



<b>MEETING TITLE</b> Trust Public Board Meeting		<b>MEETING DATE</b> 28/03/2017	
<b>TITLE of PAPER</b>	WYUC Independent Review	<b>PAPER REF</b>	4.9
<b>STRATEGIC OBJECTIVE(S)</b>	Deliver world class health outcomes in urgent and emergency care Provide a safe and caring service which demonstrates an efficient use of resources		
<b>PURPOSE OF THE PAPER</b>	The purpose of this document is to provide an overview of the West Yorkshire Urgent Care (WYUC) Independent Review and the associated timeline.		
<b>For Approval</b>	<input type="checkbox"/>	<b>For Assurance</b>	<input type="checkbox"/>
<b>For Decision</b>	<input type="checkbox"/>	<b>Discussion/Information</b>	<input checked="" type="checkbox"/>
<b>AUTHOR / LEAD</b>		<b>ACCOUNTABLE DIRECTOR</b>	
<b>DISCUSSED AT / INFORMED BY – include date(s) as appropriate (free text – i.e. please provide an audit trail of the development(s)/proposal(s) subject of this paper):</b>			
<b>PREVIOUSLY AGREED AT:</b>	<b>Committee/Group:</b> Not Applicable	<b>Date:</b> Click to enter date	
<b>RECOMMENDATION(S)</b>	It is recommended that the Trust Board: 1. Note this briefing as an outline for the WYUC Independent Review; 2. Receive an update when the review is published in terms of its outcomes and impact on the contract, risk assessment and any transitional arrangements.		
<b>RISK ASSESSMENT</b>		<b>Yes</b>	<b>No</b>
<b>Corporate Risk Register and/or Board Assurance Framework amended</b> <i>If 'Yes' – expand in Section 4. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Resource Implications (Financial, Workforce, other - specify)</b> <i>If 'Yes' – expand in Section 2. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Legal implications/Regulatory requirements</b> <i>If 'Yes' – expand in Section 2. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Diversity and Inclusion Implications</b> <i>If 'Yes' – please attach to the back of this paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>ASSURANCE/COMPLIANCE</b>			
<b>Care Quality Commission</b> <b>Choose a DOMAIN(s)</b>		1: Safe 4: Responsive	

**NHSI Single Oversight Framework**  
**Choose a THEME(s)**

2. Quality of Care (safe, effective, caring,  
responsive)  
3. Finance & Use of Resources

## **WYUC Independent Review**

### **1. PURPOSE**

- 1.1 The purpose of this document is to provide an overview of the West Yorkshire Urgent Care (WYUC) Independent Review and the associated timeline.

### **2. BACKGROUND**

- 2.1 The WYUC service is a sub contract to the NHS 111 service provided by Local Care Direct. Since the start of the contract in 2013 the service has had a demand and capacity challenge as a result of patient demand significantly exceeding, by 60%, the contracted levels of 157,000 patient contacts.
- 2.2 As part of the contract negotiations each year with commissioners; additional funding and actions have been agreed as a result of formal capacity reviews and whilst these have in the short term created some improvements none of these have determined a long term sustainable solution.
- 2.3 It was therefore agreed as part of the contract negotiations for last year that an independent review for WYUC would be commissioned jointly by providers / commissioners.
- 2.4 This action was reinforced after the Serious Incident during Easter 2016 and the review agreed with commissioners in November 2016 with the Primary Care Foundation, Dr Ossie Rawstone and Henry Clay selected to undertake the review.
- 2.5 The independent review commenced in December 2016 with a document/ information review and observations at both NHS 111 and WYUC on 30 /31 December 2016.
- 2.6 The contract negotiations for WYUC for 2017/18 have not been agreed to date as its imperative the review findings are taken into account in the settlement.
- 2.7 Commissioners have approached the Trust to consider a transitional arrangement for a year at the end of the existing contract (March 2018) for 2018/2019 and the outcome of the review will be significant in the decision making for any transitional arrangements.

### **3. REVIEW FINDINGS**

- 3.1.1 Initial findings have been shared as a draft presentation with YAS / LCD and lead commissioner in January and followed up with a factual accuracy review including a meeting with Directors (YAS' Executive Director of Quality, Governance and Performance Assurance & Director of Planned and Urgent Care) to provide context.

- 3.1.2 There was a further commissioner session held with all 10 West Yorkshire CCGs held on 3 March 2017 to share these initial findings too.
- 3.2 The draft findings considered the capacity and demand challenge and recognised that whilst funding had increased over the life of the contract this was only by 17% compared to the demand increase of 60%.
- 3.3 The review then focuses on solutions and starts to explore the options for developing a sustainable operating model working together as commissioners and providers recognising the financial constraints and taking into account best practice and national developments within Integrated Urgent Care.
- 3.4 The draft findings are now been finalised into a formal report which will be formally signed off at the Contract Management Board (CMB) on 6 April 2017.

#### **4. NEXT STEPS**

- 4.1 Based on these initial draft findings, contract negotiations have recommenced with a meeting on 4 April 2017 with commissioners and Local Care Direct.
- 4.2 A draft report will be available by 24 March 2017 for review and factual accuracy checks.
- 4.3 This WYUC Independent Review report will be formally presented to the Joint Strategic Commissioning Board on 5 April before been signed off at the CMB on 6 April 2017.

#### **5. RISK ASSESSMENT**

- 5.1 The WYUC service and capacity challenge is noted within the corporate risk register and the risk rating will be reviewed following the report and contract negotiations.

#### **6. RECOMMENDATIONS**

It is recommended that the Trust Board:

- Note this briefing as an outline for the WYUC Independent Review;
- Receive an update when the review is published in terms of its outcomes and impact on the contract, risk assessment and any transitional arrangements.