

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated - 28 February 2014
	Venue – Beckett’s House, Ilford
Summary of paper	This paper provides a summary of the key issues discussed at the last Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
Winter monies update – the latest position against the winter monies the BHR system received.	The Board received an update on the latest spend of the winter monies allocated to the system. Members noted that the latest spend at January 14 (month 10) was £4.37m against a plan of £4.49m. Members discussed the next steps to continue / mainstream the projects that were improving performance and preparation for the winter planning process in 2014/15. Proposals will come back to the next meeting.
Urgent Care dashboard – an update on the performance of metrics that contribute to A&E performance.	<p>Members received an updated dashboard which now contains performance information on a number of new areas. Highlights from the latest dashboard were:</p> <ul style="list-style-type: none"> • The Trust has exceeded the agreed A&E recovery trajectory in 2 out of 3 weeks which reflects and improvement in performance. • When comparing Q3 of this year to the same period last year the following were noted - A&E attendees – a reduction of 6.59% in overall attendances / Non elective admissions - a reduction of 14.35% / Delayed transfers of care - a reduction of 25.5%. <p>Members agreed to keep the dashboard subgroup to look at other data areas, such as primary care.</p>
Priority workstreams – an update from each area	<p>The following updates were provided:</p> <ul style="list-style-type: none"> • A&E recruitment – the Trust reported an improvement in position. Following the recruiting campaign, two doctors have started this month alongside a Paediatric ED consultant. Others consultants / doctors will commence work over the next few months. • 7 day working – key focus will be on the standardisation of procedures to support patients to get home in a planned way. • Urgent Care Centre (UCC) utilisation – utilisation of the UCC has improved and a new specification for 2014/15 is currently being agreed through the contract negotiation. • Primary Care Development – the project lead reported early positive results for the primary care surge / care homes schemes. • Joint Assessment and Discharge Service (JAD) – members received an update on the project which is on track to start in June. • Frailty – a whole system programme which aims to improve care and support for frail elders (over 75s) across BHR system. 4 key priority workstreams to improve care have been agreed – ambulance pathways with community services (alternatives to hospital conveyances for non emergency needs), falls (improved prevention and response), care homes (improved support and quality) and system rethink (redesigning the system around patient needs). A Frailty Academy, which was launched on the 26/02, was set up to support the programme and recruit members to lead the improvement work required for the 4 work strands.
AOB / Next meeting	Friday 28 March 2014 (1pm – 3pm), CR1, Havering Town Hall, Main Road, Romford, RM1 3BD

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated - 28 March 2014
	Venue – Havering Town Hall, Romford
Summary of paper	This paper provides a summary of the key issues discussed at the March Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
BHRUT Improvement Plan	The Trust presented an overview of the draft Improvement Plan. Members asked the Trust to bring a final version back to a future meeting.
A&E threshold funds	The system is currently evaluating the 13/14 winter schemes. A decision on the 14/15 winter schemes will be agreed at a future meeting.
Urgent Care dashboard – an update on the performance of metrics that contribute to A&E performance.	<p>Members received an updated dashboard which now contains some of the London benchmarking data such as A&E 4 hour target, LAS blue light activity as a % of all conveyances and NHS 111 calls answered within 60 seconds. Highlights from the latest dashboard were:</p> <ul style="list-style-type: none"> • The KGH site has been consistently performing above trajectory against the 4 hour target but overall Trust performance is below plan as at 31/03. • Non elective admissions continue to be below plan. • Utilisation for the B&D and Redbridge surge scheme is good and further actions are being progressed to improve the utilisation at Havering. • Members agreed for an audit to be done to further understand the high A&E attendances rate on Mondays. • 7 day working and discharges across the week – improvement noted on discharges taking place on Mondays, Saturdays and Sundays.
Priority workstreams – an update from each area	<p>The following updates were provided:</p> <ul style="list-style-type: none"> • 7 day working – the current winter schemes are being reviewed for impact. • Urgent Care Centre (UCC) utilisation – utilisation rates have improved. The 2014/15 contract is being finalised and includes a new service specification that meets the London Quality Standards. • Primary Care Development – the project lead reported early positive results for the primary care surge / care homes schemes. The surge schemes in B&D and Havering have been extended for a further three months. • Joint Assessment and Discharge Service (JAD) – the project remains on track to start in June. • Frailty – the key actions from the frailty programme is to be aligned with the actions from the Trust Improvement Plan. Further discussions will take place at the ICC meeting on the 31/03.
AOB / Next meeting	Monday 28 April 2014 (12pm – 2pm), Board room A, Becketts House Ilford

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated - 28 April 2014
	Venue – Beckett's House, Ilford
Summary of paper	This paper provides a summary of the key issues discussed at the April Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
BHRUT Improvement Plan	The Trust presented an updated draft of the Improvement Plan which was welcomed and strongly supported by all members. A final version of the plan will be presented at the next meeting.
A&E threshold funds	The proposals for the use of the A&E threshold funds were presented at the meeting. A number of projects from 13/14 have now been mainstreamed into contracts.
Review of winter template submission	A paper was presented on the review of 13/14 winter funds before submission to NHS England.
Urgent Care dashboard – an update on the performance of metrics that contribute to A&E performance.	Members received the latest update of the dashboard. The highlights noted were: <ul style="list-style-type: none"> • A&E performance at the Trust this Easter has improved compared to the previous year. • NHS 111 call responses have improved. • London Ambulance Service (LAS) conveyances have remained low and now in line with London performance. The LAS call-outs from nursing homes have shown a reduction. • Non elective admissions continue to be below plan. • Utilisation for the B&D primary care surge scheme and Havering weekend opening has improved. • An analysis of A&E attendance rate on Mondays was presented to further understand the issues causing the high attendance.
Priority workstreams – an update from each area	The following updates were provided for each workstream: <ul style="list-style-type: none"> • Recruitment – phasing for new candidates joining the Trust outlined. • 7 day working – the current winter schemes are being reviewed for impact. • Urgent Care Centre (UCC) utilisation – utilisation rates have improved. The 2014/15 contract will include a new service specification that meets the London Quality Standards. • Primary Care Development – the schemes are working well to reduce A&E attendance. Members were provided with an update on the successful Prime Minister's Challenge fund bid. • Joint Assessment and Discharge Service (JAD) – the project remains on track to start in June. • Frailty – members agreed for an update to be provided at the May meeting on the next steps of the frailty programme.
Urgent Care Procurement	An update was provided to members on the urgent care pathway procurement.
Publication of the London Quality Standards self assessment 2013	Members noted that the outcomes of the A&E audit held in 2013 was now published and the need to note areas for improvement.
AOB / Next meeting	Wednesday 21 st May 2014 (12pm – 2pm), Committee Room 2, Havering Town Hall

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated – 21 May 2014
	Venue – Havering Town Hall, Romford
Summary of paper	This paper provides a summary of the key issues discussed at the May Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
Improvement Plan – update / sign off and implementation plans	The Trust tabled a briefing on progress of the Improvement Plan and next steps leading to final sign off.
System response to the 'asks'	Members agreed to hold a mini summit on 16 th June to review, and look to sign off the Improvement Plan.
Programme update – 14/15 forward planner	Members reviewed the forward planner setting out the workplan for the next six months and agreed to use the June meeting as a workshop to plan for key interventions to manage surge over winter.
Urgent Care dashboard – an update on the performance of metrics that contribute to A&E performance.	Members received the latest update of the dashboard. The highlights noted were: <ul style="list-style-type: none"> • A&E performance at the Trust has decreased slightly and discussions are taking place with the Trust to improve performance. • A&E and UCC attendances – the latest year to date position shows activity is over plan for all 3 CCGs. • Positive performance of the metrics in the discharge section of the dashboard.
Priority workstreams – an update from each area	The following updates were provided for each workstream: <ul style="list-style-type: none"> • Joint Assessment and Discharge Service (JAD) – the project remains on track to start in June. • Frailty – members received an update on the next steps of the frailty programme.
Urgent Care Procurement	An update was provided to members on the urgent care pathway procurement. The project preparation phase remains on track.
Winter resilience planning: Feedback from Tripartite Panel meeting	Members noted the positive feedback on last year's winter plan and system partnership working from the Tripartite Panel at a recent meeting held on the 16 May 2014.
AOB / Next meeting	Monday 30 th June 2014 (1pm – 4pm) Board room A, Becketts House, Ilford

BHR Systems Urgent Care Board (UCB) Briefing

Meeting dated – 30 June 2014

Venue – Board room A, Becketts House

Summary of paper

This paper provides a summary of the key issues discussed at the June Urgent Care Board meeting which was used as a workshop to prepare for winter 2014/15. The workshop was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Key issues raised

The workshop covered the following areas:

- Lessons learned from 2013/14.
- Demand / capacity analysis for 2014/15, covering acute and non-acute.
- Communications proposals for winter 2014/15.
- Implications from the NHS England planning guidance 'operational resilience and capacity planning for 14/15'.
- Proposals to manage surge for 2014/15.
- Reporting and escalation arrangements.

Next steps - Leads to work up proposals with support from the CCGs and sign off prior to the submission on the 30th July.

Next meeting

Friday 1st August 2014, 1pm – 3pm

Conference room, Barking Learning Centre, 2 Town Square, Barking IG11 7NB

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated – 1 August 2014
	Venue – Barking Learning Centre, Barking
Summary of paper	This paper provides a summary of the key issues discussed at the July Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
Operational resilience and capacity planning (non-elective)	<p>The operational resilience and capacity planning templates 2014/15 was presented to the UCB.</p> <p>Leads provided an outline of their proposals:</p> <p>Joint Assessment Discharge – aims to make safe and timely discharges.</p> <p>Frailty – aims to provide better, more appropriate and accessible care for patients.</p> <p>Primary Care – aims to improve access to primary care.</p> <p>Members noted and endorsed the proposals and agreed to a panel meeting to further review and strengthen the proposals.</p>
Improvement Plan update	Members noted the progress of the Improvement Plan initiatives.
Reporting / escalation	<p>Members received the latest update of the dashboard. The key highlight noted was that the Trust achieved the 95% target on one of the days last week.</p> <p>Members noted that a draft updated dashboard will be presented at the next meeting.</p>
Letter from Rob Larkman to CCG system resilience groups	Members noted the report from LAS on next steps in response to the letter received regarding LAS performance.
Urgent Care Board forward planner	Members reviewed the forward planner setting out the workplan for the next six months.
AOB	Members noted the Intermediate Care is out to consultation.
Next meeting	Monday 1 st September 2014 (1pm – 3pm) Committee room 3a, Havering Town Hall

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated – 1 September 2014
	Venue – Committee room 3a, Havering Town Hall
Summary of paper	This paper provides a summary of the key issues discussed at the Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
Reporting / escalation	Members received the latest update of the dashboard. Members discussed the draft revised dashboard and provided feedback/suggestions. A further update will be presented at the next meeting.
Operational resilience	The operational resilience and capacity planning template 2014/15 was endorsed by members. Leads provided a brief update on the progress of their initiatives.
Flu planning	Members noted the requirement to start planning for the national flu campaign.
Governance and assurance	Members agreed to the revised Terms of Reference. Members noted the proposal to set up an Urgent Care Leads Network forum.
Reporting by exception from Trust Oversight and Assurance Groups	Members received an update from the Trust Improvement Plan Oversight and Assurance Group. Members received an update from the RTT Improvement Plan Oversight and Assurance Group.
AOB	None.
Next meeting	Monday 30 th September 2014 (1pm – 3pm) Board room A, Becketts House

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated – 30 September 2014
	Venue – Board room A, Becketts House
Summary of paper	This paper provides a summary of the key issues discussed at the Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
Performance reporting: UCB dashboard/ revised dashboard.	Members received the latest update of the dashboard. A further update of the revised dashboard was presented.
Delivery plans: Trust improvement plan Operational resilience plan Flu planning	Members received an update on the Trust Improvement Plan. Leads provided an update on the progress of their initiatives. Members noted the progress of planning for the national flu campaign.
Governance and assurance: Clinical reference group	Members noted the proposal to set up a workshop for the Urgent Care Leads Network forum.
RTT Improvement Plan:	Members received an update on the RTT Improvement Plan.
Cancer Improvement Plan:	Members received an update on the Cancer Improvement Plan.
AOB	None.
Next meeting	Friday 31 st October 2014, 1pm – 3pm. Committee room 3a, Havering Town Hall

BHR Systems Urgent Care Board (UCB) Briefing	Meeting dated – 31 st October 2014
	Venue – CR3a, Havering Town Hall
Summary of paper	This paper provides a summary of the key issues discussed at the Urgent Care Board meeting. The meeting was chaired by Conor Burke (Chief Accountable Officer, BHR CCGs) and attended by members as per the Terms of Reference.

Agenda	Key issues raised
Performance reporting: UCB dashboard	Members received the latest update of the dashboard.
Delivery plans: Trust improvement plan Operational resilience plan	Members received an update on the Trust Improvement Plan. Leads provided an update on the progress of their initiatives.
Governance and assurance: Clinical reference group Proactive Surge Escalation Framework	Members noted the date of the Urgent Care Leads Network workshop. Members noted the proposed surge escalation framework. A revised version to come back to the November meeting for agreement.
RTT Improvement Plan:	Members received an update on the RTT Improvement Plan.
Cancer Improvement Plan:	Members received an update on the Cancer Improvement Plan.
For information NCEL surge event Friday 7 Nov. Winter checklist UCB meeting schedule for 2015	Members noted the confirmed attendance for event on 7 November. Members noted the winter checklist. Members noted the meeting schedule for 2015.
AOB	'Clinical staff required to support LAS' letter was circulated for members information.
Next meeting	Monday 24 th November 2014 1.30pm – 3.30pm, Board room A Becketts House