



**Health and Wellbeing Overview and Scrutiny Committee**  
**NHS Manchester Update: February 2009**

This is the monthly update paper produced by NHS Manchester for the Health and Wellbeing Overview and Scrutiny Committee. NHS Manchester is responsible for ensuring funding for health services is targeted where it is needed the most, that NHS care is of the highest standards and ultimately that local people lead longer, healthier lives. The update covers a range of topics that may be of interest to the Committee.

**1. Future development of community health services**

The Department of Health has recently published a new guidance document, called *Transforming Community Services: Enabling New Patterns of Provision*, which will have an important influence on the community health services delivered by NHS Manchester. Currently in addition to our role as a commissioner of all NHS care in the city we also have a service delivery arm, Manchester Community Health, directly providing community health services such as district nursing and health visiting. Like other primary care trusts we have for some time been working towards greater internal division of the commissioning and service providing functions, but for the first time the new guidance sets out a timetable for more substantial separation.

In line with this guidance, NHS Manchester will be expected to submit to the strategic health authority a plan for transforming community services, with priorities for improvement and service development and plans for enhancing choice, quality and value for money by October 2009. From October 2009 onwards, PCTs will establish and publish a procurement plan for community services, together with agreeing their intentions for the future of community provider services with the SHA.

In preparation we will be embarking on a process of engagement with staff, trade unions, the Overview and Scrutiny Committee, the LiNK, GPs through practice-based commissioning, and other stakeholders to consider the best future arrangements for sustaining high quality community services. The national guidance requires that this will include consideration of a range of options, for example maintaining Manchester Community Health as an 'arm's length' entity within NHS Manchester, creating a stand-alone Community Foundation Trust or social enterprise, or integrating services into other existing statutory organisations.

The Department of Health has set out the guiding principles for decision-making with respect to this agenda. These include a focus on meeting the needs of the population and providing benefits to patients and carers, together with involving and staff and taking account of staff interests plus consideration of competition, collaboration and continuity of service. This work is at a very early stage and the Committee will be kept informed of progress over the coming months. The document *Transforming Community Services: Enabling New Patterns of Provision* is available from the Department of Health website [www.dh.gov.uk](http://www.dh.gov.uk).

## **2. Manchester exceeds target on longer GP practice hours**

More than 70% of GP practices in the city are offering longer opening hours to make more convenient appointment times available to patients. It comfortably exceeds a recent Government target that half of all practices in each primary care trust area should be providing extended opening by the end of 2008.

NHS Manchester has been working with practices to agree the new opening arrangements since changes to the national GP contract were made last March. A total of 72 out of the 102 surgeries in the city have agreed extended opening hours since, with the specific opening times varying between practices. Some practices are offering early morning or evening appointments while others are opening at weekends as a result of the agreement. Information about the changes is being distributed to households across Manchester, encouraging patients to ask about the new arrangements at their practice.

## **3. Roll-out of award-winning mental health service**

An award winning project to identify and support offenders with mental health and drug-related problems is being extended throughout Manchester. The new service, commissioned by NHS Manchester from Greater Manchester West Mental Health NHS Foundation Trust, will allow the police and courts to call on expert assessments for people in custody so that they can quickly be put in contact with specialist services. It will also offer past offenders additional, targeted support in the community.

A pilot of the £500,000 initiative won the National Nursing Times Mental Health Award 2008 for successfully addressing mental health and drug-related problems. The service aims to address some of the wider health and wellbeing issues that can contribute to offenders' behaviour. Launching across Manchester in February, it will be run by a multi-disciplinary team including mental health and social care professionals and a probation officer.

## **4. Plans under development for primary care mental health services**

The NHS Manchester Board has agreed to the procurement of a new primary care mental health service system in 2009-10, to improve the quality and accessibility of care. Details of the new service arrangements will be determined through a programme of engagement and service development involving clinicians, service users, carers and service providers. The engagement process is now beginning and further updates will be brought to the Committee (or the mental health sub group) as work progresses.

## **5. National GP Patient Survey**

Manchester patients are being asked for their views on how to improve family doctor services in a new national GP patient survey. Results from the annual survey will be used to inform changes to GP services and to reward those practices that are highly rated by their patients.

The Government has announced that this year's survey includes more questions aimed at establishing whether GPs are 'getting the basics right'. For example, patients will be asked whether they find receptionists helpful, if telephone consultations are available

and whether they feel their problems are fully understood. Patients will also be asked to rate out-of-hours GP services.

The survey will be distributed to a random sample of people across the city and results reported back to NHS Manchester following independent evaluation.

## **6. DREAM for a healthier Manchester**

A new programme that aims to ensure local communities benefit from cutting edge research and training taking place in the city was launched by NHS Manchester in January. DREAM, which stands for Developing Research and Education to Advance Medicine, will promote collaboration between local health professionals, universities, the city council and NHS to give research and teaching a much greater role in improving local people's health.

Manchester hosts a considerable amount of healthcare research including expertise in acute NHS care and community health services, cancer, bioinformatics and mental health. DREAM aims to harness the full potential of locally delivered research and also open up more placements and training opportunities for health professionals, particularly in primary care and community health services where most health care happens. The launch event held at Manchester Conference Centre was attended by Dr Ruth Hussey OBE, the North West's Director of Public Health, and representatives from across the health care, social care and academic communities.

## **7. NHS Constitution**

The first NHS Constitution has now been published, setting out what patients and staff have a right to expect from the NHS. The Constitution, which is still subject to Parliamentary approval, is the first of its kind anywhere in the world and sets out people's entitlements as well as explaining the responsibilities of both patients and staff. The document was developed through discussion with patients, the public and staff following Lord Darzi's review of the NHS, *High Quality Care For All*, which identified the case for a publication that would enshrine the principles and values of the NHS in law. The Government will have a legal duty to renew it every 10 years.

The elements relevant to patients include the right for individuals to make informed choices about the care they receive, the right to drugs and treatments that are approved by the National Institute for Health and Clinical Excellence (NICE) where recommended by the clinician providing an individual's care, and the right to complaint and redress. For NHS staff, it means an NHS-wide commitment to equipping them with the tools, training and support they need to deliver high quality services.

The NHS Constitution is available from the Department of Health website [www.dh.gov.uk](http://www.dh.gov.uk).

## **8. Review of Patient Transport Services in the North West**

Current commissioning and provision arrangements for Patient Transport Services (PTS) in the North West are fragmented and reflective of historic working practices. PTS is the non-emergency transport of patients with a medical need to and from premises providing NHS healthcare and between NHS healthcare providers. The vehicles used will vary according to the need of the patient and the staff will all have appropriate skills to manage them in transit.

At present there are over 70 contracts in place each with different access, quality standards, service models and pricing structure. In addition to this, the strategic aims for ongoing development of healthcare provision, as defined in a number of Department of Health documents such as Our Health, Our Care, Our Say (2006) and Taking Healthcare to the Patient (2005), together with the need to implement the guidance contained in Eligibility criteria for Patient Transport Services (2007) require that patient transport services are updated to reflect both changing service patterns and local needs. The NW PCT Chief Executive's Group has mandated a review of PTS services in the North West.

The Review has six key objectives for improvement to ensure that PTS is able to provide an effective and efficient service:

- ✓ to ensure consistent and fair access to different transport modalities
- ✓ to move from a finance driven to a quality driven agenda
- ✓ increased patient focus and flexibility of service provision
- ✓ to explore opportunities for co-operation with other agencies and authorities
- ✓ to raise the status of Patient Transport Services across the health community
- ✓ to meet the rising expectations of user groups

The review is taking place in two phases:

1. A baseline assessment of the current service delivery and associated arrangements to be undertaken by an external consultant
2. Development of a model service specification for implementation across the North West

The purpose of this briefing is to provide an early communication of the plans. There will be fuller discussion during the second phase of the review during the development of the proposed model for future service provision.

Updates and further information on most of the issues covered here will be brought to future meetings of the Health and Wellbeing Overview and Scrutiny Committee. However, if you would like further information about any of the items covered here, please contact:

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## APPENDIX

### Forward Plan

The Forward Plan is an overview of forthcoming milestones for NHS Manchester.

<b>Timescale</b>	<b>Issue</b>	<b>Summary</b>
Imminent	Complete procurement process for three new GP practice contracts	Three contracts to run new GP services have been out to tender as part of a national programme to address 'under-doctored' areas.
Imminent	Complete procurement process for new GP-led health centre	A contract to run a new GP-led health centre has been out to tender as part of a national programme to establish one such centre in each PCT area.
April 2009	Standards for Better Health declaration	Self-declaration of performance against the Standards for Better Health submitted.
April 2009	New GP Out-of-Hours arrangements commence	GTDHarmoni commences operation of improved out-of-hours GP service for all Manchester patients.
June-July 2009	Relocation of all services from Booth Hall Children's Hospital to new facilities	Services at Booth Hall Children's Hospital will relocate, with the most specialist services transferring to the new children's hospital in central Manchester and other services including outpatients and Accident and Emergency transferring to North Manchester General Hospital.