

## REGIONAL INTEGRATION PLAN

### North East and Yorkshire - 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 North East 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 landscapes** (Information taken from NHS England)

The North East and Yorkshire is covered by four Integrated Care Systems – West Yorkshire and Harrogate, South Yorkshire and Bassetlaw, North East and North Cumbria and Humber, Coast and Vale.

The West Yorkshire and Harrogate Health Care Partnership covers a population of 2.6 million people. Within West Yorkshire, there are ten NHS Hospital Trusts and Foundation Trusts.

The South Yorkshire Health and Care Working Together in South Yorkshire and Bassetlaw is a partnership of 25 organisations responsible for the health and care of 1.5 million people. The integrated care system is made up of 18 NHS organisations, six local authorities and key voluntary sector and independent partners. Within South Yorkshire, there are 11 NHS Hospital Trusts and Foundation Trusts.

Within the North East and North Cumbria, there is a population of 3,108,200. The Integrated Care System hosts eighteen NHS Foundation Trusts and eleven CCG. Public health in this area is still amongst the worst in the country.

The Humber, Coast and Vale Integrated Care System works in partnership with 29 partner organisations, including 9 NHS Trusts, 6 CCG for a 1.4 million population with a budget of 2.2bn.

See table **Annex 1**

## Freedom to Speak Up Guardians

There are currently 65 FTSU Guardians included on our directory from the North East and Yorkshire Region. Forty-eight (48) of them are from trusts.

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

## National Guardian Office Vanguard

Currently the NGO is working with Leeds Community Health Care NHS Trust as a vanguard for three NHS trusts, one GP Confederation, one CCG, 18 Primary Care Networks and 96 General Practices. There is one FTSU Guardian per trust and 15 potential guardians for the General Practices.

See table in **Annex 3**

There have also been other potential vanguards identified within the region, by the Regional Liaison Lead. These are currently in the process of having discussions with the Regional Liaison Lead, establishing what is required and the offering of support from the National Guardian's Office.

## Ambitions for progress 2020/21

Priority	Detail	Measure/Ambition	Timeframe / review date Q1 – Q4
<b>Increase reach into the Primary Care landscape</b>	<b>Current NGO vanguards:</b> Support Leeds Community Health Care NHS Trust	Ensure new identified potential guardians within the GP confederation are attending training.	Q1
		Details of FTSUGs appearing on the NGO directory.	Q1
		Fulfilling the role as guardian.	Q2/Q3
		Submitting data.	Q3/Q4

	<p><b>New NGO vanguards:</b> Working with the guardians from the identified potential new vanguards to establish their FTSU processes and if the organisations may be used as a new identified vanguard site.</p>	<p>Identify potential new vanguards and ensuring the guardian has had training by the National Guardian's Office.</p>	Q1
		<p>Details of FTSU Guardians appearing on the NGO directory.</p>	Q1
		<p>Fulfilling the role as guardian.</p>	Q2/Q3
		<p>Submitting data.</p>	Q3/Q4
		<p>Developing a transferrable model.</p>	Q4
	<p><b>GP Practices:</b> To establish relationships with Primary Care using a variety of platforms.</p>	<p>To continue the work with Leeds GP Confed.</p>	Ongoing
		<p>Attend and present at Regional Quality Surveillance Group (RQSG).</p>	Ongoing
		<p>Attend and present at the Local Quality Surveillance Group (LQSG).</p>	Ongoing
		<p>Attend and present at the Primary Care Forum.</p>	Q1
			Q1/Q2
	<p><b>Primary Care Networks:</b> To establish relationships with PCNs using a variety of platforms to present the FTSU agenda. For Example, Primary Care Forum.</p>	<p>Attend and present at RQSG.</p>	Ongoing
		<p>Attend and present at LQSG.</p>	Ongoing
		<p>Attend and present at Primary Care Forum.</p>	Ongoing
	<p><b>Dentists, opticians and pharmacists:</b></p>	<p>Pilot vanguards and support the</p>	Q1/Q2

	Identify new vanguards in dental practices, pharmacies and opticians and support implementation of FTSU processes.	<p>development of their FTSU processes.</p> <p>Gain a better understanding of the escalation routes within Dental, Optical and Pharmacy.</p> <p>Once the potential vanguards appoint a guardian, have them:</p> <ul style="list-style-type: none"> <li>• Attend training</li> <li>• Appear on the directory</li> <li>• Fulfil the role as guardian</li> <li>• Submit data</li> <li>• Develop a transferrable model.</li> </ul>	<p>Q1/Q2</p> <p>Q2/3</p> <p>Q2/3</p> <p>Q3/4</p> <p>Q3/4</p> <p>Q4</p>
	<p><b>Hospices/Independent Sector:</b> Build relationships with hospice and independent sector guardians and encourage them to submit quarterly data.</p>	<p>Encourage hospices and independent sector guardians to attend Regional Network meetings.</p> <p>Increase in data submissions.</p> <p>Submit cases for the 100 Voices campaign.</p>	<p>Q2</p> <p>Q3/Q4</p> <p>Q3/Q4</p>
<p><b>Join-up cross system working for improving FTSU culture</b></p>	<p><b>CCG – internal:</b> Connect with CCG guardians who have been trained and are included on the NGO directory to ensure a consistent approach.</p>	<p>Fulfilling the role as guardian.</p> <p>Submitting data, contributing to the 100 Voices campaign.</p>	<p>Q1/2</p> <p>Q2</p> <p>Q3/Q4</p>

		CCG guardians attend their Regional Networks.	
	<p><b>CCG – external:</b> To get nominated workers trained in the guardian role and put on the NGO directory.</p>	<p>Attend training and include new FTSU Guardians on the directory.</p> <p>Fulfilling the role as guardian.</p> <p>Submitting data and contributing to the 100 Voices campaign.</p> <p>Ensure guardians get familiar with the Regional Network and encourage them to attend network meetings.</p>	Q1-4
	<p><b>Regional North East and Yorkshire NHSE/I:</b> Continue to build relationships and partnership working with Regional NHSE/I FTSU executives and Primary Care Leaders, to ensure FTSU remains on NHSE/I agendas.</p>	<p>Building relationships with stakeholders by attending local NEY platforms:</p> <p>Attend Primary Care Forum.</p> <p>Attend quarterly Regional/Local Quality Surveillance Groups.</p> <p>Working with the Regional NEY Director of Quality NHSE/I.</p>	<p>Q1</p> <p>Q1/Ongoing</p> <p>Q1</p> <p>Q1/Ongoing</p>
<b>Enable new and existing FTSU</b>	<b>FTSUG Regional Network:</b> Regional Networks to be attended by increasing numbers of Primary Care guardians and	Numbers of non-trust FTSU Guardians attending the Regional	Q2

<p><b>Guardians to support each other</b></p>	<p>continue to support and develop the networks.</p> <p>The NGO 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.</p>	<p>Network meetings increases.</p> <p>The Regional Network provides several different ways to connect and support FTSU Guardians.</p> <p>Review the effectiveness of regional network meetings as its membership evolves.</p> <p>Consider the changing needs of FTSU Guardians from a diverse range of organisations such as:</p> <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> <li>• buddying arrangements to support new FTSU Guardians and provide development for existing FTSU Guardians.</li> </ul>	<p>Q2</p> <p>Q1-4</p> <p>Q1-4</p>
<p><b>Improve the NGO's offer of support and guidance</b></p>	<p>Identify opportunities for NGO presence at external NHS events in the North East and Yorkshire region to raise</p>	<p>Calendar of events collated and shared with the NGO team.</p>	<p>Q1-4</p>

	<p>awareness of FTSU to a wider audience.</p> <p>Contact the NHSE/I events team and organisers of Practice Managers Conferences etc.</p>	<p>NGO presence at external events raising awareness of FTSU with key stakeholder groups and generates more requests for NGO training and support.</p>	<p>Q1-4</p>
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## Annex 1

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

Organisation type	Number	Notes
ICS	4 ICS	Established or Merging
LMC	18	
CCG	32	Some CCGs are merging in April 2020.
PCN	77	Number taken from the e-Dec system.
Trusts	43	
LDC	15	
LOC	14	
LPC	13	
GP practices	982	
Dental practices	1184	
Opticians	1049	
Pharmacy	1798	
Hospices	39	

### The region (Information taken from NHS England )

In West Yorkshire, around a fifth of adults have a disability and more than 200,000 are at risk of Type 2 diabetes. There are significantly worse rates of cardiovascular disease than in other parts of England.

South Yorkshire faces significant health inequalities, with healthy life expectancy differing by more than 20 years across the area. Where deprivation is high, access to services are variable. There are higher than average deaths in people aged under 75 from cancer, heart disease and serious mental illness and levels of childhood poverty are significantly higher than the national average.

North Cumbria is a large rural area with some communities facing a journey of more than two hours to reach a service. There is a pocket of large urban communities on the west coast with high levels of deprivation. Nearly 25 per cent of the Cumbrian population is aged over 65, with the associated challenges of a likely increase in demand for services and more people living with dementia.

Life expectancy for people in the North East and North Cumbria remains amongst the poorest in England and have some of the starkest health inequalities.

Humber and Coast Vale finds that men living in the more affluent areas in the region can live up to 20 years longer than men who are living in the more deprived areas, for women the gap can be as big as 17 years. Poor health in the region can be attributed to smoking, alcohol abuse and obesity, with higher rates than the national average.

## Annex 2

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

<b>Organisation type</b>	<b>Number of FTSU Guardians</b>
Trust / Foundation Trust	48
Independent provider	7
Primary care provider	0
CCG	0
Non health sector	0
National Body	10
Other	0
<b>TOTAL</b>	<b>65</b>

## Annex 3

Vanguard name	Type of organisation	Notes on progress to date
Leeds Community Health Care NHS Trust (LCH)	<p>Leeds Vanguard consists of 3 NHS trusts, 1 GP Confederation, 1 CCG, 18 Primary Care Networks and 96 General Practices.</p> <p>From a guardian perspective, there is one per trust and 15 potential guardians for the General Practices.</p>	<ul style="list-style-type: none"> <li>• Action taken to promote the FTSU Guardian role and FTSU.</li> <li>• Communication with Leeds GP Confed of who would like to be a guardian and what this entails has started.</li> <li>• 15 potential Primary Care guardians have received training and a session to discuss best working models is planned for May 2020.</li> <li>• Leeds GP Confed are in conversations with the NGO about writing a journal which will reflect some of their work.</li> <li>• The NGO are working collaboratively with LCH in delivering FTSU training.</li> <li>• LCH have been working on a tentative city-wide model looking at the goals and challenges of implementing FTSU within the Leeds GP Confed.</li> </ul>