



**Merton**

*Clinical Commissioning Group*

# Merton CCG Operating plan 2014-15 and Outcomes Ambitions

for agreement by

Merton Health and Wellbeing Board

Adam Doyle

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right care  
right place  
right time  
right outcome

Agenda Item 7

- Plan on a Page
- BCF
- Operating Plan
- Outcome Metrics

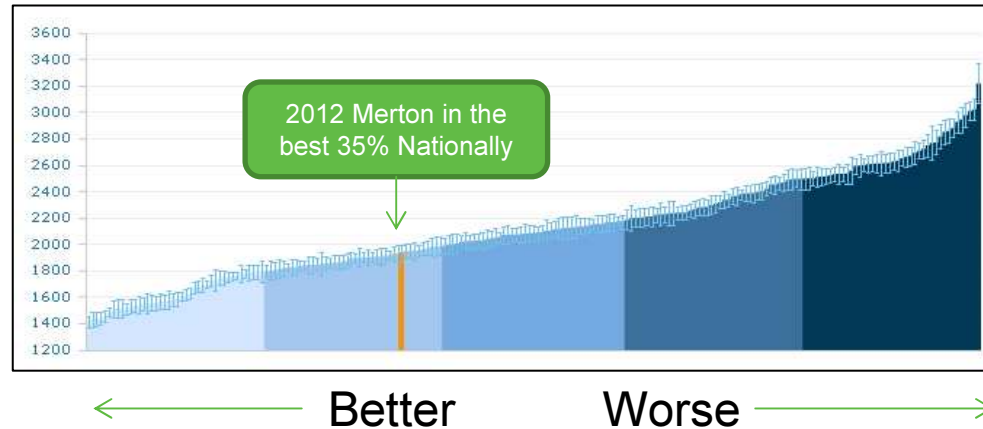


right care  
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# Plan on a Page



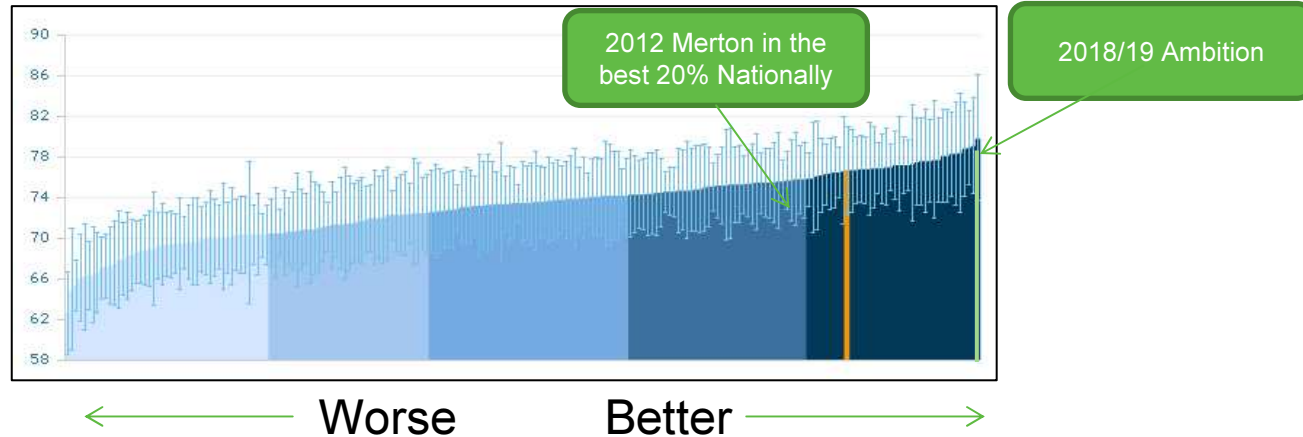
# Reducing potential years of lives lost through causes considered amenable to healthcare



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<b>Ambition</b>	<b>Reduce Potential Lives Lost by 3.2% (focus on most in need) as incentivised through Quality Premium.</b>
Outcome	Improve outcome
Enablers	<ul style="list-style-type: none"> <li>• Risk Stratification</li> <li>• Screening</li> <li>• Health Checks</li> <li>• Planned Care programme</li> <li>• East Merton Model of Care – prevention and early detection and improved management in primary care</li> <li>• Public Health community outreach in East Merton</li> </ul>
Internal reporting mechanisms	<ul style="list-style-type: none"> <li>• Merton Integrated Care project board</li> <li>• Merton Clinical Reference Group</li> <li>• Merton Clinical Commissioning Group localities</li> </ul>

# Improving the health-related quality of life for people with long-term conditions.



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<b>Ambition</b>	<b>To be ranked the best performing CCG for this indicator by 2018/19, achieving a score of 77 in 14/15.</b>
<b>Outcome</b>	An increase in 0.5 % of respondents who report that they feel supported to manage their condition.
<b>Enablers</b>	<ul style="list-style-type: none"> <li>• Risk Stratification</li> <li>• Screening</li> <li>• Expert patient programme</li> <li>• Merton integration project</li> <li>• East Merton Model of Care</li> <li>• Public Health community outreach in East Merton</li> </ul>
<b>Internal reporting mechanisms</b>	<ul style="list-style-type: none"> <li>• Merton Integrated Care project board</li> <li>• Merton Clinical Reference Group</li> </ul>

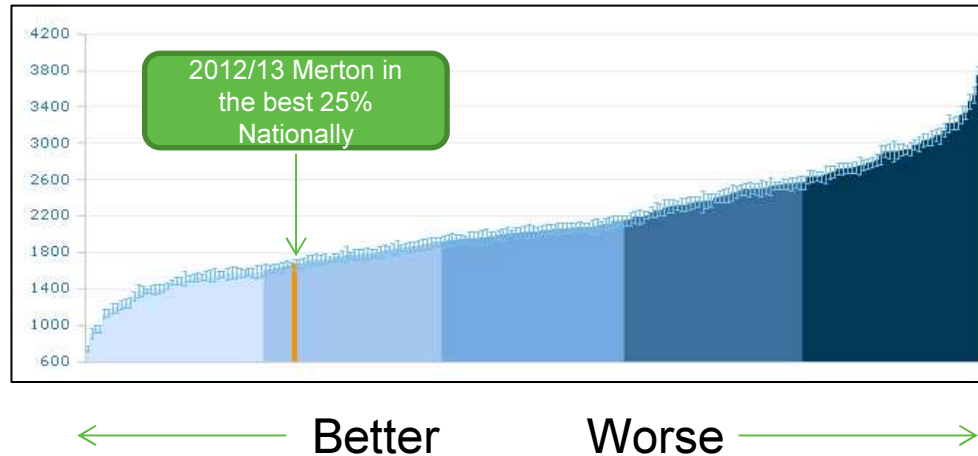


## IAPT proportion of people that enter treatment against the level of need.

<b>Ambition</b>	<b>IAPT access levels of at least 15% of the population expected to have anxiety or depression disorders by March 2015</b>
Outcome	Overall 3,219 People to receive psychological therapy.
Enablers	<ul style="list-style-type: none"><li>• IAPT procurement (revised SLA)</li></ul>
Reporting mechanisms	<ul style="list-style-type: none"><li>• Contract Monitoring</li><li>• Clinical Quality Review Group</li><li>• Merton Clinical Reference Group</li></ul>



# Reducing emergency admissions for ambulatory care sensitive conditions

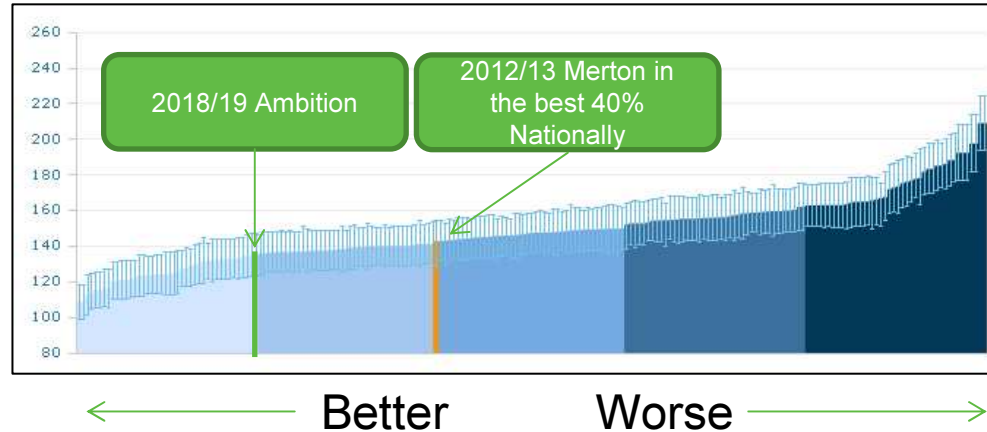


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<b>Ambition</b>	<b>Halt the growth of admissions for ambulatory care sensitive conditions maintaining a rate of 1664</b>
<b>Outcome</b>	Prevent the forecast growth of 13% additional avoidable emergency admissions.
<b>Enablers</b>	<ul style="list-style-type: none"> <li>• Merton Integration project</li> <li>• Community Prevention of Admissions Team</li> <li>• Children's prevention of admissions</li> <li>• East Merton Model of Care – prevention and early detection and improved</li> </ul>
<b>Reporting mechanisms</b>	<ul style="list-style-type: none"> <li>• Merton Integrated Care Project Board</li> <li>• Contract Monitoring</li> <li>• Clinical Reference Group</li> </ul>



# Increasing the proportion of people having a positive experience of hospital care.



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<b>Ambition</b>	<b>Reduce the rate of Inpatients reporting their hospital care as 'poor' from 142 to 135 do percentages</b>
<b>Outcome</b>	16% reduction in the number of responses rating patient experience as poor.
<b>Enablers</b>	<ul style="list-style-type: none"> <li>• Acute Contract monitoring</li> <li>• Friends and Family improvement plans</li> </ul>
<b>Reporting mechanisms</b>	<ul style="list-style-type: none"> <li>• Acute Contract monitoring</li> <li>• Clinical Quality Reference Groups</li> </ul>



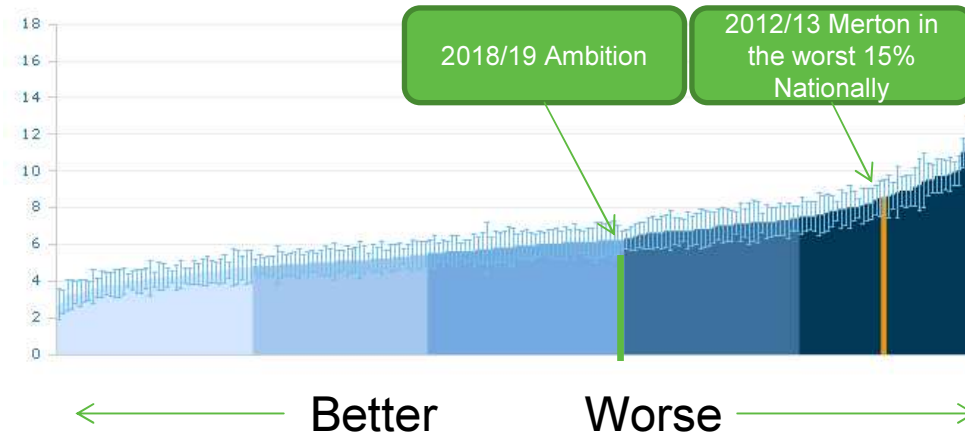


## Roll out and improvement in Friends and Family test (FFT)

<b>Ambition</b>	<b>Improvement in Friends and Family test net promoter score. Roll out of FFT in to Mental health and community services.</b>
Enablers	<ul style="list-style-type: none"><li>• Friends and family Improvement plans.</li><li>• FFT CQUIN (in full)</li></ul>
Reporting mechanisms	<ul style="list-style-type: none"><li>• Clinical Quality Review Groups</li><li>• Contract Monitoring</li></ul>



# Increase the proportion of people having a positive experience of care outside hospital, in general practice and the community



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<b>Ambition</b>	<b>Improving the response score to 8 in 2014/15.</b>
<b>Outcome</b>	A 0.5% reduction in the number of negative responses received on the GP survey.
<b>Enablers</b>	<ul style="list-style-type: none"> <li>• Out-of-hours contract</li> <li>• Patient participation Groups</li> <li>• Call to action – General Practice</li> </ul>
<b>Reporting mechanisms</b>	<ul style="list-style-type: none"> <li>• Contract monitoring</li> <li>• Patient Reference Group</li> <li>• Merton Clinical Reference Group</li> </ul>



## Quality Premium Local Priority: Increasing the number of patients from BME groups using Psychological Therapies

<b>Ambition</b>	<b>Increase the number of patients from BME groups using psychological therapies by 2.5% in 2014/15.</b>
Outcome	Working with more patients from BME groups to increase access to Psychological Therapies
Enablers	<ul style="list-style-type: none"> <li>• IAPT procurement</li> <li>• Equality Delivery System</li> <li>• Communications strategy implementation - maxi</li> </ul>
Reporting mechanisms	<ul style="list-style-type: none"> <li>• Contract monitoring</li> <li>• Merton Clinical Quality Committee</li> </ul>



## Ambition for improving the dementia diagnosis rate in 2014/15 and 2015/16.

<b>Ambition</b>	<b>A 57% dementia diagnosis rate by 2014/15 increasing to 67% in 2015/16.</b>
Outcome	This translates to a 10% increase of patients to be entered to QOF dementia register during 2013/14
Enablers	<ul style="list-style-type: none"><li>• Dementia project</li><li>• Merton Dementia Strategy</li><li>• Communications</li></ul>
Reporting mechanisms	<ul style="list-style-type: none"><li>• Clinical Reference Group</li><li>• Merton Clinical Quality Committee</li></ul>



## Improving the IAPT recovery rate

<b>Ambition</b>	<b>50% IAPT recovery rate by March 2015.</b>
Outcome	An additional 317 people will recover after having completed psychological therapy treatment
Enablers	<ul style="list-style-type: none"><li>• IAPT procurement (SLA review)</li><li>• Service level agreement</li></ul>
Reporting mechanisms	<ul style="list-style-type: none"><li>• Contract monitoring</li><li>• Soft intelligence – patient feedback</li><li>• Merton Clinical Reference Group</li></ul>



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