

Adults Wellbeing and Health Overview & Scrutiny Committee

19 January 2018

Update Report for Stroke Association Support Services provided to County Durham CCGs (North Durham and Durham Dales, Easington and Sedgefield CCGs)

Purpose

To provide the Adults Wellbeing and Health Overview and Scrutiny Committee with further information in respect of Stroke Association Support Services, engagement activity and future of the service across County Durham CCGs.

Background

1. At the meeting held on Wednesday 7 July 2017, the Adults Wellbeing and Health Overview and Scrutiny Committee resolved that a further, more detailed report be brought back to the Committee to include details of service user and carer engagement undertaken as part of the commissioning process, the rationale behind the proposed change in the service model including evidence from Stroke service practitioners and the impact assessment undertaken as part of the decommissioning process.
2. In March 2017, North Durham and Durham, Dales, Easington and Sedgefield CCG's advised the Stroke Association that support services were no longer going to be commissioned from the organisation, giving the CCG the opportunity to re-focus stroke services for patients in County Durham.
3. The need to re-focus services was important as performance against one of the key national targets for stroke patients (percentage having a review six months after experiencing a stroke) was very poor. This target is important as it identifies any ongoing needs a patient may have or additional support they may require.
4. Following discussions at the Durham Adult Health Overview and Scrutiny Committee it was agreed that the CCGs would extend the arrangements with the Stroke Association and undertake an engagement exercise with stroke patients to help shape the new clinical services. The engagement was

undertaken by HealthWatch County Durham (HWCD) with significant support from DDES and ND CCGs communications and engagement team. The engagement exercise ran for 12 weeks from August 2017 to October 2017.

5.

Engagement

An engagement exercise was undertaken with stroke patients starting in September 2017. Information packs including a letter, a questionnaire and a freepost envelope were sent to stroke patients via their GP practice. The survey was also available on line via survey monkey and this closed on October 12th. A total of 155 surveys were received. A copy of the report is attached.

The key Healthwatch recommendations based on the engagement work for commissioners to consider as part of their development of new services are:

- There needs to be a clear pathway of support for patients who have strokes. This should include support for those who suffer from TIA
- All patients should be given a care plan, either on discharge or shortly after they return home. Care plans should be discussed with patient and carers to help them understand what support can be provided. These plans should be person-centred and appropriate for the needs of the individual, we recognise that some will be very simple, but that personalised plans will be more useful than just being given a leaflet
- There should be clear and simple literature given to patients, families and carers information about the support available in their locality. This should include emotional/mental wellbeing support as many patients told us they had struggled emotionally to come to terms with the effects the stroke had on their lives.
- Patients should be given advice from appropriately trained practitioners about healthy lifestyles and what preventative measures they can introduce into their daily living.

Current Arrangements

Stroke Association arrangements are in place until 31 March 2018, whereby the association are providing a Stroke Recovery Service (Information/Advice service) and a Communications Support service.

Also in addition, the Durham CCGs in August 2017 have requested that the Association undertake six month reviews of stroke survivors as advised by NICE guidelines. Currently the Association and CDDFT are completing the necessary information governance arrangements to allow the Trust to share patient information

with the Association. Unfortunately the process at the Trust is still waiting completion. The reviews will be undertaken once the information sharing agreement is in place. The Association will also update the Sentinel Stroke National Audit Programme (SSNAP) on behalf of the CCGs.

The Sentinel Stroke National Audit Programme (SSNAP) is the single source of stroke data in England, Wales and Northern Ireland. There are three main components of SSNAP, the clinical audit, acute organisational audit, and post-acute organisational.

The Association have trained staff available to undertake the reviews, are registered with SSNAP and have the appropriate equipment (AF and BP monitors).

Changes since April 2017

The service is now operated on a referral from the Trust basis as opposed to a blanket approach; this means only stroke survivors who express an interest in the services available, the Trust will refer and will be seen by the Association. This gives a much more focused service. Some patients and carers will require a high level of support and this can be achieved.

The service now incorporates communication support as part of the recovery service providing a more seamless service, rather than being a separate element.

As previously stated the six month reviews will be performed by the Association with any necessary actions being undertaken by the Association e.g. provide support, onward referral etc.

Future Arrangements

Following the engagement exercise and close liaison with the Stroke Association and CDDFT, an options paper was taken to the CCG Collaborative Working Group (CWG) Meeting in January 2018.

The CWG agreed the following:

A contract for the service is put in place from April 2018 to March 2019 with the Stroke Association with a specification for the navigator service (Stroke support and communication service) and six month reviews. This would incorporate Key Performance Indicators (KPIs) and expected outcomes. Quality requirements for the service will be provided by the Stroke Association and the CCGs quality team.

Ensure that appropriate service information is provided in the right way on stroke wards, CCG to liaise with stroke wards to have a discussion on best way to do this.

This would be on the basis of a referral from the Trust and would provide support, including communications support, as part of the service.

Ensure that the CCG can work with primary care to follow up any patients that have declined involvement from Stroke Association service. The support would offer some low level intervention for most users, but users who require more intense support would receive it.

The Stroke Association would also undertake the six month reviews and where support was required, provide it, or if appropriate sign post or onward referral to appropriate services.

Summary

All of the actions above will ensure that more patients across County Durham are receiving important follow up care following a stroke. It will also ensure that there is regular feedback to the hospital base stroke services in order to facilitate continual service improvement. This would help support many of the recommendations made within the engagement exercise.

There has been a great deal of good communication and collaborative working to achieve this outcome, from the Healthwatch, Patients, Carers, Stroke Association, CDDFT and CCGs which will provide a better service for patients and carers who have experienced Stroke in County Durham.