

## REGIONAL INTEGRATION PLAN

### South West - 2020/21

#### Introduction

NHS England/Improvement have asked the National Guardian's Office (NGO) to work with Primary Care providers to understand how Freedom to Speak Up (FTSU) arrangements can be implemented in Primary Care organisations and in a way that promotes integration.

This Regional Integration Plan sets out a summary of FTSU arrangements in the South West of England and how the NGO will support its further development. The Regional Integration Plan aims to support the development of a fully integrated approach to making speaking up business as usual across the patient pathway, outlining ways to measure and report on progress, and assess and mitigate risks to delivery.

The Regional Integration Plan includes details of how we will identify potential FTSU vanguards that can demonstrate a range of models to be applied across the sector. It also highlights how we will develop close working relationships with provider organisations as they move from the implementation stage to embedding the guardian role.

All data represented in this report was collated in December 2019.

#### The local health landscape

There are 24 NHS Trusts and Foundation Trusts in the South West. However, Weston General Hospital and University Hospitals Bristol, and Royal Bournemouth and Christchurch Hospitals and Poole Hospital plan to merge.

There are currently nine Clinical Commissioning Groups (CCGs) in the South West region, although Bath and North East Somerset CCG, Swindon CCG and Wiltshire CCG plan to merge in April 2020. There are 592 GP practices organised into 122 Primary Care Networks (PCNs).

Independent Sector organisations in the South West region include Virgin Care, Care UK, Sirona Care & Health, Cobalt Health and BMI Healthcare.

See table **Annex 1**.

## Freedom to Speak Up Guardians

There are currently 74 FTSU Guardians included on our directory from the South West Region. Sixty-five (65) of them are guardians from NHS Trusts.

See table in **Annex 2** for a full breakdown.

## Vanguards

Devon Local Medical Committee (LMC) is the local representative committee for GPs in Devon. Two NGO trained FTSU Guardians are in place. Devon LMC are supporting the development of their existing Professional Support Officers (GPs and lay professionals) that make up their countywide Pastoral Support Network to carry out a FTSU role for all GP practices across Devon.

See table in **Annex 3**

Other potential vanguards have been identified including:

- An LMC that is developing FTSU across practice manager roles
- A CCG supporting PCNs to explore ways to develop FTSU Guardian roles across primary care
- A CCG investigating the internal FTSU role and training opportunities with staff and member GP practices
- The role of local Healthwatch teams regarding FTSU
- Integrated Care Systems/Sustainability and Transformation Partnerships considering the development cross organisational FTSU processes.

## Ambitions for progress 2020/21

Priority	Detail	Measure/Ambition	Timeframe/ review date Q1 – Q4
Increase reach into the Primary Care landscape	<b>Current vanguards:</b> Continue to work with the identified vanguard to support FTSU development in line with NGO guidance.	Share experience and learning nationwide.	Q2-3
	<b>New vanguards:</b> Create a portfolio of vanguard models to demonstrate different FTSU structures.	Identify one Primary Care vanguard structure in each STP/ICS area and work through structures such for:	Q2

	<ul style="list-style-type: none"> <li>• Internal FTSU within CCGs</li> <li>• Across Primary Care Networks</li> <li>• Across GP practices via LMC network</li> <li>• Internal within GP practices</li> <li>• Across organisations via CCG connections</li> <li>• Dental practices</li> <li>• Pharmacies</li> <li>• Opticians.</li> </ul>	
<p><b>GP Practices:</b> Work with CCGs, LMCs and PCN Clinical Directors to identify anyone currently named as a FTSU Guardian or Whistleblowing Lead for GP practices (as listed in eDec) to support them to get NGO training, entry onto the directory and to submit data.</p> <p>Explore opportunities to give FTSU presentation at Practice Managers conferences organised by CCGs, LMCs, Training Hubs and Practice Managers' Association.</p>	Liaise with conference organisers to identify opportunities for FTSU presentations.	Q3
<p><b>Primary Care Networks:</b> Explore opportunities to raise awareness of FTSU via development programmes for PCN Clinical Directors.</p> <p>Explore the possibility of introducing FTSU sessions at existing countywide PCN CD training/development sessions.</p>	<p>FTSU processes start to emerge within PCN structures.</p> <p>FTSU reports are presented at PCN meetings.</p>	<p>Q3</p> <p>Q4</p>
<b>Dentists, Opticians &amp; Pharmacists:</b>		

	Identify new vanguards in dental practices, pharmacies and opticians and support implementation of FTSU processes.	Identify at least one Dental, one Optical and one Pharmacy vanguard within the region and support the development of their FTSU process.	Q2
	<b>Hospices/Independent Sector:</b> Build relationships with colleagues from hospices and the independent sector and support the development of FTSU in these areas.	NGO trained FTSU Guardians from hospices and the independent sector are receiving cases and submitting data to the NGO in line with national guidance.	Q2
<b>Join-up cross system working to improve FTSU culture</b>	<b>CCG – internal:</b> Identify opportunities to explore FTSU processes within ICS/STP structures.	CCG FTSU Guardians are active members of their Regional Network.	Q2
	Continue to build relationships with CCG colleagues to better understand any existing internal FTSU processes.	All CCG FTSU Guardians in the SW have received NGO training.	Q3
		CCG FTSU data submitted to the NGO in line with national guidance.	Q4
	<b>CCG – external:</b> Continue to work with CCG colleagues to support their system leadership role in relation to assurance of the performance of FTSU processes in their provider organisations.	Cross organisational data submitted to the NGO in line with national guidance.	Q4
	<b>Regional NHSE/I:</b> Build relationships with Regional NHSE/I Executive and Operational FTSU leads.	FTSU features on regional agendas.  NHSE/I regional FTSU	Q2

	Support the development of FTSU processes across the regional team and identify opportunities to explore FTSU processes within ICS/STP structures.	Guardians submit data to the NGO in line with national guidance.	Q2
<b>Enable new and existing FTSUGs to support each other</b>	<b>FTSU Guardians Regional Network:</b> Regional Networks to be attended by increasing numbers of Primary Care guardians and continue to support and develop the networks.	Numbers of non-trust FTSU Guardians attending the Regional Network meetings increases.	Q2
	NGO and RLL will support the development of the Regional Network and the role of the Regional Chair as increasing numbers of non-trust FTSU Guardians connect with the network.	The Regional Network provides several different ways to connect and support FTSU Guardians.	Q2
		Review the effectiveness of Regional Network meetings as its membership evolves.  Consider the changing needs of FTSU Guardians from a diverse range of organisations such as: <ul style="list-style-type: none"> <li>• Frequency of physical meetings</li> <li>• Options for virtual meetings and teleconferences</li> <li>• Opportunities for themed breakout group discussions in meetings</li> </ul>	Q1-4

		<ul style="list-style-type: none"> <li>Buddying arrangements to support new FTSU Guardians and provide development for existing FTSU Guardians.</li> </ul>	
<b>Improve the NGO's offer of support and guidance</b>	<p>Identify opportunities for NGO presence at external NHS events in the South West region to raise awareness of FTSU with a wider audience.</p> <p>Contact the NHSE events team and organisers of Practice Managers Conferences, etc.</p> <p>Work with the NGO Communications Team to develop webinars, promotional material and further online material to share best practice and guidance more widely.</p>	<p>Calendar of events collated and shared with the NGO team.</p> <p>NGO presence at external events raises awareness of FTSU with key stakeholder groups and generates more requests for NGO training and support.</p> <p>Webinars are well attended by FTSU Guardians and positive feedback is received.</p>	<p>Q2</p> <p>Q2-4</p> <p>Q2-4</p>

## Annex 1

**The healthcare landscape** (data collated from NHS Digital ODS September 2019)

Organisation type	Number	Notes
ICS/STP	7	
LMC	7	
CCG	11	Reducing to nine from April 2020
PCN	122	
Trusts	24	
LDC	7	
LOC	7	
LPC	7	
GP practices	592	
Dental practices	1064	
Opticians	673	
Pharmacy	1086	
Hospices	40	

## Annex 2

**FTSU Guardians in the region** (Data collated from NGO database)

Organisation type	Number of FTSUGs
Trust / Foundation Trust	65
Independent provider	2
Primary care provider	5
CCG	0
Non health sector	0
National Body	2
Other	0
<b>TOTAL</b>	<b>74</b>

## Annex 3

Vanguard name	Type of organisation	Notes on progress to date
Devon LMC	Local Medical Committee	<ul style="list-style-type: none"><li>Work is planned with Devon LMC to develop Primary Care-focused NGO FTSU material.</li></ul>

## Annex 4

### The region

The South West region of England is made up of the seven counties of Bristol, Cornwall, Dorset, Devon, Gloucestershire, Somerset and Wiltshire plus the Isles of

Scilly. Over 5 million people currently live in the South West, which is a mainly rural area – more people live in villages and small towns in this region than in any other English region.

According to Office for National Statistics, Mid-Year Population Estimates 2019, the South West region also has the oldest median age in England, more than 22 per cent (almost 1.2 million people) of the South West population is of state pension age and above. Twenty percent (approx. 1 million) live in households with incomes below the poverty threshold and areas within this region are amongst the poorest in Europe.