

Northern Care Alliance Annual Plan Progress

The Northern Care Alliance (NCA) has developed a series of key priorities and strategic objectives, which provide a common direction for all areas of the NCA and ensure alignment. Each Care Organisation has developed their own annual plan within this framework, which ensures a local focus. Progress against the plan is monitored on an ongoing basis within each Care Organisation through their assurance committees and management boards, with a review with NCA executives on a quarterly basis. The schedule for the reviews is shown below:

Annual Plan Presentation & Review Timetable 2018/19												
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Bury & Rochdale		Plan Presentation			Plan review				Plan review			Plan review
North Manchester		Plan Presentation		Plan review				Plan review			Plan review	
Oldham		Plan Presentation		Plan review				Plan review			Plan review	
Salford		Plan Presentation			Plan review				Plan review			Plan review



	Priorities	Bury and Rochdale Care organisation	Quarterly Review - August
Saving Lives, Improving Lives	Pursue Quality Improvement to assure safe, reliable and compassionate care	<ul style="list-style-type: none"> Improvements in core patient and user harms Improve pressure ulcer prevention Reduce falls by 10% Achieve 95% A&E 4 hour target Improve diabetes care 	<ul style="list-style-type: none"> Monthly pressure ulcer panels in place with improvements seen in PU figures Patient Safety meetings established with associated action plan, falls on target for 10% reduction QI initiatives being used to improve diabetes care
	Improve care and services through integration, collaboration and growth	<ul style="list-style-type: none"> Deliver transformation schemes in accordance with HMR and Bury's locality plan including spending avoidable time in hospitals Roll out homeless events at FGH (similar to Rochdale Infirmary) Commence internships for people with learning difficulties 	<ul style="list-style-type: none"> Delivery of schemes are in progress and on track for HMR Delivery of workstreams 5 & 6 Transforming Urgent Care and Transforming Primary, Community and Social Care remains the focus of the Bury LCA FGH and Rochdale homeless events due to start later in year Internship programme has commenced and is on track
	Deliver the financial plan to assure sustainability	<ul style="list-style-type: none"> Deliver improved recruitment processes Reduce sickness absence levels Reduce agency spend 	<ul style="list-style-type: none"> Sickness action plan in place and improvements seen in rates Weekly monitoring meetings in place, directorate based workshops taking place in August/September. SOP due to be implemented in August
	Support our staff to deliver high performance and continuous improvement	<ul style="list-style-type: none"> Deliver improved communications and response rates Deliver staff engagement forums All staff to have clear objectives agreed 	<ul style="list-style-type: none"> Activities related to improved staff survey response rates due in September Staff health & Wellbeing committee implementation due September
	Deliver Operational Excellence	<ul style="list-style-type: none"> Develop standard operating models Improve cancer and planned care trajectories Implement mental health re-attendance to reduce waiting times and patient experience 	<ul style="list-style-type: none"> Implementation of intentional rounding SOM on track Urgent Care treatment centre plan progressing with BC approved and workforce plan for phase 1 being explored. Attendances are being reduced, however further work required relating to data quality improvement and implementation of Emergency Care Data Set.
	Develop and Implement our Service Development Strategy and the NCA enabling strategies	<ul style="list-style-type: none"> Complete GIRFT recommendations for orthopaedics (national audit) 	<ul style="list-style-type: none"> Improvement plans developed and on track

	Priorities	Oldham Care Organisation	Quarterly Review - July
Saving Lives, Improving Lives	Pursue Quality Improvement to assure safe, reliable and compassionate care	<ul style="list-style-type: none"> • Deliver QI (quality improvement) strategy to reduce falls, harms, pressure ulcers and infections • Reduce number of patient safety issues • Deliver CQC in order to improve CQC rating 	<ul style="list-style-type: none"> • QI initiatives in progress, with some improvements starting to be seen, however further work to be done. • Contributing to NCA wide NatSSIPs/LocSSIPs initiative to reduce patient safety incidents. • Divisional CQC action plans in place and on track
	Improve care and services through integration, collaboration and growth	<ul style="list-style-type: none"> • Develop care pathways with key partners to reduce time in acute settings • Contribute to health and well-being in each locality • Deliver healthier together plan for high acuity services 	<ul style="list-style-type: none"> • Patient Flow Improvement Board in place and using QI methodology to deliver improvements in performance • Regularly attending locality health & wellbeing boards and contributing to completion of actions
	Deliver the financial plan to assure sustainability	<ul style="list-style-type: none"> • Improve theatre utilisation • Improve workforce planning processes • Improve compliance for mandatory training 	<ul style="list-style-type: none"> • Undertaking theatre utilisation programme with Four Eyes • Improved job planning process in progress • Increased mandatory training compliance to 90% and specific issues identified to address
	Support our staff to deliver high performance and continuous improvement	<ul style="list-style-type: none"> • Implement talent management programme • Implement medical engagement programme • Implement development programme for B6 and B staff (future leaders) 	<ul style="list-style-type: none"> • Nominees from the CO attending the NCA wide talent management programme • NCA wide medical engagement plan in development, Oldham CO forum established • All places for future leaders programme filled and attending
	Deliver Operational Excellence	<ul style="list-style-type: none"> • Implement regular review of stranded patients • Improve urgent care pathways with partners • Develop standard operating models 	<ul style="list-style-type: none"> • Patient Flow Improvement Board in place and using QI methodology to deliver improvements in performance • Work ongoing across cancer, digestive diseases and urgent care workstreams • Contributing to the NCA SOM via the Design authority
	Develop and Implement our Service Development Strategy and the NCA enabling strategies	<ul style="list-style-type: none"> • Support the development of the clinical services strategy • Implement QI (quality improvement methodology) 	<ul style="list-style-type: none"> • Specified leads contributing to and supporting the development of the Clinical Services Strategy • QI methodology integrated across organisation

	Priorities	North Manchester Care Organisation	Quarterly Review - July
Saving Lives, Improving Lives	Pursue Quality Improvement to assure safe, reliable and compassionate care	<ul style="list-style-type: none"> Improvements in core patient and user harms Implement change packages to improve patient outcomes – deteriorating patient, pressure ulcers, PJ paralysis, last 100 days) Reduce harm to patients by improved pathways of care for sepsis, diabetes, etc 	<ul style="list-style-type: none"> Change packages in ‘spread’ phase for End PJ Paralysis/Last 100 days. Deteriorating change package roll out due July ’18, Pressure Ulcers change package due November. E-observation roll out due to be complete in August, including incorporation of NEWS2 and sepsis screening tool
	Improve care and services through integration, collaboration and growth	<ul style="list-style-type: none"> Support aims of commissioners for reduced avoidable time in hospital Deliver recruitment and retention programme Deliver volunteer programme to increase numbers of volunteers 	<ul style="list-style-type: none"> Improvements being made to ward rounds and palliative care referrals along with formalisation of long stay patients process to reduced transfers of care and LOS Options for exploring the expansion of areas supported by volunteers and an increase in overall number in progress
	Deliver the financial plan to assure sustainability	<ul style="list-style-type: none"> Reduce vacancies through recruitment and retention programme Deliver improved financial performance 	<ul style="list-style-type: none"> Recruitment plans are in place and progressing for Nursing and Medical staff Improved divisional reporting and assurance in place
	Support our staff to deliver high performance and continuous improvement	<ul style="list-style-type: none"> Deliver team briefings/open surgeries to improve communication Deliver on training, coaching and talent development plan 	<ul style="list-style-type: none"> Walk-rounds, Exec Work-withs and Site Director Surgeries continue to take place in line with the agreed schedule and feedback provided. Action plans finalised to improve mandatory training compliance throughout divisions. Contribution Framework 2.0 being implemented
	Deliver Operational Excellence	<ul style="list-style-type: none"> Improve capacity and demand planning Further develop AMU model in urgent care to meet demand of short-stay patients Develop frailty offer to patients 	<ul style="list-style-type: none"> Key staff trained in new C&D system, ready for implementation Work commenced in July on the redevelopment of outpatient department to facilitate the ambulatory care model NMCO are the site lead for the National Acute Frailty Network improvement programme. Site visit was

			<p>completed in May, with NCA wide steering group established in July</p> <p>Salford Oldham Bury Rochdale North Manchester</p>
	<p>Develop and Implement our Service Development Strategy and the NCA enabling strategies</p>	<ul style="list-style-type: none"> • Deliver improved programme/project management • Utilise QI methodology in plans (quality improvement) • Support delivery of IM and T strategy 	<ul style="list-style-type: none"> • Strengthening team and expertise with further local support for QI • Contributing to overarching NCA IM&T delivery

