

Midlands & East (Central Midlands)

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Sent via email

Nicola Bell
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8th May 2015

Dear Nicola,

Re: CCG Assurance: Quarter Three 2014-15

Thank you for participating in the CCG Assurance session held on 17th April 2015. I would like to thank you and your team for the work you did to prepare for the meeting and the open and transparent nature of the discussions with the members of the South Locality Team.

The main themes for discussion for Herts Valleys CCG were identified as follows:

- **Strategic Review;** Recognition that a key priority across West Herts is strategic system change. Clinical Leads and the Board are supportive. Progress and movement on local reconfiguration with local partners in Bedfordshire and Hertfordshire is key.
- **Finance & planning;** The CCG is required to ensure compliance with business rules, achieve the planned surplus and maintain ability and the commitment to deliver QIPP Financial recovery.
- **Urgent Care;** Ensure ownership and grip of system delivery to increase pace and momentum in urgent care delivery. Progress has not been sustained and the CCG need to ensure partnership working and accountability by partners. There needs to be further evidence of holding the system to account for elective and emergency care as the system is a national and local outlier.
- **Performance;** I would like to acknowledge the headway made on the IAPT service and the improvements in RTT and cancer management. Whilst there is recognition of the progress that has been made with Barnet and Chase Farm Hospital, performance at WHHT is still a major concern, continued oversight is required.
- **Mental Health/Dementia;** Intensive focus is needed in order to deliver the significant improvements required in Q1 and Q2 as the CCG is recognised as one of the national outliers.

- **Leadership;** You reported that there has been a focus on increasing the level of clinical and nursing engagement and as a result you have appointed a Medical Director.

After a constructive discussion we agreed the following actions to be undertaken through Quarter 1 2015/16:

- **Strategic review and co-commissioning;** The need to maintain momentum and progress with the review. The CCG recognises the need to have a balance between strategic plans and operational delivery for future sustainability.
- **Finance;** NHSE and the CCG will meet to discuss the financial position in relation to activity plans for 2015/16 on 20th April 2015. Robust scrutiny and monitoring of activity is required.
- **Urgent Care;** There needs to be more evidence of holding the system to account for elective and emergency care. The SRG is required to ensure tighter performance management role towards required delivery. Weekly calls between the CCG / Trust / NHSE and TDA will continue, broader system issues are to be addressed via the SRG.
- **Performance;** To maintain oversight of delivery and performance to ensure achievement of targets and sustainable delivery. The CCG is to ensure a tighter performance management role towards required delivery.

Across all domains the CCG must ensure a direct and rigorous leadership approach, to maintain grip and accountability across the Herts Valleys system.

The action notes (attached) include the assurance level for each domain and the agreed actions which I have summarised. In terms of formal assurance categories the CCG is 'assured with support'.

The CCG is rated as assured in Domains 1 and 2.

The CCG is rated as assured with support in Domains 3, 4, 5 and 6.

I would like to thank you once again for the productive discussion and we look forward to working with you in continuing to improve the delivery of health services within Hertfordshire.

Yours sincerely,



Trish Thompson
Interim Director of Commissioning Operations

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