

REPORT TO:	PRIMARY CARE COMMITTEE	
MEETING DATE:	12 April 2017	
REPORT TITLE:	Care Navigation Update	
SUMMARY OF REPORT:	This report provides an update in relation to the Care Navigation Project and requests the Committee to approve the use of additional available funding to support roll out of the project.	
REPORT RECOMMENDATIONS:	Committee are asked to note progress to date and approve the use of available funding to support roll out of the project.	
FINANCIAL IMPLICATIONS:	£ 32,000 To be funded from £32,000 made available in 2016/17 through the GPFV for Care Navigation (Signposting) and Reception Training	
REPORT CATEGORY:	Formally Receipt	Tick
	Action the recommendations outlined in the report.	√
	Debate the content of the report	
	Receive the report for information	
AUTHOR:	Lisa Cunliffe Primary Care Development Manager Report supported & approved by your Senior Lead	
		Y
PRESENTED BY:	Lisa Cunliffe Primary Care Development Manager	
OTHER COMMITTEES/ GROUPS CONSULTED:	Primary Care Transformation Group	
EQUALITY IMPACT ANALYSIS (EIA) :	Has an EIA been completed in respect of this report?	N
	If yes, please attach	If no, please provide reason below:
RISKS:	Have any risks been identified / assessed?	N
CONFLICT OF INTEREST:	Is there a conflict of interest associated with this report?	N
CLINICAL ENGAGEMENT:	Has any clinical engagement/involvement taken place as part of the proposal being presented.	Y
PATIENT ENGAGEMENT:	Has there been any patient engagement associated with this report?	Y
PRIVACY STATUS OF THE REPORT:	Can the document be shared?	Y
Which Strategic Objective does the report relate to		Tick
1	Commission the right services for patients to be seen at the right time, in the right place, by the right professional.	√
2	Optimise appropriate use of resources and remove inefficiencies.	√
3	Improve access, quality and choice of service provision within Primary Care	√
4	Work with colleagues from Secondary Care and Local Authorities to develop seamless care pathways	√

NHS EL CCG Primary Care Committee
12 April 2017

Care Navigation

1. Introduction

- 1.1. This report provides an update in relation to the Care Navigation Project and requests the Committee to approve the use of additional available funding to support roll out of the project across East Lancashire.

2. Background

- 2.1. In November 2016 the Primary Care Committee agreed a proposal for the CCG to work with West Wakefield to explore options for developing Care Navigation in Hyndburn that would support the delivery of an extended access model locally.

3. Proposal

- 3.1. West Wakefield Health and Wellbeing through their work as a Prime Ministers Challenge Fund site and subsequently as an MCP Vanguard have successfully developed and implemented a highly effective care navigation model and have agreed to provide the CCG with support and guidance to develop an effective care navigation model in East Lancashire.

- 3.2. In order to facilitate this and ensure buy in locally a 2 day workshop was arranged, facilitated by West Wakefield, which enabled the CCG to begin to explore options and develop a plan for the roll out of care navigation locally (Beginning in Hyndburn).

- 3.3. Attendees at the workshops included service providers, commissioners, data quality, communications and engagement and patients

- 3.4. At the workshops six services were identified for initial inclusion in the care navigator project. These included:

- 3.4.1. Pharmacy First Minor Ailment Scheme
- 3.4.2. Minor Eye Conditions
- 3.4.3. Emergency Dental Services
- 3.4.4. IAPT
- 3.4.5. Spinal Drop In Service and
- 3.4.6. Minor Injuries

- 3.5. After some consideration it was agreed that the Spinal Drop in Service would not go live in phase 1.

- 3.6. The CCG has now established a task and finish group that will do the detailed planning which will enable the roll out of care navigation locally. This will include:

- 3.6.1. Service Access Criteria
- 3.6.2. Developing a Directory of Service

- 3.6.3.** Patient Awareness and Communications Campaign
 - 3.6.4.** Local Clinical Template Development
 - 3.6.5.** Face to face and online training programme
- 3.7.** West Wakefield Health and Wellbeing are able to provide an ongoing package of support that includes:
- 3.7.1.** On- Line Tools
 - 3.7.1.1. An accredited on line learning package for 250 learners
 - 3.7.1.2. Access to on line How to guide for system leaders
 - 3.7.1.3. Pre-recorded webinars
 - 3.7.1.4. Live webinars
 - 3.7.2.** Consultancy Support
 - 3.7.2.1. 10 hours of on-site Consultancy package (the 2 days we have already accessed would be included in this)
 - 3.7.2.2. Development of local super-users
 - 3.7.2.3. 2 days of BI support
- 3.8.** The total cost of this platinum package of support is £25,000
- 3.9.** In addition the CCG would be required to fund:
- 3.9.1.** Workshop/ training venues and refreshments.
 - 3.9.2.** Communication and Engagement Campaign
- 3.10.** Estimated costs not to exceed £7,000
- 3.11.** The CCG received £32,000 from the GPFV to support the training of receptionist's in care navigation and signposting and it is proposed that this resource be utilised to support the development in Hyndburn and the roll out of care navigation across East Lancashire

4. Recommendation

- 4.1.** The Committee are requested to approve the use of GPFV resource to support development and roll out of care navigation across East Lancashire.

Lisa Cunliffe
Primary Care Development Manager