

REPORT TO MERTON CLINICAL COMMISSIONING GROUP GOVERNING BODY

Date of Meeting: 26th November 2015

Agenda No: 7.3

Attachment: 15

Title of Document: Merton CCG Q4 and Annual Assurance Assessment	Purpose of Report: For note and comment																																			
Report Author: Adam Doyle	Lead: Adam Doyle, Chief Officer																																			
<p>Executive Summary: CCGs, established on 1 April 2013, are clinically-led organisations at the heart of the NHS system.</p> <p>The CCG authorisation process established CCGs as statutory bodies to commission local healthcare services. The assurance process ensures that CCGs are commissioning safe, high quality and cost effective services, to achieve the best possible outcomes for patients.</p> <p>Under the Health and Social Care Act (2012), NHS England makes an annual assessment of CCGs each financial year and publishes a summary report, as well as overseeing those that, post-authorisation, have conditions. Due to the on-going performance issues within a number of local Trusts in Q3 and Q4, the CCG received an assurance rating of 'Assured with Support' in two domains during this timeframe. This is similar to the position of all London CCGs.</p> <p>Merton CCG's overall assurance rating for 2014/15 is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Review of 2014/15 Domain</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Quality</td> <td>Assured</td> <td>Assured</td> <td>Assured with Support</td> <td>Assured with Support</td> </tr> <tr> <td>Patient and Public Engagement</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> </tr> <tr> <td>Delivering Outcomes for Patients</td> <td>Assured</td> <td>Assured</td> <td>Assured with Support</td> <td>Assured with Support</td> </tr> <tr> <td>Governance</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> </tr> <tr> <td>Partnerships</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> </tr> <tr> <td>Leadership</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> <td>Assured</td> </tr> </tbody> </table> <p>In March 2015, a new CCG Assurance Framework was published by NHS England which takes in to account all of the considerable changes which have taken place in the NHS environment since CCGs were initially authorised in 2013.</p> <p>As such, the new framework acknowledges that CCG's have different starting positions, with different populations and challenges, requiring different leadership responses. Some are operating in an extremely difficult environment, within challenged health economies or with legacy financial issues. Assurance covers the overall delivery of a CCG and will take place continuously throughout the year, rather than as a one-off inspection.</p> <p>Merton CCG had a positive assurance meeting in October and currently awaiting the outcome of that review. The Governing Body will be notified of that assurance rating in due course.</p>		Review of 2014/15 Domain	Q1	Q2	Q3	Q4	Quality	Assured	Assured	Assured with Support	Assured with Support	Patient and Public Engagement	Assured	Assured	Assured	Assured	Delivering Outcomes for Patients	Assured	Assured	Assured with Support	Assured with Support	Governance	Assured	Assured	Assured	Assured	Partnerships	Assured	Assured	Assured	Assured	Leadership	Assured	Assured	Assured	Assured
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<p>Key sections for particular note (paragraph/page), areas of concern etc: Letter from Director of Commissioning Operation (South), NHSE (London)</p>																																				
<p>Recommendation(s): Governing Body to note the assurance rating.</p>																																				

Committees which have previously discussed/agreed the report: This has been highlighted in a number of formally but is formally being sent to the Governing Body
Financial Implications: The CCG with 2014/15 was assured ion all financial aspects
Implications for CCG Governing Body: To note how the current assurance process within 2015/16 has changed to that of 2014/15
How has the Patient voice been considered in development of this paper: Merton CCG had its own PPI deep dive as was assured
Other Implications: Nil of note
Equality Assessment: Nil applied
Information Privacy Issues: Nil of note
Communication Plan: This has been communicated through existing communications channels

Adam Doyle
Chief Officer
Merton CCG

Dr Andrew Murray
Clinical Chair
Merton CCG

9 October 2015

Dear Adam and Andrew

2014/15: Q4 and annual assessment

We met Merton CCG on 1 July 2015 to discuss your Q4 performance and your performance in 2014/15. You have already received a copy of the draft minutes and summary report from the meeting. Please contact Ian Brown if you have any amendments.

This letter provides the nationally moderated outcome of the CCG's Q4 assurance meeting and your overall performance assessment for 2014/15 (to be published on Monday 12 October 2015).

Assurance levels

In Q4 the CCG was assessed against all six domains using the recognised terminology in the national guidance: assured, assured with support or not assured.

The CCG was 'assured with support' against domain 1 (Are patients receiving clinically commissioned, high quality services). The key driver for this was poor performance against the RTT, cancer and urgent care Constitution Standards at St George's University Hospitals NHS Foundation Trust across the year, which has since been the subject of escalation. We have had ongoing discussions with you with regard to whether poor performance has led to any evidence emerging of patients experiencing avoidable harm. No such evidence has been found, but we have asked you to continue to monitor this closely and escalate any concerns with us as soon as they arise.

The current 'assured with support' assessment will remain until the service commissioned by the CCG consistently meets the RTT, cancer and A&E Standards for a full quarter. We continue to expect the Governing Body to ensure that the CCG is taking every reasonable action to ensure the quality and safety of services provided to its patients.

The CCG was also 'assured with support' against domain 3 (Are CCG plans delivering better outcomes for patients) due to IAPT (recovery 37.8%) and dementia (access) not

Regional Director: Dr Anne Rainsberry

"High quality care for all, for now and for future generations"

being met in Q4. In our meeting we discussed these under domain 1, as per the minutes, but in the framework these are domain 3.

The remaining domains were all rated as 'Assured'. These assurance levels have been signed off following regional and national moderation.

Outcome of PPI Deep-dive

Merton CCG's evidence for Domain 2 of your Q4 Deep Dive was comprehensive, providing some excellent examples of engagement and activities.

You gave examples of various engagement activities in your pack with 'Engage Merton' being a thoroughly comprehensive example - detailing feedback as well as outcomes. In reporting on your PPI work we also recommend including information on the mechanisms of how the feedback gathered is used to improve services, as we discussed at the meeting.

During the meeting you demonstrated an understanding of how your website was being accessed and how this related to your engagement activities. In reporting on your PPI work we recommend elaborating on how this supports your overall engagement strategy.

Your EPP highlights your awareness of service users who could benefit from such programs and it would be beneficial to provide details of the metrics you monitor for this service. Similarly we recommend strengthening your narrative on PHBs with information on how the dedicated nurse supports patients with PHBs, as you described at the meeting.

In reporting you would also benefit from a stronger narrative on how the mechanisms which allow patients to provide direct feedback to providers are used to lever service improvements; and greater detail on what you aspire to achieve for 2015/16.

Review of 2014/15

Domain	Q1	Q2	Q3	Q4
Quality	Assured	Assured	Assured with Support	Assured with Support
Patient and Public Engagement	Assured	Assured	Assured	Assured
Delivering Outcomes for Patients	Assured	Assured	Assured with Support	Assured with Support
Governance	Assured	Assured	Assured	Assured
Partnerships	Assured	Assured	Assured	Assured
Leadership	Assured	Assured	Assured	Assured

We recognise the increasingly difficult delivery environment in which the CCG is operating and this is reflected in the change in the assurance assessment for quality and delivering outcomes for patients in year. We recognise the continued efforts you are making to 2015/16 to improve service performance for patients.

Challenges into 2015/16

Recognising the challenges that the CCG faces, there are some issues that we would like to ensure that we follow-up with you throughout 15/16:

- The CCG's continuing support of improvement work in urgent and emergency care.
- Collaborative working across SWL CCGs to improve performance on the cancer, diagnostics and RTT targets.

Schedule of meetings

Our meetings in 2015/16 will be under the 2015/16 Assurance Framework. As we discussed, this new framework allows us to move to a more flexible meeting schedule instead of the quarterly approach we have used to date. Following our October meeting we will be in touch regarding the scheduling of the next meeting.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Trainer', written over a faint rectangular box.

Matthew Trainer
Director of Commissioning Operations (South London)
NHS England