



## 14/03/2014 Innovation and Improvement Bulletin

This bulletin includes research which focuses on improving and developing services to improve the patient journey and make services more effective and efficient. It also includes information on service evaluations and future challenges for services that need to be considered in planning.

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### Contents

[Urgent care](#)

[Public health](#)

[General Practice](#)

[Older people](#)

[Clinical commissioning](#)

[Mental health](#)

[Provider Services](#)

[Other](#)

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### Urgent care

#### Emergency admissions to hospital

The Public Accounts Committee has published 46th Report - [Emergency Admissions to hospital](#). The report indicates many hospitals are struggling to cope with increasing levels of demand for accident and emergency services when budgets are coming under increasing pressure. Bed occupancy rates across hospitals continue to rise year-on-year and the ambulance service is also under stress. While all parts of the health system have a role to play in reducing avoidable emergency admissions and helping to manage more effectively those people who are admitted to hospital, financial incentives across the system are not aligned so attempts to ensure patients are treated without coming to accident and emergency departments are not yet working. The improvement of A&E services is hampered by the lack of specialist A&E consultants, the slow introduction of round-the-clock consultant cover in hospitals and a lack of

quality performance data. Accountability and responsibility for driving the changes needed remain diffuse and unclear. Without this clarity, the service transformation vital to coping with constrained NHS budgets will not be achieved in the necessary timescale.

Addition link: [Kings Fund Press release](#)

### Whole-system solutions for urgent and emergency care

The NHS Confederation has published [Ripping off the sticking plaster: whole-system solutions for urgent and emergency care](#). This report is designed as a roadmap to the fundamental changes required to create a sustainable and high-quality urgent and emergency care system that can meet the needs of patients now and in the future. It draws on a review of the literature and evidence, and on the knowledge and experience of Confederation members as shared through a programme of forum events, visits and steering group meetings.

[Back to top](#)

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## **General Practice**

### Commissioning and funding general practice

The King's Fund has published [Commissioning and funding general practice: making the case for family care networks](#). As England's population both expands and ages, so the demands on primary care will grow. Within the current commissioning and funding system innovative models of primary care provision are already being used. This report describes examples of these through four case studies in different areas of England. It also highlights how the existing system is imperfectly understood, particularly regarding contracts. Over time, the report foresees 'family care networks' emerging that provide forms of care well beyond what is currently available in general practices.

### Improving General Practice

NHS England has published its emerging findings report on a future strategy for commissioning general practice services. Building on the outcome of engagement with stakeholders in 2013 under Improving General Practice – a Call to Action, [Improving General Practice: phase 1 report](#) focuses on the central role NHS England wants general practice to play in wider systems of primary care, and it describes its ambition for greater collaboration with clinical commissioning groups in the commissioning of general practice services.

[Back to top](#)

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## **Clinical commissioning**

### Provision of walk-in centre services

Monitor has published [Walk-in centre review: preliminary report](#). Monitor's review of walk-in centre services in England has looked at the possible impact of closures of walk-in centres on patients, whether commissioning arrangements for walk-in centres are working well for patients, and whether payment mechanisms related to walk-in centres and GP services are generating benefits for patients. The report suggests that: in some cases, walk-in centre closures may adversely affect patients' access to primary care; the division of commissioning responsibilities for walk-in centres is causing confusion and could lead to decisions that do not take a system-wide view of the potential impact of changes to walk-in centre provision; and walk-in centres would work better for patients if payment mechanisms were reformed. The report also sets out factors for commissioners to consider when taking decisions about whether to continue to procure walk-in centre services.

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Bulletin for CCGs:

[Issue 53](#)

[Issue 54](#)

### Commissioning support services: lead provider framework

NHS England has launched the start of the process to create a framework agreement for commissioning support services. The [lead provider framework](#) will allow Clinical Commissioning Groups, NHS England and others to buy some or all of their commissioning support needs, ranging from non-frontline support services to bespoke services that support local and large scale service design change projects. The framework has been developed to answer calls from local clinical commissioners who have asked for a simpler and less costly process for securing the support they need. NHS England is inviting bids from any organisation or group of organisations that can deliver the services in scope, including NHS bodies, local authorities, private sector and voluntary sector suppliers.

[Back to top](#)

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## Provider Services

### Improving the value of local healthcare services

The Health Foundation has published [Shine: Improving the value of local healthcare services](#). This learning report provides information from the first two rounds of the Health Foundation's Shine programme: annual awards to test small-scale innovative interventions that aim to improve the quality, safety and value of healthcare services. The report shows what can be done at a local level to improve quality and reduce costs with a relatively small amount of money and within a short timescale of just over a year. It demonstrates the effectiveness of clinically-led improvement projects to improve services.

[Back to top](#)

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## Public health

### Tackling health inequalities

Public Health England is [launching a national conversation about health inequalities](#) to better understand the English public's perception and experience. The project will involve speaking with public health professionals and community leaders and holding a series of workshops with members of the public to an insight into how people are living now. The workshops will explore local solutions aimed at helping to mitigate inequalities and this knowledge will be collated for dissemination via a number of means both locally and nationally.

### NICE Evidence update: Alcohol use disorders

NICE has published a new evidence update [Alcohol-use disorders: preventing harmful drinking](#) (Evidence Update 54). This update provides a summary of selected new evidence relevant to NICE public health guidance 24 'Alcohol-use disorders: preventing harmful drinking' (2010).

### Guidance aims to promote health and reduce inequalities

Public Health England has welcomed the Department for Communities and Local Government's newly published [National Planning Practice Guidance](#) which recognises the importance of local infrastructure planning in the development of healthy communities. This guidance sets out the government's planning policies for England and how these are expected to be applied by local authorities. A significant development in the guidance is the recognition of the important role the planning system can play in facilitating social interaction and creating healthy, inclusive communities.

[Back to top](#)

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## Older people

### Integrated care pathway for frail older people

NHS England has published [Safe, compassionate care for frail older people using an integrated care pathway](#). This document summarises the evidence of the effects of an integrated pathway of care for older people and suggests how a pathway can be commissioned effectively using levers and incentives across providers. It is intended for commissioners, providers and nursing, medical and allied health professional leaders.

### Making our health and care system fit for an ageing population

The King's Fund has published [Making our health and care systems fit for an ageing population](#). This report sets out a framework and tools to help local service leaders improve the care they provide for older people across nine key components. Within each component of care, the report sets out the goal the system should aim for, presents key evidence about works, gives examples of local innovations, and some pointers to major reviews and relevant guidance. It argues that if the health and care systems can get services right for our older population, they should be easier to get it right for other service users. The final section of the report discusses how to make integrated care happen.

[Back to top](#)

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## Mental health

### Supporting recovery in mental health services: quality and outcomes

This publication aims to help organisations in the mental health sector develop clear statements about is a high-quality service, and how these will lead to recovery outcomes for service users.

It also includes a series of [recommendations](#) to support the development of an evidence-based approach to commissioning mental health services for health and social care providers and commissioners, NHS England and the government.

[Back to top](#)

## Other

The first issue of [NHS Improving Quality's monthly newsletter](#) is now available.

### Dental services transformation briefing

The first in a series of briefings looking at Dental Services' transformation programme has been published. The [first briefing](#) looks at why Dental Services has embarked on a transformation programme, what changes customers will see when transformation is delivered and what the benefits of the transformation programme are.

### NHS Employers social side

NHS Employers has published [a poster which brings together all their social media channels](#), making it easier to follow their programme experts and campaigns. It lists all programme experts who regularly post updates on twitter as well as links for their campaigns such as flufighter and Care Makers. It also lists NHS Employer accounts on YouTube, Linked In and other social media channels.

### Challenges and improvements across diagnostic services

NHS Improving Quality has published [Challenges and improvements across diagnostic services across seven days](#). This publication summarises service improvement achievements within diagnostic and scientific services and potential challenges. Whilst significant progress has been made, there is a need to strive to find new and innovative solutions that are both clinically and financially sustainable to change delivery of diagnostic and scientific services to meet the needs of service users

### NHS News

Issue 44 of [NHS News](#) includes the following news items:

- Pledging to change the NHS at Health and Care Innovation Expo
- Frontline leadership programme announced
- Guidance published on safe compassionate care for frail older people
- Training for clinically related challenging behaviour
- Apply for Kate Granger Awards for compassionate care by Friday
- NHS England's response to front page story in the Independent
- Tim Kelsey responds to the Guardian on care.data
- NHS values in action
- NHS England pauses commissioning through evaluation project for renal artery denervation
- ProCure21+ standard room designs launch event

[Issue 46](#) includes the following news items:

- Expo 2014
- NHS staff feel more enthusiastic and engaged at work
- Inaugural compassionate care awards nominees
- New hospital leads the way in providing dedicated emergency services
- Procurement process to accredit the best commissioning support suppliers launched

- Surgical never events report published
- Consultation on changes to specialised services specifications
- National research project High-intensity Specialist Led Acute Care (HiSLAC)
- Blogs: social media, Expo 2014, congenital heart disease review, impact of population living longer, and people with dementia

[Back to top](#)

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