

Dear Dr Povey and Dr Leahy

I saw this in the Shropshire Star

Trial scheme helping patients avoid unnecessary A&E trips to launch in Shropshire

<https://www.shropshirestar.com/news/health/2019/06/29/trial-scheme-helping-patients-avoid-unnecessary-ae-trips-will-be-rolled-out-to-shropshire/>

It seems that Shropshire is earmarked as a potential area for rolling out this service provided by the WMAS.

Martyn Pugh, strategic operations cell commander, said: "We have already seen a significant number of additional patients diverted away from being taken to A&E by ambulance due to the work of the paramedics in the strategic capacity cell.

Given Mrs Clark's comment in the Shropshire Star:

"There's sunshine and lovely blue sky, but we know the winter will be on us before we know it," she said. "We know there's flu in the southern hemisphere that we need to be looking out for. *Over the next few weeks we'll be planning so we can go into winter in the best shape we possibly can.*"

<https://www.shropshirestar.com/news/health/2019/07/03/third-of-changes-at-shrewsbury-and-telford-hospitals-already-completed-says-interim-health-boss/>

NB At SaTH people are still being kept on trollys, in corridors during the small hours of the morning in mid summer. I am not sure if the patients enjoy seeing the sunrise as they wait to see a doctor in A&E?

Shropshire residents and non NHS partner organisations *will want to know sooner rather than later* if the WMAS pilot is to be included as part of the winter planning in Shropshire and if it is which parts of the Shropshire / T&W STP area will get this service + who will be funding this service e.g. **ShropCom?**

As far as I can see there are a variety of initiatives which are not being properly coordinated by the CCGs / STP Board members.

1) SaTH2Home,

2) Care Closer to Home developments, which both CCGs are putting in place

e.g. <https://mailchi.mp/1839477c8271/shropshire-care-closer-to-home-newsletter-july-2019-issue-8?e=f7a55d0a22>

"As a recap, FIT is a fast-track service to get frailer patients over 75 who arrive in A&E quickly assessed, treated and discharged safely back to their own homes, or to an appropriate ongoing care setting."

3) The WMAS pilot development noted above.

4) The eConsult service provided as part of the modernised GP services.
See <https://westburymedicalcentre.webgp.com/>

The Care Closer to Home movement nationally and locally is getting more complex and complicated as time goes by.

To prevent waste and confusion the CCGs / STP needs to get a grip on developments in this important area of NHS innovation:-

A) Please map out what is going on now and let the public have a clear idea of what is going on where.

An interactive map on your web site would do the trick - this will show up the post code lottery the CCGs are presiding over in terms of care closer to home provision by GP network over the whole STP area.

B) Please, if possible define what the care closer to home end point looks like by GP network. People want to know what to expect and what they are getting for their hard earned cash investment in the local NHS.

C) Please agree what can be delivered over the next 1, 2, and 3 years and advise the public accordingly.

D) Please ask to be a vanguard in respect of this development <https://www.governmenteuropa.eu/5g-ambulance/93737/>

"[UHB](#) Chief Innovation Officer Tim Jones said: "Our clinicians will in the future be able to deliver holistic specialist advice in real time, potentially forming virtual multidisciplinary teams to provide the best patient care using intelligent IT links. Information would be accessible at the point of need, ensuring informed decision-making leading to improved patient safety, quality of care and patient/clinician experience."

E) Please take a look at this comment on Face Book from eConsult Health Ltd and ask

them to meet with you to see how this innovation can be moulded to meet our needs in Shropshire. https://www.facebook.com/eConsulthealth/posts/1149053595273886?comment_id=1152113931634519

Future Fit has been a strategic planning disaster and I really do not think history will look kindly on your tenure as Chairs of the CCGs if the Care Closer to Home policy ends up in the same sorry state.

The CCGs / the ICS to be cannot afford to get the Care Closer to Home policy wrong if anything positive is to come out of the Future Fit plan.

Yours faithfully,

David Sandbach.