



Network Event 10th September 2018

West Lancashire Community and Unscheduled Care Services

- Janice Greenhill – Head of Transformation
- Helena Lee – HR Business Partner
- Claire Parsonage – Snr Change Manager
- Karen Lavery – CVFS Programme Manager

- Debbie Curran – Head of Operations
- Rebecca Salari – Head of Comms

Commissioned Services

Lot 1:



Community Services



Head of Community Services
Debbie Curran
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Community Nursing

1. District Nursing
2. Community Matrons
3. HCA's (including phlebotomy)

Community Emergency Response Team (CERT)

1. Nurses
2. Physiotherapy
3. Occupational Therapy
4. Rehab assistants & Generic Support Workers
5. IV Therapy
6. Aligned social workers
7. Discharge Planners (based at SDGH)

Community Therapies

1. Dietetics
2. SALT
3. Physiotherapy
4. Occupational Therapy
5. Rehab assistants
6. Falls
7. Podiatry

Specialist Nursing

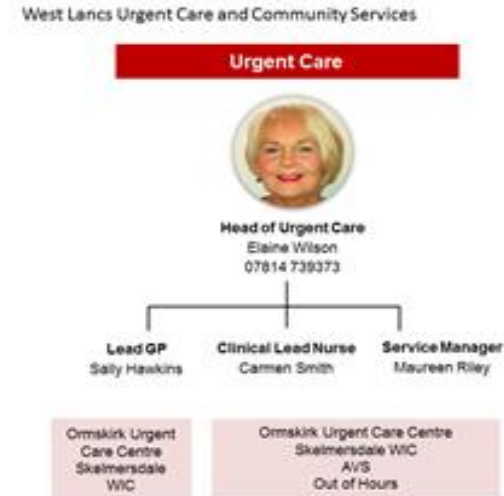
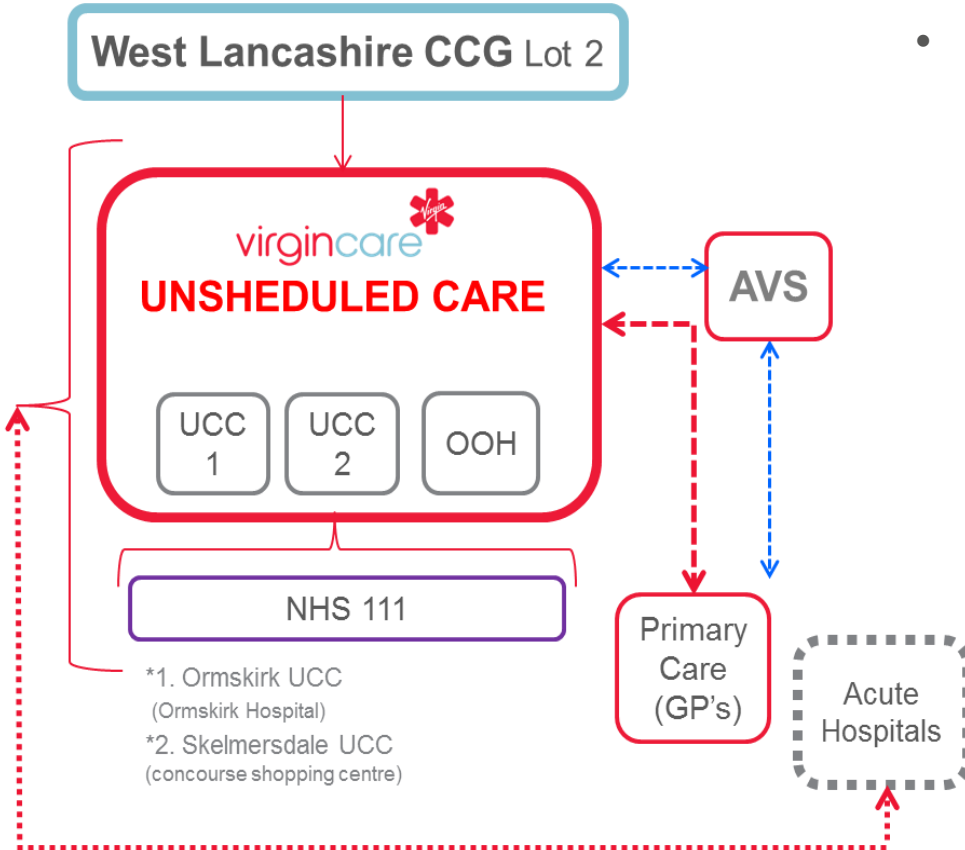
1. Tissue Viability
2. Diabetes Nursing
3. Respiratory Team
4. Heart failure
5. Continence
6. *Palliative Care (in partnership with Queenscourt)*

Commissioned Services

Lot 2:

1. UCC (Ormskirk DGH)
2. UCC (Concourse Skelmersdale)
3. Acute Visiting Service
4. OOH GP

- *Childrens Paediatric ED is in Ormskirk*
- *Adults ED is in Southport*



Joint accountability/shared protocols

Transformations to date

- Care Co-ordination hub
- Single Point of Access (SPA)
- Mobile working
- Locality teams
- Relocation to Bickerstaffe House
- Citizens Panel
- Pulmonary Rehab pilot programme – supported by WL College NVQ Health & Social Care Level 3 students
- Training & Development
- Urgent Care: Extended hours in Skelmersdale WIC
Rotation of staff across both Skem WIC & WLHC



Virgin Care Outcome Framework

- Deliver two learning seminars that will benefit the wider community and patients of West Lancashire (as per the provider's Outcomes report)
- Demonstrate continued work undertaken and continued financial investment made to further develop local infrastructure and capacity in a range of third sector organisations rooted in West Lancashire, aligned to the Building for the Future vision, by producing a minimum of two business cases with voluntary sector partnerships to support care delivery.
- By the end of year 2 the CCG expects the Provider to have built sustainable relationships through signing off and implementing the agreed Business cases with third sector organisations.
- The provider must provide documentary evidence of signed contract(s) which are in place by the end of year 2

CVFS Programme Manager

- Develop relationships with all stakeholders (commissioners and providers)
- Secure funding from public health, CCG, local authorities + additional public and private sector funding streams
- Support the formulation and development of quality bids
- Identifying gaps in service provision, creating and implementing best practice projects through successful consortia bids, commissioning opportunities, service level agreements, sponsorship and legacies
- Empower communities to be resilient and less dependent upon statutory funding

Learning Seminars – What should we include?

Access to the corporate teams in Virgin Care plus local knowledge (Marketing, Communications, Finance, People / HR, Business Development, Transformation, Service Design)

But we need to know.....

- What is needed and why?
- Where is it needed?
- Who needs it?
- How will it be provided?
- What will be the business effect?
- TNA (what is it / how we use it to aid the needs for training / how it would help)
- Plus Mentorship & Shadowing Opportunities