

Congenital Heart Disease Network, South Wales and South West Annual Work Plan 2016/17

1. Introduction

The purpose of the Annual Work Plan is to outline the priorities of the Network and how these will be addressed. Progress will be monitored through updates to the Network Board and via the Network's annual report.

The Annual Work Plan consists of the overall network strategic objectives, work programmes and financial plan. The objectives and work programmes of each of the network's sub groups should reflect the networks overall objectives.

The Work plan will be reviewed and updated annually with any significant amendments including changes to annual objectives.

2. Network Vision

The key aim of the Congenital Heart Disease (CHD) Network is to support the provision of high quality care for CHD patients across South Wales and the South West.

Its **vision** is to be a Network whereby:

- Patients have **equitable access** to services regardless of geography
- Care is provided **seamlessly** across the Network and its various stages of transition (between locations, services and where there are co-morbidities)
- **High quality** care is delivered and participating centres meet national standards of CHD care
- The provision of high quality **information** for patients, families, staff and commissioners is supported
- There is a strong and **collective voice** for Network stakeholders¹
- There is a strong culture of collaboration and action to **continually improve** services

3. Network Objectives

The Network's key **objectives** are:

1. To provide strategic direction for CHD care across South Wales and the South West
2. To monitor and drive improvements in quality of care
3. To support the delivery of equitable, timely access for patients
4. To support improvements in patient and family experience
5. To support the education, training and development of the workforce within the Network
6. To be a central point of information and communication for Network stakeholders
7. To ensure it can demonstrate the value of the Network and its activities

¹ Including but not limited to: Professionals from participating Centres, Commissioners, Patient Representatives, Family Support Groups, Co-dependent services e.g. Palliative Care Teams, Primary Care; Other relevant Networks

4. Network Organisational Structure

Since 1st April 2016 the CHD Network, South Wales and South West has formally existed, consisting of a core Network team and a range of stakeholders from across the region. The Network is hosted by University Hospitals Bristol Foundation Trust. The Centres within the Network are:

Level 1 Centre

- University Hospitals Bristol NHS Foundation Trust (NHSFT) (Bristol Heart Institute and Bristol Royal Children's Hospital)

Level 2 Centre

- Cardiff and Vale University Health Board

Level 3 Centres:

- Royal Cornwall Hospital (Truro)
- Musgrove Park Hospital (Taunton)
- Gloucester Hospitals NHSFT
- Great Western Hospital NHSFT (Swindon)
- Royal United Hospital (Bath)
- North Devon Healthcare Trust (Barnstaple)
- Torbay and South Devon NHSFT
- Plymouth Hospitals NHS Trust
- Royal Devon and Exeter NHSFT
- Yeovil District Hospital²
- Hywel Dda University Health Board
- Cwm Taf University Health Board
- Aneurin Bevan University Health Board
- Abertawe Bro Morgannwg University Health Board

The Network Board is responsible for leading the Network, making final decisions and recommendations, commissioning work groups and monitoring progress. It is accountable to the Chief Executive Officer of the host Trust, University Hospitals Bristol NHS Foundation Trust. It is also accountable to commissioners in England and Wales through arrangements outlined in the Roles and Responsibilities document. The Network Board is supported by the Network team.

² Formally part of Oxford-Southampton Network

No	Key objective	Actions required	Proposed Timescale
1	To provide strategic direction for CHD care across South Wales and the South West	Get commitment to provision of CHD services from each centre in the form of a statement of intent from the hospital, backed by commissioner support, to include: <ul style="list-style-type: none"> - headlines from baseline self-assessment - current workforce and intentions - service risks & facility issues 	TBC with commissioners - aim to be part 18/19 contract, so need to be in place by Dec 17
		Identify an ideal tariff for CHD clinics and work with local services and commissioners to ensure that services are appropriately funded to meet standards. Where block contracts are in place, to support contractual discussions about CHD provision (as above)	by Dec '17 for 18/19 contract plans
		Continue to engage with Clinical Reference Groups, Academic Health Science Networks, other relevant Networks and Senates	Ongoing
		To have oversight and assurance of delivery of the relevant outstanding actions from the Bristol Independent Review and UH Bristol's action plan with NHS England	Apr '18
2	To monitor and drive improvements in quality of care	Continue to use self-assessment data to drive service improvements and share best practice, focusing on those areas (such as transition, psychology, information and support) where the biggest impacts can be made	Ongoing
		Work with commissioners, independent bodies and providers to ensure standards are met when deficiencies are identified	Ongoing (in line with CHD standards)
		Continue to develop clinical guidance and protocols and promote audit of those protocols already in place to demonstrate improvements	Dec '17
		Continue to develop a dashboard of key metrics, using this to drive equity in provision, for example of waiting times for treatment	Ongoing

		Promote the use of the risk and incident reporting processes, sharing learning through board meetings and annual M&M	Ongoing
		Set up of Network Mortality and Morbidity reviews	Sep '17
		Delivery of an annual audit programme agreed with members, and reporting outcomes	Dec '17
3	To support the delivery of equitable, timely access for patients	Use newly published fetal datasets to understand variations in fetal identification and implement actions to address these	Dec '17
		To develop better mechanisms for sharing patient information, images and access for MDTs	Mar '18
		Implement options for increased access to L1/L2 CNS through telephone / video appointments	Dec '17
		Demonstrate increased access to L1/L2 specialist psychology for patients from across the network, through telephone / video / f2f appointments, as well as access to information and local support where specialist input is not required	Mar '18
		Create mechanism to understand waiting times for access to care across the region	Ongoing
		Use relationships with clinicians, managers and commissioners to work with centres to address issues where inequities exist	Ongoing
4	To support improvements in patient and family experience	Formally launch partnership with Above & Beyond with network website launch. Continue to strengthen partnerships with other charities	Aug'17
		Support HFSW and other support groups to grow local support groups across the region	Ongoing
		Use website as single resource to direct patients to support and information. Ensure that every clinician knows about, and directs patients to these resources	Aug'17
		Through the website, gather patient feedback, both about specific services and the overall provision of CHD care	Ongoing

		Continue to grow engagement along the lines patients and families want - e.g. evening Q&A sessions, events closer to home	Ongoing
5	To support the education, training and development of the workforce within the Network	Support the delivery of targeted training and education to cover - ACHD & paed nurse training, PEC and ACHD study days	Ongoing
		Undertake a review of medical workforce and develop a forward view, taking account of the risks in succession planning, particularly around ACHD services	Dec '17
		Use network board events to deliver training or CPD alongside core network business	Mar '18
		Support development of a programme of research across the Network	Sep '17
6	To be a central point of information and communication for Network stakeholders	Ensure website is key resource for communication to all stakeholders. Use feedback options to guide development of new content	Aug'17
		Continue to communicate key information to all stakeholders, moving away from paper newsletters towards electronic communication options	Ongoing
7	To ensure it can demonstrate the value of the Network and its activities	Proactively seek funding opportunities for Network and its stakeholders from different sources e.g. CQUINs, charity, grants etc.	Ongoing
		Undertake review of Network against relevant 'Value for Money' Framework	Jun'17
		Continue to seek feedback from stakeholders on value of events etc.	Ongoing
		Remain within budget and ensure effective use of resources	Ongoing
		Escalate Network issues appropriately to commissioners, external bodies etc. and ensure action is taken when required	Ongoing

Document Control

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