

South Tees Clinical Commissioning Group

LifeStore Service Review.

July 2015

1) Purpose of Paper

Provide the Overview and Scrutiny Committee of the details in relation to the South Tees Clinical Commissioning Group (CCG) plan to reduce health inequalities within the local population via a review of the LifeStore service.

2) Background

The LifeStore is located in Middlesbrough's main shopping centre providing advice to the public regarding many aspects of health with an emphasis of providing a signposting service, along with some brief interventions. In March 2013, the PCTs transferred the LifeStore to NHS South Tees CCG including the commissioning of the current provider Pioneering Care Partnership (PCP) to deliver the service until June 2015. The facility is also host to a small number of services delivered from the premises by external providers.

The CCG reviews all of its commissioned services however there was an additional opportunity presented due to a break in the clause of the premises lease. The CCG has taken this opportunity to review the service model and ensure equitable access for the whole South Tees population.

3) Project justification and benefits

The CCG considered the justification for the project and identified some key priorities;

- Equity of Service – no similar service is commissioned with Redcar & Cleveland and the CCG is unable to commission a similar service or provision. There are very low numbers of people from Redcar and Cleveland accessing the service currently.
- Address identified health needs – we need to meet the needs of the local population and their health and wellbeing, including enabling them to understand and take more ownership for their own health needs and care. This would also allow us to look at potential ways to develop the range of services provided with a focus on reducing health inequalities, prevention, early detection and self- management with a view to reducing demand on the wider system.
- Value for Money – the CCG needs to review all its financial commitments and be assured that we are achieving value for money and utilise our available resources in the most effective manner.

4) Work undertaken to date

Work has already taken place to part of the process to implement the project including;

- Contract with existing provider extended until 31st March 2016 to ensure that we undertake a robust review and engagement process with public and stakeholders. The existing contract was due to cease at the end of June 2015.
- Agreement reached with property landlord to extend rental contract to the end of March 2016, without jeopardising the lease break clause. This was to ensure that we minimise disruption and any change prior to the review and engagement with the public.
- Milestone plan developed to identify key dates for action and deadlines for decision required from CCG Executive Group.

5) Stakeholder engagement

As part of the process to develop the options for the future model and commissioned services we have developed a robust engagement process. Our intention is to speak to and engage with as many members of the community that we can as part of our efforts to promote better health for all. We have identified and planned a number of methods for this which includes;

- Survey of Lifestore users
- Survey of residents who may not use the service, including the Redcar and Cleveland population
- Public engagement sessions in collaboration with members of the VDA and community groups within Middlesbrough and Redcar and Cleveland
- Engagement sessions at a number of 'community hubs' within each locality
- Engagement with local Public Health teams
- Engagement with the GP member practices
- Discussions with the providers who currently use the Lifestore space to deliver their own services.
- Promotion of opportunities to become involved in the engagement via existing networks such as Healthwatch, VDAs etc

These will all be in addition to information and updates provided via the CCG and PCP websites and we will maximise opportunities to involve the local media, as appropriate.

6) Service models

We are in the process of investigating alternative and more effective ways in which the service could be delivered to the whole South Tees population, and we are also reviewing how similar services have been provided across the country. There are a number of ways in which we can tackle health inequalities and increase prevention and self-management. These will be fully explored as part of the programme of engagement delivered within the community and with partners.

7) Summary

The OSC is asked to note the details of the review and the engagement activity planned.

The extensive programme of engagement along with the review of potential service models will inform the on-going development of CCG commissioning plans to better meet the needs of the South Tees population.

Project Team

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