



Provider Collaborative Board

Monday 24 April 2023

Provider Collaborative Programme Director Report

Highlights from the report include:

- The Provider Collaborative section is now on the Integrated Care System (ICS) website and will be updated monthly following our Board meeting.
- Engagement on the development of the Provider Collaboratives programme continues with ICS Partners, clinical leaders and key stakeholders.
- The Board Work programme made good progress during 2022/2023, which supported the establishment and development of the Provider Collaborative programme.

The Provider Collaborative Board noted the report and the key actions to be taken in the next month to progress the delivery of the Board Work Programme.

Provider Collaborative Projects

Below is a summary of how the Provider Collaborative opportunities and live projects are progressing, as they move from Stage 1 (scoping) to Stage 5 (closure):

- There are currently 11 projects, the majority of which are at Stage 2 – developing their Full Case for Change.
- We now have an agreed way forward for the High Intensity User opportunity.
- We now have 2 projects at Stage 3 (Mobilisation), with the recent addition of the Acute Care at Home project. We are working with the project team to finalise what strategic objectives we will monitor during 2023/24 to measure the success of this Provider Collaborative initiative.

The Provider Collaborative Board noted the progress of each provider collaborative opportunity as it moves from Stage 1 (scoping) to Stage 5 (closure) and noted that there are no exceptions to report this month.

End of Life, Long Term Conditions (LTCs) and Frailty Portfolio - High Intensity Users (HIU)

High intensity user (HIU) patients are those who regularly call an ambulance or attend A&E as they have nowhere else to go. These are often vulnerable patients, who may be experiencing a combination of physical health conditions, substance misuse, depression, anxiety, abuse, financial problems, or homelessness. They include:

- people with frailty who dip in and out of being unwell and tend to be older people.
- people with severe and multiple disadvantage (SMD) who have health needs but also see A&E as a 'safe haven'.

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- worried parents of young children.

Across Staffordshire and Stoke-on-Trent, there are multiple pockets of service provision, all with varying eligibility criteria. They include:

- High Intensity User Service.
- High-Volume User Service.
- The Health Navigator service.
- Frailty Services in the North and South including the Staying Well Service.

We are proposing the following steps and timescales:

- Step 1: Demand: use the new Health Navigator contract to complete a risk analysis of the whole population.
- Step 2: Capacity: identify whether existing capacity can meet the need identified at Stage 1.
- Step 3: Use this information to complete the Stage 1 Outline Case for Change.
- Step 4: Share the findings with the Health and Care Senate to determine next steps. This could include agreeing a single high intensity user (HIU) definition and eligibility criteria if appropriate.
- Step 5: Use this information to complete the Stage 2 Full Case for Change.

We would expect Steps 1 to 5 to be completed by the end of Q1 2023/24.

Green Sustainability Workstream – Green Delivery Plan 2023-2025

Following a paper presented to the Provider Collaborative Board on 24 October 2022, there has been some progress made to deliver against the Staffordshire and Stoke-On-Trent Green Strategy:

- Securing £30,000 from the NHS Regional Team – short term investment.
- Building and strengthening relationships at a system level across providers through the Greener Programme Board and various subgroups.
- Developing an ICS Delivery Plan.
- Commissioning Carbon Literacy Training.

The current SRO for the programme commissioned Midlands and Lancashire Commissioning Support Unit (MLCSU) to produce a high-level, strategic delivery plan to enable the ICS to deliver on the green agenda. Delivery against this plan will ensure the ICS is working toward achieving net zero by 2040. This work has highlighted the need for the right infrastructure to deliver against this agenda for the next 20 years and without sustained investment in senior roles at a system level there is significant risk of delay.

The Provider Collaborative Board received assurance that a plan has been developed to deliver against the national priorities over the next 2 years.

Date and Time of Next Meeting

Monday, 22 May 2023 from 2:00 pm until 4:00pm via Microsoft Teams