

# **Sunderland All Together Better Alliance (ATBA) Engagement Event**

Wednesday 20<sup>th</sup> March 2019

5:30pm – 7:00pm

Stadium of Light, Sunderland, SR5 1SU

## **Report of Event**

**Penny Davison**

**Senior Commissioning Manager**

## 1. Overview and purpose of the session

Since May 2013 Sunderland Clinical Commissioning Group (CCG) have been working towards delivering a vision for the future of out-of-hospital care with the aim of promoting health and wellbeing, delivering quality care for patients and carers, and ensuring sustainability of the system.

As a 'Vanguard' site we had an opportunity to develop and implement our out-of-hospital care model under the All Together Better (ATB) Sunderland programme making major progress and achieving significant success.

As the programme ended in 2018 the CCG made the decision to enhance the care model and secure it for the longer term. The aim is to have an effective alliance in place by April 2019 to achieve the outcomes in the CCGs Prospectus, which was published in final form in February 2018.

Since March 2018 commissioners (both health and care) and providers have worked collaboratively to develop the alliance approach for Sunderland, with the alliance officially known as the All Together Better Alliance (ATBA).

ATBA invited participants to an information and engagement event to hear about its progress since June 2018 and how stakeholders and organisations can work together to deliver the vision for out of hospital care in Sunderland.

Participants were invited to register either directly with the CCG or via North of England Commissioning Procurement Support portal 'proactis' ( see appendix 1).

The event was also made available by livestream via Facebook.

## 2. Introduction

Dr Martin Weatherhead, GP Chair of ATBA, gave a welcome to all stakeholders attending the event.

He set out the aim of the event to share progress of establishing the All Together Better Alliance (ATBA), by

- Providing a update on the progress since June 18
- Sharing latest position on leadership & governance
- Sharing the programme approach
- And asking for ideas on participation and engagement within the alliance and programmes

## 3. Development of the All Together Better Alliance

Penny Davison, Senior commissioning manager, Sunderland Clinical Commissioning Group (CCG) provided an update of the progress made on the establishment of the ATBA, This included a description of how the feedback received from the previous event in June 2018 had informed the development of the alliance arrangements overseen by the shadow board. See slides in Appendix 2.

#### **4. The All Together Better Alliance**

Philip Foster, Manager Director (ATBA), gave an overview of the vision of the ATBA, the leadership and governance, programme approach and how it will operate, (see slides in appendix 2). The Senior Responsible Officers and Clinicians for each programme were introduced to the audience. Finally Philip closed the session with a thank-you and asked participants to complete a feedback form (appendix 3) to capture questions and ideas on involvement and engagement with ATBA.

#### **5. Feedback**

In total 101 people attended the event, with 42 participants completing feedback forms. 40 out of 42 (95%) of people thought the event was either good, very good or excellent. Over 75% of Participants wanted to be involved by attending regular events, meetings and task groups, with 83% citing a newsletter as useful (see appendix 4 for full results). Questions were collected and answers are in Appendix 5.

## Sunderland All Together Better Alliance Engagement Event Invitation

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As the programme ended in 2018 the CCG made the decision to enhance the care model and secure it for the longer term. The aim is to have an effective alliance in place by April 2019 to achieve the outcomes in the CCGs Prospectus, which was published in final form in February 2018.

Since March 2018 commissioners (both health and care) and providers have worked collaboratively to develop the alliance approach for Sunderland, with the alliance formally known as the All Together Better Alliance (ATBA).

The development and implementation of formal alliance arrangements has been overseen by a Shadow Board with extensive engagement from stakeholders and providers in Sunderland. This engagement included an event on the 05 June 2018, which you or your organisation may have attended in addition to signing the Compact for Collaboration (for current providers).

The ATBA Executive Group is now established as an independent alliance to undertake and be principally responsible for the overall integrated delivery, performance outcomes and general oversight of community services (i.e. the out-of-hospital programme).

It is a formally constituted group with responsibility;

- to lead the strategic development of the alliance,
- to oversee transformation programmes,
- at all times ensuring engagement and transparency in decision making.

The ATBA Executive group is chaired by Dr Martin Weatherhead (GP) with day-to-day operational duties overseen by the managing director, Philip Foster.

ATBA would like to invite you to an information and engagement event to hear about its progress since June 2018 and how we can work together to deliver the vision for out of hospital care in Sunderland.

The event will take place from 5:15pm to 7:00pm (with a 5:30pm start) on Wednesday the 20 March 2019, in the Montgomery Suite at the Stadium of Light, Sunderland.

Organisations wishing to attend the event must register attendance by no later than 4pm, on 13<sup>th</sup> March 2019 by emailing [5ebecca.herron@nhs.net](mailto:5ebecca.herron@nhs.net) confirming the name and job title of all proposed attendees.

## **Sunderland All Together Better Alliance**

### **Engagement Event Invitation**

North of England Commissioning Support (NECS) are working for and on behalf of Sunderland CCG, as a member of the Sunderland All Together Better Alliance (ATBA). ATBA wish to hold an information and engagement event to share information about the Alliance and what this might mean to organisations.

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Organisations wishing to attend the event must register on the e-tendering portal, Proactis, at the below address:

<https://www.proactisplaza.com/SupplierPortal/?CID=NECS>

Please register your attendance by no later than 4pm, on 13 March 2019 using the messages area to confirm the name and job title of all proposed attendees.

Should you have any queries, or encounter any problems registering on the portal, please contact the eTendering provider by Email: [Suppliersupport@proactis.com](mailto:Suppliersupport@proactis.com) or Website: <http://proactis.kayako.com/suppliernetwork/Core/Default/Index> (Monday to Friday 8:30am to 5.00pm).

# All Together Better Alliance Sunderland

Engagement event  
20<sup>th</sup> March 2019

**All Together  
Better**

Better Health and Care  
for Sunderland.

## Welcome

### Dr Martin Weatherhead GP Chair

Aim:

To share progress of the establishing the All Together Better Alliance (ATBA)

Objectives:

- Provide a update on the progress since June 18
- Sharing latest position on leadership & governance
- Sharing the programme approach
- To ask you for ideas on participation and engagement within the alliance and programmes

Please note we are livestreaming!

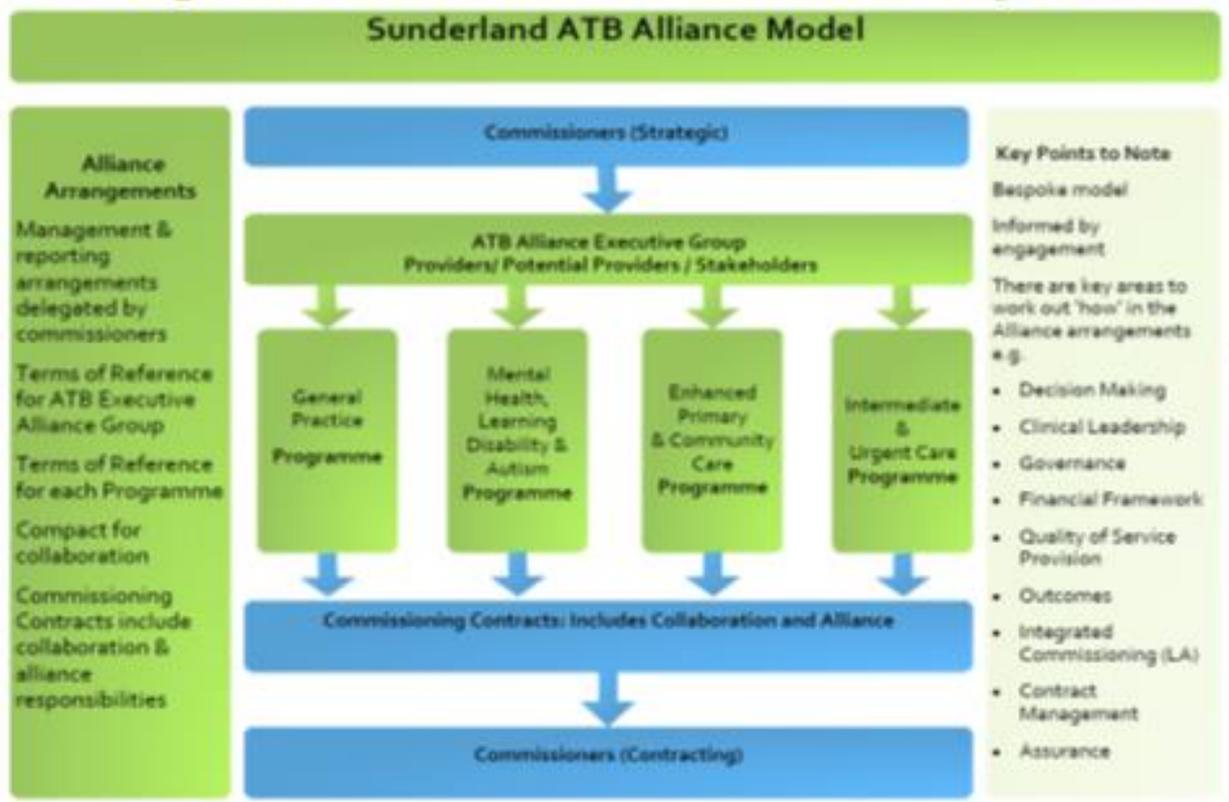
#ATBASunderland

Facebook - @Sunderlandhealth <https://www.facebook.com/sunderlandhealth>

Twitter - @SunderlandCCG <https://twitter.com/SunderlandCCG>

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## All Together Better Alliance Established by 2019



### Story so far 18-19....

#### Overseen by Shadow board .....we have

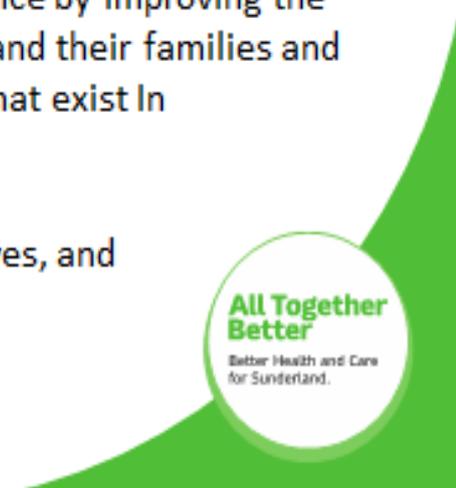
- CCG market engagement event (June 18) to engage on alliance model
- ATBA compact agreed with providers (July 18)
- Establishment of ATBA Executive Group (November 2018)
- Terms of reference agreed (November 2018)
- Scheme of delegation agreed (March 2019)
- GP Chair appointed (November 2018)
- Managing Director Appointed (December 2018)

**All Together Better**

Better Health and Care for Sunderland.

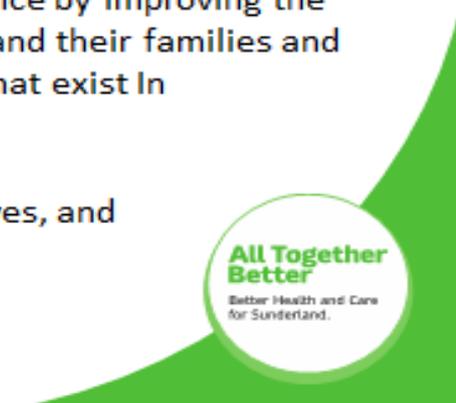
## All Together Better Alliance

- Our vision- Better Health and Best Care for the people of Sunderland
- We are here to make a real difference to people's lives.
- Firstly this is about making a difference by improving the health and wellbeing of individuals and their families and reducing the inequalities in health that exist In Sunderland.
- We want to add years to peoples' lives, and quality life to these extra years.



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## All Together Better Alliance

ATBA offers us all a unique opportunity to work together to improve the overall health and wellbeing of the community.

We aim to do this by:

- Joining up health and care services to work better together
- Providing more care out of hospital where possible
- Providing high standards of care within a sustainable model of funding.

The logo for 'All Together Better' is a white circle with a green border. Inside the circle, the text 'All Together Better' is written in green, with 'All Together' on the top line and 'Better' on the bottom line. Below this, in a smaller font, is the tagline 'Better Health and Care for Sunderland.' The logo is positioned on a green background that has a curved, upward-pointing shape on the right side.

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for Sunderland.

## All Together Better Alliance

- Embedding continuous service improvement methods across the system, empowering front line clinicians and practitioners.
- Working flexibly to enable changing, where necessary, which organisation delivers services, where is delivered and how it is paid for.
- Putting ahead of each organisation's interests and professional interests, patients and the health and social system interests first.

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## ATBA Leadership

GP Chair	Dr Martin Weatherhead	CCG Clinical lead	Dr Fadi Khalil
Managing Director	Philip Foster	CCG Commissioning Lead	Scott Watson
Director of Finance	David Chandler	LA Commissioning Lead	Graham King
Director of Nursing and Quality	Ann Fox	Medical Director	TBC
		Vice Chair/ Lay Person	TBC
<b>General Practice</b>  Jon Twelves Senior Responsible Officer, Dr James Bell Senior Responsible Clinician	<b>Mental Health Learning Disabilities &amp; Autism</b>  Lisa Quinn Senior Responsible Officer, Anthony Deary & Eirini Zochiou Senior Responsible Clinician(s)	<b>Enhanced Primary &amp; Community Care</b>  Peter Sutton Senior Responsible Officer, Louise Burn Senior Responsible Clinician	<b>Intermediate &amp; Urgent Care</b>  Sean Fenwick Senior Responsible Officer, Dr Tracey Lucas Senior Responsible Clinician

## Programme 1 – General Practice

- 48+ current commissioned providers
- Includes:
  - Core GP GMS/APMS contract (financial/decision making responsibility of the CCG)
  - Enhanced services
  - QOF
  - CCG prescribing budget
  - Interpreting services for general practice
  - Medicines optimisation support to general practice and care homes

## Programme 2 – Mental Health

- 9 current commissioned providers (not including all individual care package providers)
- Includes:
  - Acute and community mental health services
  - Learning disabilities services
  - Autism services
  - Improving Access to Psychological Therapies (IAPT)
  - Counselling services
  - Dementia pathway
  - Mental health packages of care



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## Programme 3 – Enhanced Primary and Community services

- 23+ current commissioned providers (not including care package providers)
- Includes:
  - Community Integrated Teams
  - End of life and Palliative Care
  - Continuing healthcare/healthcare packages
  - Planned services such as community dermatology and MSK
  - Therapies such as podiatry (acute and community)
  - Community anticoagulation
  - Complex and non-complex audiology



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## Programme 4 – Intermediate and Urgent care

- 7 current commissioner providers
- Includes:
  - General practice extended access
  - Recovery at home (including home visiting)
  - Urgent Treatment Centre
  - Community beds and reablement
- Current focus of the CCGs agreed urgent care strategy



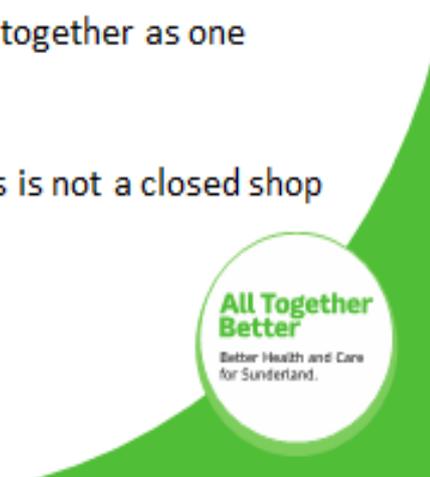
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## Enabler Workstreams...

Workstream	Sponsor	Workstream	Sponsor
Commissioning and contracting	Scott Watson	Business intelligence and performance	Graham King
Finance	David Chandler	Digital	Scott Watson
Communications and engagement	Philip Foster	Workforce and OD	Philip Foster
Quality	Ann Fox	Estates	David Chandler
Outcomes	Fadi Khalil	Reform	TBC

## How we will operate

- The ATBA will seek to deliver truly innovative health and care services – services built around the individual and the community.
- We want to redefine the relationship between Provider and Commissioner and we will work together as one system
- We will be open and transparent-this is not a closed shop



## How we will operate

- It will mean debate, challenge and change- All of us will have to move from behind our organisational thinking and behaviour
- We will engage and proactively communicate
- We will set out an ambitious five-year vision and associated annual implementation plans to deliver improvement and reform across Sunderland
- We will be bold , brave and different
- I hope you come on the journey with us



## Close and Thank-you!

- Please complete feedback form on Chairs / Tables for questions and ideas on involvement and engagement!
- We are available for any immediate questions?



## Feedback form

Wednesday 20<sup>th</sup> March 2019  
Montgomery Suite, Stadium of Light, Sunderland, SR5 1SU

**The All Together Better Alliance is committed to engagement and involvement of all stakeholders. It would be appreciated if you could take a moment to complete this short survey with regard to your ideas for engagement and involvement.**

<b>Name:</b>					
<b>Organisation:</b>					
	<b>Score (✓)</b>				
<b>Question:</b>	<b>5 Excellent</b>	<b>4 V Good</b>	<b>3 Good</b>	<b>2 Satisfactory</b>	<b>1 Poor</b>
Overall, what is your opinion of today's session?					
Do you feel better informed on the All Together Better Alliance?					
<b>We would like your ideas for engagement and involvement in the ATBA</b>					
<b>Would you be Interested in?</b>	<b>Yes</b>		<b>No</b>		
Regular events like today					
Newsletters					
Minutes of meetings on a website					
Attending programme meetings					
Being part of a task groups					

WebEx/ podcasts		
Social Media		
Any other ideas? Please let us know?		
P.T.O		
<b>If you have any specific questions you would like to ask then please use the box below. We will publish a Frequently Asked Questions, on the ATB website.</b>		

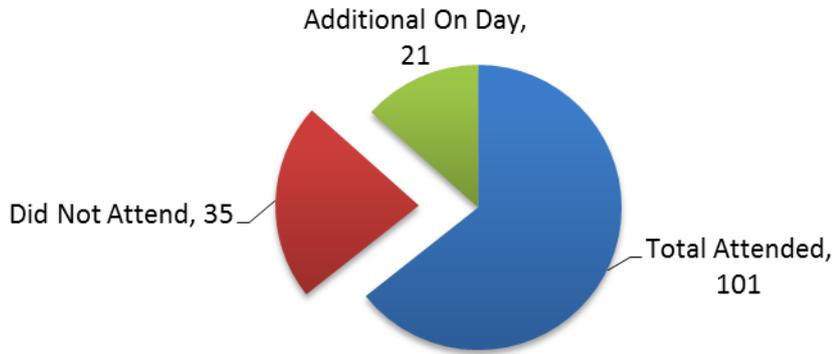
**This form can be returned via:**

**E-mail: [rebecca.herron@nhs.net](mailto:rebecca.herron@nhs.net)**

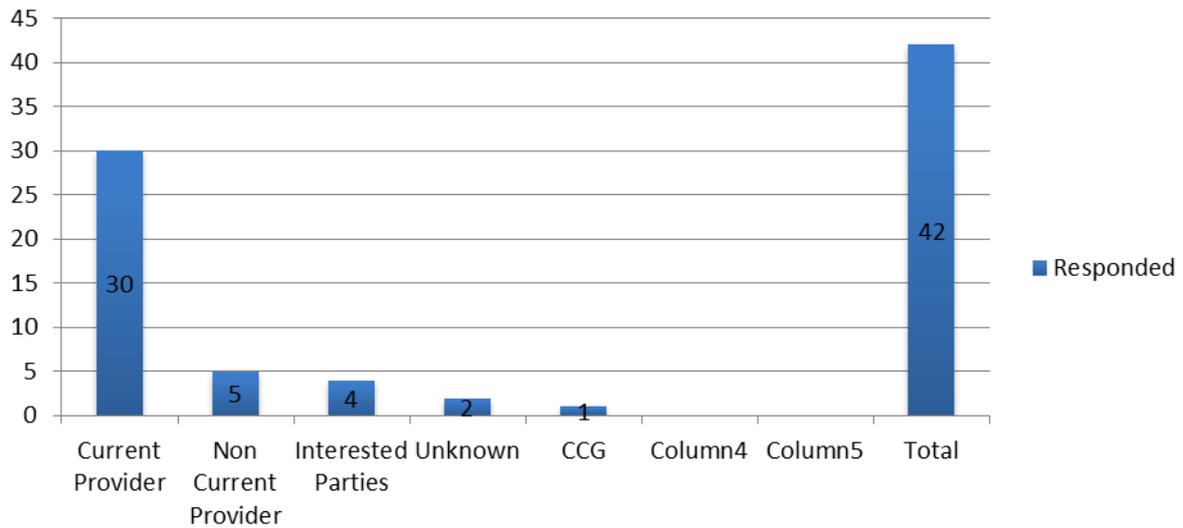
**Post: Rebecca Herron, Sunderland CCG, Pemberton House, Colima Avenue, Sunderland, SR5 3XB**

**Thank you for completing the form, your feedback is appreciated.**

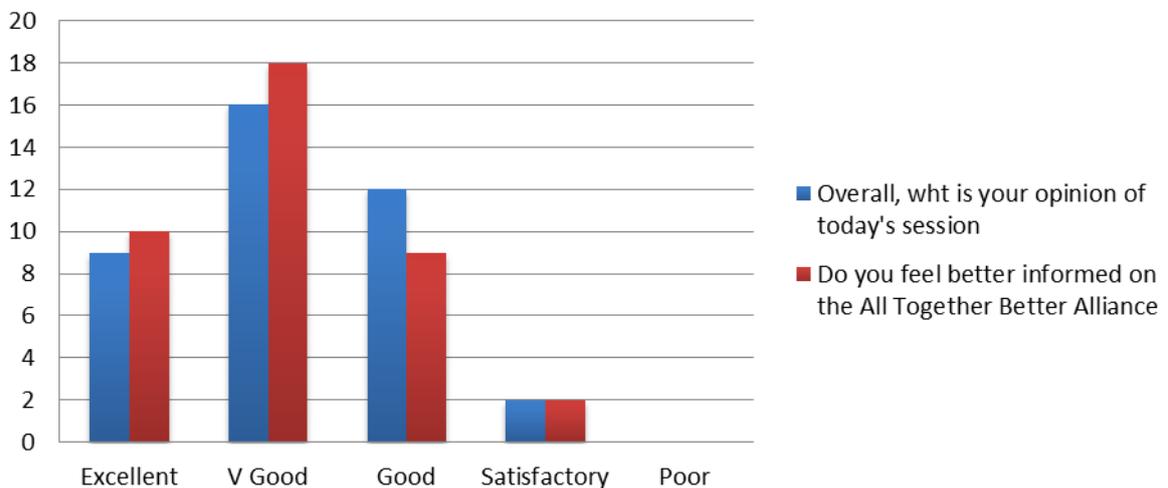
### ATBA Engagement Event Attendance Mar 19

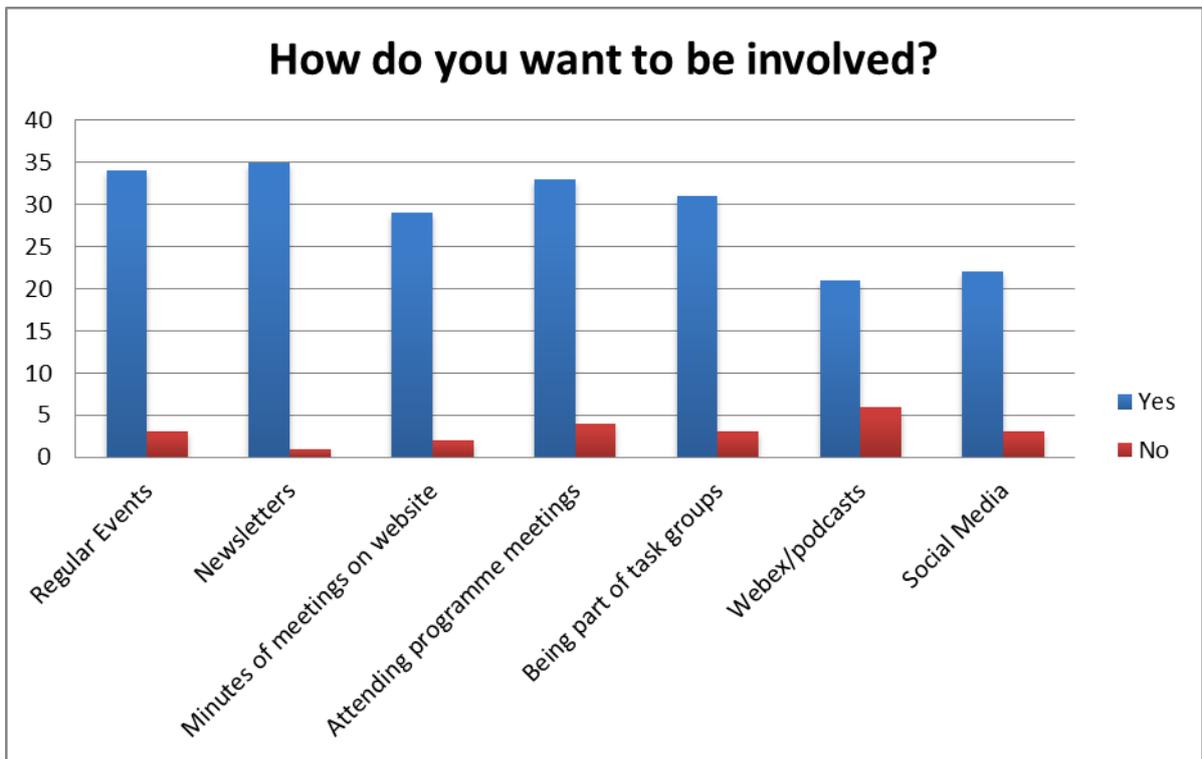


### Returned Evaluation Forms



### ATBA Event





Other ideas:

- As a housing provider I would be happy to be involved at programme/task level where housing is a key topic.
- Events to be more interactive
- Use existing network groups in communities. Accessible information via social media/technology

## Appendix 5 Questions

### **1. How will the views of service users be taken into account?**

The statutory responsibility for public consultation remains with the CCG and Local Authority. Providers have contractual responsibility for service user views. The ATBA is committed to developing a robust communications and engagement strategy and supporting action plan which ensure service user views are captured and taken into account.

### **2. Where is the representation of lay people?**

It is anticipated that the most meaningful lay involvement will be through the programmes. This will be set out in the ATBA's communications and engagement strategy and supporting action plan, as well as ongoing ATBA engagement activities.

### **3. How will the alliance's governance ensure Emergency Department (ED) standards are properly met?**

Whilst the CCG retains statutory and contractual responsibility for ED standards, the ATBA executive group and its programmes will ensure that services are developed that enhance and compliment those delivered in the ED. The focus of the Intermediate and Urgent Care Programme will remain improving urgent care services in an "out of hospital" setting, which will help improve ED performance and quality standards.

### **4. Communication and engagement strategies with the public, how are you going to do this effectively?**

This will be set out in a communications and engagement plan, which will support the implementation of a strategy.

### **5. How are they going to ensure what health and social care provider know what services are available and how are the public going to be informed about how to access the services they need?**

The ATBA will seek to engage and communicate with patients, stakeholders and staff and keep everyone up to date with ATBA plans as they unfold. ATBA will ensure information about services is available on websites, in GP practices and in other areas and sites across the city.

We will also ensure our staff teams are aware of services which will enable anyone involved in ATBA to help support the person using or wanting to access a service to navigate through the system.

### **6. Who will have responsibility for improving the health and social care for people learning disabilities with which are physical not learning disabilities or autism?**

The full ATBA, each Programme will need to take account of individual needs of patients wishing to access a given service. All services should look to make reasonable adjustment to ensure equitable access for those with any form of disability.

**7. How are you going to get health and social care practitioners to connect for the benefit of the patients?**

One of the opportunities presented by our work is to make sure health and social care services across Sunderland are more joined up. Ideally, we want to provide seamless care - based around the needs of individual patients - between hospitals, the community and people's homes. This means healthcare professionals are working together, whatever organisation or location they work for, to ensure patients receive joined-up services.

We have already started to connect services by creating the Recovery at Home service and co-locating nursing and social work teams together in Community Integrated Teams.

Over the next year we will continue to integrate Health and Social care practitioners, GPs and the voluntary sector to create one virtual team to achieve better connected community services.

**8. How do you plan to introduce low level preventative services within mental health services?**

Within the Mental Health, Learning Disability and Autism programme there are a number of existing services aimed at prevention in mental health, including those provided by voluntary and community services .

**9. How do you plan to use a joined up approach within commissioning services?**

The CCG and Local Authority are participants within the alliance. This enables a joined up approach to be undertaken from both a commissioning and provision perspective across the breadth of the ATBA programmes.

**10. Role of PCNs with ATBA**

It is envisaged that Primary Care Networks will work with the alliance. There is currently a process of engagement with GP practices on the new implementation of PCNS that will inform how this will align.

**11. Will our IT systems support integration?**

We're fully committed to ensuring that there is integration of systems across the breadth of our ATBA programmes. We're conscious that different members are at

different points regarding their "digital maturity" but we're confident our [to be developed] ATBA digital strategy will deliver an integrated approach in Sunderland.

**12. Is there confidence amongst providers to share info?**

All NHS providers are currently committed to sharing information across services. Nowhere is this more readily evident than in the development of the "Great North Care Record" which is a North East wide commitment to record sharing, which all NHS members of the ATBA are signed up to. We're also working with the local authority in Sunderland to support work around interoperability of systems and record sharing to ensure seamless transfers of care, we hope to see significant progress in this area in the coming months.

We have work to do with other members of the ATBA, but that commitment is there from the ATBA executive group to ensure safe, secure sharing of information underpins all of the work we do.

**13. How will social workers be represented in the Enhanced primary and Community care programme – programme 3?**

Graham King (Head of Commissioning) is a member of both programme 3 and the ATBA Executive group.

**14. How do we get over the financial 'wrangling' that seems to be a major barrier to integration? If we could get agreements to pool the Sunderland pound across the system this would help! Integration with Heath (CCG & NTW) real and meaningful.**

In order to support the integration of services across the ATBA there has been a commitment across health and care commissioners to use mechanisms such as pooling of budgets to support integration of services. In addition, the finance group under the ATBA board is currently developing a financial framework to support the closer integration of services.

**15. How can we ensure programmes come together to make 'work' joined up?**

The overall aim of the ATBA is that local organisations and people working together develop new ways of working which result in better health and well-being for residents, whilst improving community health services.

Whilst the ATBA has four programmes of work, the aim is to redesign the whole out of hospital system to make our current and future services work better.

The ATBA Executive Group will ensure the Programmes come together to achieve a system wide approach to transformation.

The ATBA Governance structure and arrangements will also enable a collaborative and joined up approach across all of the four Programmes in order to shape services to achieve the best outcomes for people in the most cost effective way

**16. How will ATBA prevent conflicts of interest or reduce the likelihood of conflicts arising from programme leads working for large provider organisations? What checks and balances are being put in place by the commissioner?**

The ATBA Chair and Managing Director have registered their interests as part of the CCG's Standards for Business Conduct and Declarations of Interests Policy. In addition, conflicts of interests are a standing item on the agenda and managed by the Chair at the ATBA Executive Group meetings. A Conflicts of Interest Policy is being developed specifically for the ATBA.