

Rapid Response						
Crisis/Rapid Response	Recruitment to service vacancies	Apr-16	Mar-16	SW		
	Standard operating procedure for interim packages of care/Reablement - domiciliary	Jul-16	Oct-16	SW		
	Standard operating procedure for bed based interim packages of care	Jul-16	Oct-16	SW		
	Standard operating procedure/pathway for urgent social work assessments to prevent admission	TBC	TBC	SW		
	Communications to facilitate access to service	Oct-16	Oct-16	SW		
	Information technology for sharing patient information between GP and rapid service		Apr-17	SW		
	Go-live of information sharing between GPs and rapid service		Apr-17	SW		
	Case management					
Pro-active care/Case management	Recruitment to service vacancies	Jul-16	ongoing	SW		
	Pilot case finding with federation	Sep-16	Dec-16	SW		
	Health and social care Standard Operating Procedure for case management	Aug-16	Oct-16	SW		
	Go-live of information sharing between GPs, case management and social care services	Jul-16	Sep-16	SW		
	Active engagement with primary care using e-fraility tool	Sep-16	ongoing	SW		
	Effective review of cohorts across health and Local Authority	Sep-16	ongoing	SW		
	Training and service development to enable multidisciplinary case management	Sep-16	ongoing	SW		
	Outcomes and activity monitoring indicators developed	Sep-16	Oct-16	SW		
	Joint health and social care outcomes and activity monitoring indicators implemented	Oct-16	Oct-16	SW	Non-contractual	
	Outcomes and activity monitoring indicators commence reporting	Oct-16	Oct-16	SW	Non-contractual	
	Skill mix and capacity review	Dec-16	Apr-16	SW		
	Integration of expert patient programme into case management response	Dec-16	Apr-16	SW		
	Enablers					
	Enablers	Data sharing agreements between community services and social care	TBC			Subject to Transformation resourcing
Data sharing agreements between GPs and community services		TBC			Subject to Transformation resourcing	
Data sharing agreements between GPs and social care		TBC			Subject to Transformation resourcing	
Alignment of community services SDIP and transformation plan				MT		
Alignment of community services contractual KPIs and transformation plan				MT		
Section 75 development 2017/18				MT		
A&E Frequent attenders						
A&E Frequent attenders	Extract list of Frequent A & E attenders in Sollis	Complete				
	Identify key clinicians to support the project	Complete				
	Provide access to additional data for clinicians	01/08/2016	26/08/2016	JB		
	Develop audit tool/framework to review patient data	01/09/2016	16/09/2016	SG/DH/JB		
	Acquire access to Sollis tool for clinicians	08/08/2016	19/08/2016	JB		
	Review data on Sollis for top 100 frequent attenders	19/09/2016	30/09/2016	SG/DH		
	Identify themes in A & E frequent attenders	03/10/2016	14/10/2016	SG/DH		
	Define interventions for impact	17/10/2016	31/10/2016	SG/DH/JB		
	Validate interventions for impact including cost benefit analysis	01/11/2016	11/11/2016	JB		
	Develop business case for implementation	14/11/2016	30/11/2016	JB		
	Develop implementation plan	14/11/2016	30/11/2016			
Continuing Care						
Continuing Care	TUPE consultation with the staff	Apr-16	Jun-16	CLCH/SECSU		
	Recruitment of vacant posts within new service model	May-16	Aug-16	CLCH		
	Required data transfer details finalised between providers and data migrated	Apr-16	Jun-16	CLCH/SECSU		
	Service specification and key performance indicators confirmed and contract variation signed	Apr-16	Jun-16	JH		
	CLCH service commences	Jul-16	Jul-16	MILESTONE		
	Panel terms of reference, process and governance developed and signed off	Jun-16	Jul-16	JH		
	Status Report and Action plan produced on how to recover the review back log position and outstanding issues that will transfer to the new service provider	Jul-16	Aug-16	JH		
	Fast Track Audit – results reported to September Quality Committee	Aug-16	Sep-16	PE/JH		
	Data effectively cleansed to ensure that patients are Merton CCGs responsibility and are not RIP	Aug-16	Oct-16	PE		
	CHC Personal Health Budgets governance and process to be finalised	Aug-16	Sep-16	JH		
	Transition policy from children's continuing care to be designed with new provider and CCG commissioners	Sep-16	Oct-16	JH/HP		
	CCG Patient choice policy designed with support from new provider	Jul-16	Sep-16	JH		
	Local Resolution Policy designed with the local authority	Sep-16	Oct-16	JH		
	Review all CHC contracts with providers ensuring that they all are providing value for money and are adhering to NHS Standards	Oct-16	Jan-16	Resource needed		
	Identify training needs of Clinical teams based in the community and Acute in regards to CHC tools and processes	Oct-16	Dec-16	PE		
	Develop joint commissioning strategy with the local authority for Domiciliary Care and Nursing Home market	Sep-16	Mar-17	JH/RE		
	Data cleanse is complete. Data quality report produced for assurance	Nov-16	Nov-16	PE		
	Review and audit of high cost cases	Oct-16	Nov-16	PE		
	Patient Reviews complete and up to date	Dec-16	Dec-16	MILESTONE		
	Evaluation of project complete via NHS England deep dive tool	Jan-17	Feb-17			
Project Handover into BAU	Mar-17	Jan-17	MILESTONE			

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