

Oxfordshire Joint Health and Overview Scrutiny Committee

Date of Meeting: 25 November 2021

Title of Paper: Oxfordshire Clinical Commissioning Group: Key Updates

Purpose: The following paper aims to provide the Oxfordshire Joint Health and Overview Scrutiny Committee with an update on:

1. ICS development
2. Access to primary care

Oxfordshire Clinical Commissioning Group: Key Updates

1. ICS development

1.1. Appointment of Chair Designate for the BOB ICS

Javed Khan has been appointed the Chair Designate of the establishing Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) following an appointment process managed by NHS England and NHS Improvement and agreed by the Secretary of State.

Javed will be ready to take up the post from April 2022 should Parliament confirm current plans in the new [NHS Health and Care Bill](#). A key element of preparing for legislation to take effect is confirming who would take up senior roles within each ICB, starting with the ICB Chair Designate.

Since 2014, Javed has been the Chief Executive of Barnardo's, the largest children's charity in the UK. With over 800 delivery programmes, a large retail footprint, and services in all four nations of the UK, the charity supports over 380,000 vulnerable children, young people, their families and carers each year. Javed's non-executive board roles have included NHS Clinical Commissioning Groups, Hospital Trusts and local government.

Javed began his career as a schoolteacher in the West Midlands, and made rapid progress, becoming head of department, assistant principal and then director of development in a large further education college. He then entered local government as an Assistant Director in Birmingham's acclaimed Education Services, under the leadership of Professor Tim Brighouse, and then to Director of Education in a London borough. Before arriving at Barnardo's, Javed had a short stint in the Civil Service from where he went on to become Chief Executive at Victim Support. As a British Muslim with Kashmiri heritage, Javed is the first non-white CEO in Barnardo's 155-year history.

Javed was also a key member of the Independent Grenfell Recovery Taskforce and Specialist Advisor to the Justice Select Committee's Inquiry into Prison Reform. As a leading figure in the UK public and voluntary sectors, Javed regularly advises government ministers, with high-profile contributions in the media, and at national and international conferences.

1.2. Development of Operational Priorities across the BOB ICS

As we develop an [Integrated Care System for BOB](#) and transition CCG functions to an Integrated Care Board, work is underway to develop operational plans for the ICS. NHS Chief Executives and senior leaders from across the system have agreed three operational services areas of priority for the next 6 to 12 months.

There will be a focus on

- Planned / elective care (which includes elective recovery as we make our way out of the pandemic)
- Children and adolescents mental health services (CAMHS)
- Urgent and emergency care (UEC)

These are areas that are considerably challenged across all three places, indeed nationally, and would benefit from working better together across the ICS. Capacity to drive this work forward has been increased and there is dedicated resource working with place leads across the ICS reviewing and working to improve the most challenged pathways. For example, in elective care the BOB work is focused on ENT and ophthalmology.

As we progress into 2022/23 the ICS will develop a comprehensive strategy which will identify the medium- and long-term priorities for the system with clearly defined outcomes and resourced programmes to deliver the ambitions. This will be done in partnership with our stakeholders and local communities within each place across BOB.

2. Access to Primary Care

In response to COVID-19 and as part of the level 4 incident declared by NHS England nationally, healthcare organisations made rapid changes to how services were accessed and delivered. Many of the changes were intended to reduce the face-to-face contact which in turn reduced the risk of spreading the infection.

A key feature and point of difference during the pandemic was accelerated delivery of remote and virtual services. As a clear step to reduce the spread of COVID-19 GP practices were required to introduce a total triage approach. All practices introduced total triage which meant that patients were assessed by a GP over the telephone or online first, allowing many patients to be offered advice and potentially prescription or referral without the need for a face-to-face appointment. For patients with the relevant technology, appointments have been available using video conferencing so that they could see, as well as speak to the doctor.

Part of this new way of working included the introduction of an online advice and appointment system. The form-based online consultation platform collects a patient's medical or administrative request and sends it through to their GP practice to triage and decide on the right care for the patient.

Across Oxfordshire, Buckinghamshire and Berkshire, GP Practices use various tools for patients to contact their GP. To get a better understanding of the patient experience and to inform a procurement process for an online consultation platform across BOB, we have undertaken a survey to seek feedback on what patients think of these tools and how they help to manage their health.

The survey focuses on three tools:

- **Online Consultations:** Online consultation enables you to contact your GP or other health professional over the internet, where you fill in an online form or speak to someone online about your health.

- **Video Consultations:** Some practices also now offer video consultation tools which allows patients to have a video appointment with your GP or healthcare professional.
- **Text messaging:** Your practice has the ability to send text messages to you to communicate with you regarding your care and inform you of things that are happening at your practice.

We have received over 600 responses to the survey in Oxfordshire thus far; GPs and practices staff have also been asked for their views. A report on the outcome of the survey will be made available in December 2021.