

Health Scrutiny Committee
17th September 2014

Update from Virgin Care on Integration

Purpose of the report: Update information from Virgin Care ahead of presentation to the Health Scrutiny Committee.

The report has been prepared to provide Committee members with background information ahead of Virgin Care's participation in the Health Scrutiny Committee's meeting on Integration.

Introduction

1. Since April 2010² Virgin Care has been providing a range of NHS Community Services to the local population services in South West and North West Surrey as well as some county-wide services such as prison healthcare and sexual health services. The Community Services provided in the North West and South West Surrey include community hospitals, community nursing, community dentistry, health visiting and a range of specialist services such as physiotherapy, diabetes treatment and renal care.
2. Virgin Care works closely with the wide range of other providers of health and social care as well as commissioners to ensure that patients received integrated and joined care.

Integration with social care service

3. Many of the patients cared for by Virgin Care in Surrey have on-going or chronic health issues, the impacts of which often result in these patients also receiving considerable support from social care services. It is therefore clearly important that these services interact closely together and undertake shared initiatives where this is appropriate.
4. Some examples of integrated working that we will wish to expand upon at the Scrutiny meeting include the following.
 - 4.1. SEND (Special Educational Needs and Disability) Pathway: Surrey Children's Services managers have been working closely on the new integrated delivery of services to children with SEND. As you will be

aware, Surrey is part of the pathfinder group of local authorities who are leading the implementation of the new way of assisting children with special needs with their education, health and care needs. Instead of a Statement of SEN (Special Educational Needs) children are receiving an 'Education, Health and Care Plan (EHCP) that encompass their health and care needs as well as any additional help they'll need at school. We have worked with Parent Voice to produce our SEND local offer to ensure that it reflects the needs of parents across Surrey and is accessible in its presentation and content. This is displayed on ours and Surrey SEND's websites. Our Children's Services team have also agreed a new model with the County Council for supporting the Special Educational Needs (SEN) tribunals and enhanced occupational therapy and speech and language therapy services to Local Authority Education.

- 4.2. Virtual Ward: We continue to work in partnership with North West Surrey CCG, Surrey Social Care Services, Surrey and Borders Mental Health Trust and local third sector organisations to develop the local model of the 'virtual ward' for North West Surrey. These wards provide support to people with long term health conditions with the aim of improving the patient's own management of their health condition and ensure the appropriate community services are there to support the patient to remain in their home and avoid unnecessary hospital visits and admissions. Patient experience has significantly improved with over 90% of users confident that they can manage their own health following the virtual ward – an increase from 30% pre virtual ward. 98% felt they were fully supported by GP/Social Services prior to the virtual ward – an increase from 25% pre virtual ward.
- 4.3. Adoption: We continue to work in partnership with Surrey County Council to ensure that the Social Services team receive robust counsel and support from our medical advisors to ensure all deadlines required by the new legislation for adoption processes are met. Virgin Care's medical advisor also featured in the recent ITV documentary that focussed on Surrey's adoption services, *Wanted, A Family of My Own*, explaining the support that is offered by medical advisors.
- 4.4. Dementia Awareness Week: The walk-in primary care services in Surrey supported Surrey County Council's efforts to promote awareness of Dementia and related conditions by hosting a team from the Council within the services where they could reach the populations most likely to benefit from their assistance.
- 4.5. Flood response: During the flooding earlier this year, Virgin Care's Community Nursing teams worked hand in glove with their colleagues from Social Care to ensure that all vulnerable patients were accounted for and kept safe.

Integration more widely across the health economy

5. Some examples of Virgin Care's integration more widely across the health economy are detailed below. This list, as with the list above, is by no means exhaustive:
 - 5.1. Virgin Care's Community Nurses are now the first in the country able to access and input information remotely via secured mobile based solutions. The system is accessible from a range of devices and automatically updates all of the various patient records. This is a significant improvement from the previous paper-based system that required multiple paper records to be updated manually and could result in delays for other partners receiving updates or important information.
 - 5.2. ICO: An Integrated Care Organisation (ICO) through which Virgin Care, RSCH, ASPH, SaBP, Surrey County Council and Guildford & Waverley CCG are working together to design and implement a fully integrated care system for the Guildford & Waverley population.
 - 5.3. OPAL: Virgin Care have been working in partnership with St. Peters Hospital to change the care pathway for frail older people. St. Peters has put in place an Older People Assessment and Liaison (OPAL) team and our services wrap around this providing in-reach to Accident and Emergency to support in the community patients who really should not be admitted to hospital by making sure that there is a suitable community package of care in place for them. This initiative is supported by Rapid Response Plus which is a new team of highly skilled nurses who, when asked by the GP or district nurse, visit the patient at home to provide assessment and treatment, arrange services or access to consultant comprehensive geriatric assessment in the community. This service provides a response within hours to avert inappropriate admission and arrive at the best outcomes for patients. Our achievements include significantly fewer patients converted from Medical Assessment Unit to ward admission a reduction from 90% to 75%, and reductions in length of stay from 10.1 days to 9.1 days over 6 months and reduced readmissions from 20.7% to 15.3% over six months.
 - 5.4. The child health service worked closely with Epsom and St Helier Hospital, BT and CSE and our clinical management team to achieve direct transfer of blood spot recording information from the laboratory onto our clinical system. The implementation of the project was successful and we can now record a 97% coverage rate of blood spot recording compared with 50% in 2012.

Future challenges

6. While much progress has been made, some challenges remain to ensure continued integration of services across Surrey. These include the following:

- 6.1. Integration with developments such as Team Around the Family.
- 6.2. Use of Health Visitors to reduce referrals to therapist teams.
- 6.3. Use of integrating software to improve communication for both adult and children services.

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