which are target driven?
- Where do you think the health and care system can add the greatest value?
- Are the right people in the partnership? Is everyone aware of, and contributing to expectations?
- How will you know if existing arrangements are effective and providing value for money?
- How much influence does Barnsley have at a regional level to ensure there is fairness and equality in relation to decision making and access to funding across the region?
- How will you ensure that services are fit for purpose and able to respond to the changing needs of the community? How can you predict future need?

- How are you aligning the differences in systems; language; priorities; spending power; metrics; culture and leadership style?
- Is there a clear separation of duties and responsibilities between boards, partnerships etc or are there conflicts of interest?
- What critical success factors will you be measuring to ensure that the Targeted Operating Model is effective in delivering collaborative care for residents?
- What is the strategy for reducing health inequalities across the borough?
- How are communities involved in shaping the work within integrated care?
- How will people be enabled to take control of their health and wellbeing?

Primary Care

- How do you plan to manage the expectations of the public?
- What key messages need to be communicated and how will this be done?
- How confident are you that all practices are using the NHS app to its full potential? How do you know?
- Have all new posts created within the Primary Care Network been filled? What are you doing to attract high-quality employees and to retain existing ones?
- What is being done to improve patient choice in primary care?
- How will the new initiatives impact upon the lives of residents and how will they impact upon secondary and urgent & emergency care?
- How did you decide upon the new operating model for GP extended hours and out-of-hours service? What evidence did you use?
- What can elected members do to support the work of the Partnership and improve access to primary care?

6.0 Background Papers and Links

- Item 4b (attached) Development of Integrated Care in Barnsley & Access to Primary Care Report by the Integrated Care Partnership
- Item 4c (attached) Access to GP Services Position Statement by Healthwatch Barnsley
- Report to the Overview & Scrutiny Committee on Integrated Care 26 April 2022
<https://barnsleymbcintranet.moderngov.co.uk/documents/s95271/Item%204a%20Development%20of%20Integrated%20Care%20Cover%20Report.pdf>
- Minutes from the Overview & Scrutiny Committee session on Integrated Care 26 April 2022
<https://barnsleymbcintranet.moderngov.co.uk/documents/g7053/Printed%20minutes%20Tuesday%2026-Apr-2022%2014.00%20Overview%20and%20Scrutiny%20Committee.pdf?T=1>

- HM Government: Health and Care Bill
<https://bills.parliament.uk/bills/3022>
- Integration & Innovation: Working Together to Improve Health & Social Care for All
<https://www.gov.uk/government/publications/working-together-to-improve-health-and-social-care-for-all/integration-and-innovation-working-together-to-improve-health-and-social-care-for-all-html-version>
- Barnsley Integrated Care Outcomes Framework November 2021
<https://www.barnsley.gov.uk/media/20406/icof-nov-2021-update.pdf>
- South Yorkshire Integrated Care Board
<https://southyorkshire.icb.nhs.uk/>

7.0 Glossary

CCG Clinical Commissioning Group
ICS Integrated Care System
SY South Yorkshire

8.0 Officer Contact

Jane Murphy, Scrutiny Officer, Scrutiny@barnsley.gov.uk
21 November 2022