



**Integrated Governance Committee
Extraordinary Meeting
Tuesday 27 October 2020, 1pm, MS Teams**

Present Mrs Lesley Bowie (Chair)
Mrs Margaret Anderson, Non-Executive Board Member
Mr Michael Breen, Non-Executive Board Member
Mr Bob Martin, Non-Executive Board Member
Miss Lisa Tennant, Non-Executive Board Member (attended part of meeting)

In Attendance Mr John Burns, Chief Executive
Mrs Vicki Campbell, Joint Interim Head of Primary Care and Out of Hours Community Response Services
Mrs Joanne Edwards, Director for Acute Services
Mr Eddie Fraser, Director, East Ayrshire Health and Social Care Partnership
Ms Sarah Leslie, HR Director
Mr Derek Lindsay, Director of Finance
Dr Crawford McGuffie, Medical Director
Mrs Shona McCulloch, Head of Corporate Governance
Mrs Angela O'Mahony, Committee Secretary (Minutes)

ACTION

1. Welcome and Apologies

The Board Chair welcomed everyone to the meeting. Vicki Campbell, Eddie Fraser and Joanne Edwards joined the meeting to present a report on the Redesign of Urgent Care Services.

Apologies were noted from Prof Hazel Borland and Ms Linda Semple.

2. Declaration of Interests

There were no declarations noted.

3. Redesign of Urgent Care Services – Ayrshire and Arran Early Implementation Test of Change

The Chief Executive introduced a report of the work being progressed through NHS 24 and NHS Ayrshire & Arran as early implementers of the Redesign of Urgent Care, a national programme agreed by the Cabinet Secretary for Health and Sport. NHS Ayrshire & Arran will begin implementation of the programme from 3 November 2020, with plans to roll this out across NHS Boards in Scotland from 1 December 2020.

The Chief Executive outlined the background to the national programme to redesign urgent care, agreed by the Cabinet Secretary, with the aim to shift the way in which urgent care is delivered to ensure citizens receive

the right care in the right place. This redesign work reflected the Board's whole system Caring for Ayrshire programme.

The Chief Executive highlighted the significant work undertaken by colleagues across the system to enable the Board to achieve the highest level of readiness to undertake this important redesign work. Learning and evaluation will take place throughout the test of change which will be shared across Scotland.

Members were advised that the Cabinet Secretary would make an announcement in Scottish Parliament on 28 October 2020 on winter planning arrangements including plans for Redesign of Urgent Care.

The Joint Interim Head of Primary Care and Out of Hours Community Response Services, Mrs Vicki Campbell, presented the vision paper for the Redesign of Urgent Care, setting out in detail the proposed model, the Board's state of readiness for each element and the data on which the model was based. Governance and implementation oversight arrangements for the implementation, monitoring and evaluation of the model were outlined in the report. Mrs Campbell advised that following the Committee's consideration and support for the proposals, a slightly updated version of the paper will be submitted to the Scottish Government.

Mrs Campbell explained that the new model will involve triage of patients through NHS24 with all calls (landline and mobile) from an Ayrshire and Arran postcode received and managed via a separate 111 route from the rest of Scotland. Cases received from NHS24 would come through the Board's Flow Navigation Centre with existing pathways extended to include Minor Injury/Illness and ED Triage/Scheduling, in a recommended set pathway based on NHS24 clinical triage.

Mrs Campbell emphasised that should the public have urgent care issues during normal working hours they should visit the NHS Inform website or contact their GP, however, should they still feel their issue is urgent they would have the option to contact NHS24. In emergencies, the public should continue to call 999

Committee discussed the proposed new model and welcomed the opportunity for Ayrshire and Arran to be an early implementer.

Mrs Campbell gave assurance that the operational team at the Flow Navigation Centre will receive training on the new process to ensure a consistent approach when engaging with the public. Mrs Campbell confirmed that patients self-presenting at ED would still be seen and numbers evaluated on a daily basis.

Members emphasised that communication and messaging will be important to inform the public of the new streamlined urgent care model. In responding to the Board Chair on public engagement and feedback Mrs Campbell advised that there were plans to seek feedback from members of the public on a live and ongoing basis as they accessed services, working jointly with NHS24 and the Scottish Government to avoid duplication. Committee members received assurance that the

Caring for Ayrshire ambition to care for people at home or as close to home as possible will be promoted as a key part of the communication plan.

Members discussed the risks in taking forward the test of change and were given the necessary assurance that risks were identified and mitigation was in place.

Mrs Campbell informed Members that NHS24 had agreed to increase their clinical capacity and supervision to deliver triage arrangements that were as robust as possible. Daily huddles will take place when the new model goes live on 3 November 2020 to allow operational teams to reflect on cases from the previous day and receive feedback, such as cases of inappropriate triage, to enable learning and improvement.

The Chief Executive advised that an evaluation of the roll out in Ayrshire and Arran will be considered as part of overall evaluation work being led by Sir Lewis Ritchie.

Outcome: Members supported the proposal for Ayrshire and Arran to undertake an early implementation test of change for the redesign of urgent care services and thanked teams involved for their significant work to date.

Members agreed that updates should be included in Chief Executive weekly reports to Non-Executive Board Members to keep them updated of this important redesign work.

Members requested a progress update, including on risk management arrangements, at the next committee meeting on 12 November 2020.

4. Key issues to report to the NHS Board

Not required as the draft minute will be approved by Committee on 12 November 2020 for presentation to the NHS Board meeting on 30 November 2020.

5. Risk issues to report to the Risk and Resilience Scrutiny and Assurance Group

Not discussed. Members had acknowledged the risks in taking forward the early implementation test of change and an update would be provided at the meeting on 12 November 2020.

6. Any Other Competent Business

There was no other business.

7. Date and Time of Next Meeting

Thursday 12 November 2020 at 2pm, MS Teams