

Adults, Health & Public Protection Policy & Scrutiny Committee

Date:	25 th November 2015
Classification:	General Release
Title:	ASC Customer Journey Programme
Report of:	Stella Baillie, Tri-borough Director, Integrated Care
Cabinet Member Portfolio	Cabinet Member for Adults & Public Health, Councillor Rachael Robathan
Wards Involved:	All
Policy Context:	City of Choice
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1. Executive Summary

- 1.1 This report provides a brief overview of the scope and progress of the Tri-Borough ASC Customer Journey Programme.

2. Key Matters for the Committee's Consideration

- 2.1 The report is for information and to support the Committee's ongoing consideration of its 2016 work programme.

3. Background

3.1 Business case and scope of the programme

- 3.1.1 The Customer Journey Programme is a major Tri-borough ASC programme that was initiated in June 2014. This followed a consultancy led piece of work undertaken in 2013. This work concluded there was substantial scope to simplify and improve case and pathway management through a range of measures including improved use of technology, self service, new ways of working with health (both in and out of hospital) and by simplifying key

processes The programme aims to deliver a better customer experience and substantial savings through the cumulative impact of these changes.

- 3.1.2 The programme has four component projects covering front door information and advice, hospital discharge, Community Independence Service (CIS) and complex care management. The overarching programme approach ensures that the design of the future service system is appropriately joined up and customer focused.
- 3.1.3 Savings of up to 25% to social care operations through the programme are expected to be delivered for each borough between the two years 2015 – 2017, subject to agreement of viable plans. Westminster is on track to deliver the first £500k by the end of 2015/16.
- 3.1.4 The saving ambition for all boroughs in 16/17 is £1.33m for each borough. The complete service re-design, which will set out associated further savings options, is due to be completed by the end of 2015.
- 3.1.5 The hospital discharge and CIS aspects of the programme are also within the scope of the associated Better Care Fund (BCF) programme. These two areas of service and associated pathways are being driven by an ambition for an accelerated level of multi-disciplinary working and integration with health in these areas. A saving of £1.743m for 2015/16 was committed within the BCF programme for work in these areas. This was associated with improved recovery and reablement targets and reduced care costs. The current out-turn projection for delivery against this target is £1.660m.

3.2 Progress and achievements

- 3.2.1 Front door: arrangements and costs for enquiry handling, providing information and advice and initial screening are currently provided on a single borough basis and have been mapped. Options for improving self servicing on the web, developing the information advice and preventative service offer and a tri-borough solution in readiness for a future integrated front door with health are now being set out.
- 3.2.2 Hospital Discharge: Integrated pathway and case management has been developed and piloted over all 4 tri-borough hospital sites over the last 6 months. Initial evaluation of the 8 ward pilot and recommendations for rollout have been agreed by the Adults Leadership Team. The aim is to achieve a three borough harmonised service that maximises efficiencies by early 2016. West London Alliance are supporting the development of the business case for sub-regional development. This is an area where the three boroughs are taking a leadership role across health and care.
- 3.2.3 CIS: An integrated approach to assessing and meeting short term needs to avoid hospital admission and provide better recovery and reablement has been in operation since April 2015. An independent review of front line re-ablement functions across the boroughs was completed in September 2015 and future options are now being considered and wrapped into the customer journey programme. A full evaluation of CIS is now taking place

which will inform the finalisation of the future service design. A consultation on future working arrangements and roles will commence as soon as 2016-17 funding for the service is agreed between the local authorities and CCGs which is expected shortly.

- 3.2.4 Complex Care: year 1 savings are expected to be delivered through the application of the general principles for service re-design. Detailed work is now taking place and has been completed in the area of carers assessments where the process has been substantially simplified.
- 3.2.5 The programmes overall service re-design work including savings options will be completed by the end of the year, including savings options for discussion with Cabinet Members.
- 3.2.6 A high level approach to the next phase of whole systems development, that aligns the customer journey and commissioning intentions with health, has been developed and has the support of the Joint Executive Team (JET). Cabinet Members are being briefed on this currently. There will be an increasing focus on Health and Wellbeing Boards as we move forward.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact the Report Author
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APPENDICES:

- Improving the patient journey across Central & West London

BACKGROUND PAPERS

- Customer Journey November 2015 Programme Highlight Report