Summary of National Documents

August 2017

NHS trust board good governance maturity matrix

The NHS trust board good governance maturity matrix is designed to help NHS trust boards to self-assess whether they are achieving the expected desirable outcomes of good governance practice. | Good Governance Institute| 24th August

There are a number of ways this matrix can be used by NHS organisations:

- as an assessment tool to agree current status

- as a developmental tool at a board development workshop, whereby members of the board could 'vote' where they felt the trust is on the matrix and then, through a facilitated discussion, agree a group decision about current scorings and developmental aspiration within a given timeframe

- as a benchmarking tool to enable the comparison of NHS organisations and to identify examples of good practice that other NHS trusts could learn from

The Maturity Matrix can be downloaded here

Experiences of domiciliary care

Home care: what people told Healthwatch about their experiences | Homewatch | 24th August

This report analyses the experiences of over 3,000 people, their families and front line staff with home care services. The information is intended to be used to inform the development of new service contracts, to shape care packages around what people want and to set out new ways to monitor performance from a user perspective.

Full report available here

Additional link: Healthwatch press release

The Rotherham **NHS**
NHS Foundation Trust

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Developing accountable care systems

Developing accountable care systems: lessons from Canterbury, New Zealand | The Kings Fund | 24th August

This report examines how the Canterbury health system in New Zealand has moderated demand for hospital care, particularly among older people, by investing in alternative models of provision and community-based services. The transformation has taken more than a decade and required significant investment; this report considers the lessons that the NHS can learn.

- [Download summary (PDF)](#)

- [Download publication (PDF)](#)

New model of Primary Care provision

Primary Care Home. Evaluating a new model of primary care. | Nuffield Trust | 24th August

This report from the Nuffield Trust evaluates an initiative called the Primary Care Home (PCH) model developed by the National Association of Primary Care (NAPC).

The primary care home model was developed by the National Association of Primary Care as a response to workforce challenges, rising demand and opportunities to shape transformation in local health and care systems across England.

This report from the Nuffield Trust suggests that the new models of primary care provision are showing early signs of success but will need more resources and support for these models to work well on a permanent basis.

The evaluation found that participating in the primary care home programme had strengthened inter-professional working between GPs and other health professionals while also stimulating new services and ways of working, tailored to the needs of different patient groups.

It was judged to be too early in the scheme's development for the Nuffield Trust to quantify impacts on patient outcomes, patient experience or use of wider health services.

Full report: [Primary Care Home. Evaluating a new model of primary care.](#)

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NHS funding and privatisation: the facts

Kings Fund | 24th August

A lecture and article by the scientist Professor Stephen Hawking outlining his views on the NHS have prompted a lively debate about a number of issues.

Here the Kings Fund looks at the facts about two of these: whether the NHS is being privatised and if it has been given the funding it needs:

Is the NHS being privatised?
The involvement of the private sector in the NHS is a hotly contested topic. Private companies have always played a role in the NHS, but critics claim that their increasing involvement is evidence of growing privatisation of care and is undermining the service's core values.

Does the NHS need more money?
In recent years, spending on the NHS has been protected while other budgets, such as those for local government services and policing, have been subject to significant cuts. Despite this, health services are facing unprecedented financial and operational pressures, with many NHS organisations in deficit and key performance standards being missed.

The role of technology in improving patient flow

Managing patient flow and improving efficiencies: the role of technology. | The Nuffield Trust | 23rd August

The Nuffield Trust has published a 'long read' article Managing patient flow and improving efficiencies: the role of technology. This article looks at how technology to track beds, equipment, staff and patients in the USA has made a difference to flow and operational management in two health care organisations.

GP recruitment numbers rise slowly

General and Personal Medical Services, England As at 30 June 2017, Provisional Experimental statistics |NHS Digital | 23rd August

GP full-time equivalent (FTE) numbers for England have risen slowly in the past quarter but doctors' leaders have said the 1% rise is too little and too slow. New data from NHS Digital shows that the total GP full time equivalent (FTE) workforce in England was 34,242 as of 30 June, which was an increase of 321 (0.9%) from 33,921 in March.

The total GP headcount, as of the end of June, was 42,215, representing a rise of 324 (0.8%) from 41,891 in March.

These GP workforce statistics for England are compiled from the data supplied by approximately 7,500 GP practices across the country.

The BMA said the rises were worryingly small, showing an increase of barely 1%.

Related: Renewed drive to recruit overseas GPs to UK

New scheme launched to help NHS whistleblowers

A nationwide pilot to help NHS whistleblowers back into work is being launched | NHS England | 21st August

The Whistleblowers Support Scheme will offer a range of services including career coaching, financial advice and mediation for primary care staff who have suffered as a result of raising concerns about NHS practice. Working Transitions has been appointed to run the pilot until March 2018.

The scheme has been designed with the help of former staff who have also had experience of whistleblowing and the impact it can have on staff.

Sir Malcolm Grant, Chair of NHS England, said: "It is simply inexcusable that talented, experienced staff should be lost to the NHS as the result of raising the legitimate concerns that help the health service improve.

Read the full news story here

Struggling GP trainees given option to extend training for up to 18 months

Trainee GPs that struggle to meet required levels after the standard three years of training will now be able to extend their training by up to 18 months, Health Education England (HEE) has said | GP Online| 22nd August

GP trainess who fail one or more exams at the end of their usual three years will be able to extend their training by 12 months, with a further exceptional six months. The move brings GP trainees more in-line with other medical specialties, which are currently allowed to extend their training by 12 months with a further exceptional 12 months.

The BMA welcomed the change, as it warned current system 'unfairly disadvantage' some of the more diverse groups of doctors. It is hoped the change will help prevent doctors who initially struggle to pass exams being lost to the profession.

The announcement comes alongside a commitment to make it easier for doctors from other specialties to enter GP training.

Read the full news story here

Integrating care: contracting for accountable models

Integrating care: contracting for accountable models | NHS England | 18th August

This guidance provides support for early accountable care organisations (ACOs) and outlines the new contractual framework for ACOs and how to establish the care model in practice.

The guidance covers the following:

- New models of care

- A new contractual framework

- Establishing the care model in practice

- Supporting documents

- Key changes made in the Contract and supporting documents

- Planned changes to regulations to support the development of ACOs

- Further development of the Contract – and its use in practice

The document can be downloaded here

Delayed transfers of care

The rise of delayed transfers of care | NHS Providers | 18th August

Delayed transfers of care, where patients are ready to go home or be transferred to another setting but are unable to do so, are widely recognised as one of the most significant pressures and risks in the NHS. They are bad for both patients, as they might lead to longer stays than is necessary, and for NHS trusts, as they reduce capacity available across the system to admit, move or discharge patients.

This NHS Providers briefing sets out analysis of what is happening on the ground, and where the increases in delayed transfers of care are occurring.

View the briefing here

General Data Protection Regulation

General Data Protection Regulation - will you be ready? | NHS Employers | 7th August

From 25 May 2018, all health organisations and arm's-length bodies will need to demonstrate compliance with new General Data Protection Regulation (GDPR) requirements. GDPR will replace the Data Protection Directive (1995)

Employers are encouraged to plan ahead for the operational changes and consider how they will raise awareness of the new requirements and evidence they meet them. This will include:

- Planning and resourcing the appointment of a data protection officer whose job description is compliant with GDPR requirements.

- Revising information governance and related policies, addressing accountability, data protection officer reporting arrangements and statutory reporting requirements.

- Creating an action/project plan which includes a set of measures to meet the requirements, ideally endorsed by the board.

Read the full overview here

Networked care – a toolkit for practice

Networked Care| *Institute of Healthcare Management* |*14th August*

Moorfields Eye Hospital NHS Foundation Trust is one of the 13 acute care vanguards which aim to "link hospitals together to improve their clinical and financial viability, reducing variation in care and efficiency".

The Moorfields vanguard team has spent the past year exploring whether the longer-term sustainability of single speciality services can be strengthened by entering into a networked care partnership, and the other benefits that the model might bring.

The team was keen to understand what makes the biggest difference for patients, staff and partner organisations in getting things right first time when establishing a networked care partnership; and to identify the best way to sustain services so that specialist care can continue to be offered locally.

The team's findings are shared in the toolkit, an online resource with evidenced-based learning that other trusts can use to evaluate whether networked care could help their smaller clinical services. It has practical advice on how organisations can establish their own network in the way for them.

The toolkit also includes recommendations on how to:

- ensure consistent quality of care at multiple sites

- ensure a sustainable workforce

- maintain effective partnerships

- develop sustainable specialist care

- provide a standardised quality of care

A journey to improved staff engagement – in our shoes

NHS Employers | 9th August

This case study looks at how Imperial College Healthcare NHS Trust has significantly improved their staff engagement levels using new and innovative methods. Through engaging with staff to understand more about how they are feeling at work, engagement levels have improved from the 2015 score of 3.71 to 3.8 in 2016, which was the largest year-on-year increase of all acute trusts in London.

The case study can be downloaded here

Improving access for all: reducing inequalities in access to general practice services

NHS England | 2nd August

This guide, aimed at GP commissioners and providers, is designed to promote understanding of groups in the community who are experiencing barriers in accessing services. It provides resources to help address those barriers as improvements in access to GP services are rolled out.

Encouraging speaking up through trust wide engagement

NHS Employers | 2nd August

This shared learning example describes how Lisa Smith, Freedom to Speak Up guardian in York Teaching Hospital NHS Foundation Trust has engaged with multiple sites to help foster a positive, safe culture of speaking up.

With one of the largest NHS geographies in the UK, find out more about the methods being used by Lisa at York to promote awareness of raising concerns, including attending flu clinics to reach out to as many staff as possible.

The case study can be downloaded here

The Recruitment, Retention and Return Of Nurses To General Practice Nursing In England

NHS England | 1st August

This report, authored by Ipsos MORI, outlines the findings of qualitative research into the drivers and barriers to entry into general practice nursing (GPN)

It finds that the general perception is that general practice is more suitable for older or more experienced nurses. As student placements in general practice are rare, there is a lack of opportunity for students to develop an understanding of the GPN role. The research also highlights the need for greater support for GPNs and the lack of standardisation in pay for GPN roles.

- Report

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