

Primary & Secondary Interface ICB Webinar

3 December 2024

Agenda

- **“Red Tape Challenge” Rapid Review** – Background, Context and Engagement – Adrian Bartlett (Head of Implementation, GP Commissioning & Implementation, NHSE)
- **Trust Assessment Tool** – Results and Next Steps – Adrian Bartlett

Secretariat – Tazmeen Dhillon

Actions

Disseminate Survey links: Shared at session. Tazmeen to re-share via email to the whole group.

Customising assessment framework to include Mental Health & Community Trusts and all providers of NHS care. Tazmeen to draft and share updated assessment forms for comment with regional leads – early Jan 2025

To feed into “Red Tape Challenge”

- Consider implementation of BaRs (Booking and Referral Standard)
- Balancing metrics for primary and secondary care: Feed into Red Tape Challenge
- Mental Health, Learning Disabilities and Autism - make explicit reference in the RTC report and seek opportunities to increase engagement in these areas

Meeting notes

Introduction and Red Tape Challenge Overview: Adrian introduced the meeting and provided an overview of the Red Tape Challenge, which aims to improve communications between NHS providers and put the patient at the centre. They discussed the broad scope of the challenge, including primary, secondary, community, and mental health care, and the exclusion of independent sector social care and voluntary and community sectors.

Short-Term Operational Improvements: Adrian explained that the Red Tape Challenge focuses on short-term operational improvements that are tangible and can be implemented quickly. Strategic transformational changes requiring significant funding will be fed into the 10-year plan.

Engagement and Feedback Collection: Adrian and Tazmeen discussed the engagement process, including sessions, case studies, surveys, and literature reviews, to gather feedback and practical suggestions for the Red Tape Challenge. They emphasized the importance of collecting views from various stakeholders.

Enabler Focused Working Groups: Adrian described the creation of five enabler-focused working groups to address key issues such as referrals, transfers of care, communications, metrics, and accountability. These groups will consider practical suggestions and ways to measure the impact of improvements.

Accountability and Measurement: Adrian highlighted the importance of accountability and measurement in the Red Tape Challenge. He mentioned that actions will have specific owners, and there will be a focus on measuring the impact of improvements to reduce variation and promote best practices.

Survey and Patient Groups: Adrian and Tazmeen encouraged participants to share the survey with patient groups and mentioned the availability of a slightly different version of the survey for patients. They also provided a mailbox for any questions.

Autumn Assessment Results: Adrian presented the results of the autumn assessment, which showed improvements across key areas such as referrals, fit notes, discharge summaries, call and recall, and clear points of contact. He noted that the assessment questions were updated based on feedback.

Regional Breakdown of Results: Adrian provided a regional breakdown of the assessment results, showing consistent patterns across regions. He mentioned that the results will be emailed to participants for further review.

Next Steps for Assessments: Adrian discussed the next steps for the assessments, including creating a definitive list of all trusts and expanding the assessment to include community and mental health trusts and all providers of NHS care. He also addressed the need for consistency in the forms and the possibility of introducing new metrics based on the Red Tape Challenge.

Feedback on Assessment Questions: Participants, including Justin and Vazeer, provided feedback on the assessment questions, suggesting that they should address both primary and secondary care perspectives. They emphasized the importance of addressing IT issues and ensuring that the questions are relevant to both sides of the interface.

Communication and IT Challenges: Participants, including Nina and Trevor, highlighted the importance of effective communication and addressing IT challenges to improve the interface between primary and secondary care. They discussed the impact of these issues on workload and patient care.

Mental Health and Learning Disabilities: Ananta emphasized the need to focus on mental health, learning disabilities, and autism in the Red Tape Challenge.