

Recommendation 2: Surrey Heartland and Frimley Health and Care Partnership COVID-19 Recovery Programme and preparation for Winter Pressures– Update

Purpose of report:

Introduction:

1. To up-date the select committee on the shared process between Surrey Heartlands and Frimley Integrated Care System on its response to Recommendation 2

Recommendation 2 from Adult and Health Select Committee:

'Work with residents and Members to co-design standardised communications that hospitals can provide to the next of kin of those being discharged into care, and for these to clearly detail their care needs and questions they need to be aware of'

Response to Recommendation 2

2. The Surrey Heartland's CCG has met with Healthwatch Surrey (HWS) to explore how best to meet this recommendation. Frimley ICS is intending to replicate the actions of Surrey Heartlands to aid in creating consistency across Surrey County Council. The plan below will be rolled out over the next 4-6 months, mindful that acute trusts in particular are coping with winter pressures and their involvement in the codesign process is essential if we are to improve this experience in the longer term:
3. Carry out a 'temperature check' amongst the next of kin of patients who have been discharged from an inpatient stay over previous 6 weeks from date of commencement, to cover the following inpatient settings in Surrey Heartlands and representative age groups:
 - a. Acute trusts
 - b. Mental health inpatient units
 - c. Community hospitals

Annex 5

4. The above settings will be asked to describe how inpatient staff involve the next of kin in the discharge process and how this could be improved.
5. Generic signposting information will be developed, using the principles of co-design with representative stakeholder groups, that addresses issues raised by the 'temperature check' and insights from inpatient staff. Different mechanisms and channels will be explored for sharing this information to ensure accessibility requirements are met.
6. Surrey Heartlands will retain momentum and governance of this piece of work via the Elective Care Board that reports directly to the ICS Executive Team. The Senior Responsible Officer (SRO) will be the Director of Recovery and Transformation. Frimley ICS is intending to complete and govern this work jointly with Surrey Heartlands plus maintain their joint strategy through the weekly joint meetings with South East Region.
7. As this plan is being completed it should be noted that both ICS' will continue to use the communication tools and leaflets with patients and carers to support people who are discharged. This includes comms and engagement work please see as an example Frimley's ICS resources on "know where to go". Please follow the link below for details:

<https://www.frimleyhealthandcare.org.uk/living-here/helping-you-to-stay-well/>

Conclusions:

8. Both Surrey Heartlands, Frimley ICS' working jointly with Healthwatch Surrey have established a work programme with timelines and key actions to achieve this recommendation using an established governance route to maintain traction and assurance.