

Priority: Improve the quality of health and social care

ACCOUNTABLE BODY	WHERE DO WE WANT TO BE	ACTION	ACTION BY	DEADLINE
OBJECTIVE: Improve the quality of primary care				
Thurrock CCG NHS England	<ul style="list-style-type: none"> Improved access and capacity Provision of consistent delivery and quality Provision of good quality primary care estate to support the future ambition for primary care in Thurrock Consistency of clinical quality 	Implementation of Thurrock's Primary Care Strategy – key actions detailed below		
		Provide locally based hubs providing extended hours to all residents in Thurrock	Mandy Ansell	4 hubs in place by March 2016
		Implement initiatives to increase the number of clinicians working in Thurrock – both GPs and nurses	Mandy Ansell	March 2016
		Improve the uptake of LD health checks in Thurrock	Jane Foster Taylor	March 2016
		Develop an Estates Strategy that incorporates better use of technology	Mandy Ansell	March 2016
OBJECTIVE: Improve the quality of secondary care				
Thurrock CCG	<ul style="list-style-type: none"> Delivery of acute care across 7 days Consistent delivery of 4 hour accident and emergency standard Improve sustainability Improve handover times between Ambulance Service and A&E Work towards elimination of avoidable deaths Increase number of people having a positive experience of hospital care Reduce avoidable admissions 	Agree a service development plan for 7 day working	Mark Tebbs	March 2016
		Development of initiatives that improve flows between the Emergency Department and inpatient capacity	Mark Tebbs	March 2016
		Review of winter resilient schemes	Mark Tebbs	September 2015
		Carry out work with Basildon Hospital and East of England Ambulance Service to increase performance	Mark Tebbs	September 2015
		Adopt and maintain a zero tolerance approach to MRSA bacteraemia and C. diff. via monitoring, spot checks, peer review audits and quality visits	Jane Foster Taylor	March 2016
		Identify actions to improve Family and Friends response rates (with issues identified and rectifying actions linked to completed questionnaires)	Jane Foster Taylor	March 2016

		Development and delivery of Better Care Fund Plan 2015/16 – re: reduction in emergency admissions	Mark Tebbs/ Catherine Wilson	March 2016
		Implementation of Success Regime - TBC	TBC	TBC
OBJECTIVE: Improve the quality of residential and community care				
Thurrock Council Thurrock CCG	<ul style="list-style-type: none"> Providers consistently meeting CQC essential standards Vulnerable people safeguarded against abuse Provide choice of provision – market management and development People remaining independent for as long as possible Encourage sustainability in the market place Well trained workforce Increased in-borough provision for adults 	Development and delivery of Market Position Statement – year 1 actions (Adult Social Care Transformation Programme)	Catherine Wilson	March 2016
		Development of Service Level Agreements with internally provided Adult Social Care Services	Catherine Wilson	March 2016
		Development of joint commissioning intentions between CCG and Council	Catherine Wilson and Mark Tebbs	September 2015
		Review of Council Adult Social Care provision (Adult Social Care Transformation Programme) – development of a business unit - development of options for potential spin-out	Tania Sitch and Angela Clark	March 2016
		Development and delivery of Better Care Fund Plan 2015/16: - Review of nursing and residential care home provision – including intermediate care beds	Mark Tebbs and Catherine Wilson	March 2016
OBJECTIVE: Improve the quality of care across the whole system pathways				
Commissioning: Thurrock CCG Thurrock Council	<ul style="list-style-type: none"> Improve the quality of life for people with long-term conditions Prevent, reduce and delay the number of people who require a service Increase the percentage of 	Development and delivery of Better Care Fund Plan – Integrated Commissioning Executive Programme to be agreed	Mark Tebbs and Catherine Wilson	March 2016
Delivery: Thurrock Council NELFT		Development of Adult Social Care and Community Health Integrated Access Project (Adult Social Care Transformation Programme)	Commissioning: Mark Tebbs Catherine Wilson Delivery: Tania Sitch and	March 2016

	<ul style="list-style-type: none"> integrated provision between adult social care and health Improve predictive modelling to identify individuals likely to be at crisis point or at risk of requiring a service 		Michelle Stapleton	
		Development and implementation of Integrated Commissioning (both across the Council and between the Council and CCG)	Catherine Wilson, Ian Wake, Mark Tebbs	March 2016

Priority: Strengthen the mental health and emotional wellbeing of people in Thurrock

ACCOUNTABLE BODY	WHERE DO WE WANT TO BE	ACTION	ACTION BY	DEADLINE
OBJECTIVE: People have good mental health				
Commissioning: Thurrock Council Thurrock CCG Delivery: SEPT	<ul style="list-style-type: none"> Strategy and plan that reflects and responds to local needs and outcomes Improved crisis response for people with mental health problems 	Revise the current Mental Health Strategy providing a strengthened Thurrock focus	Catherine Wilson and Mark Tebbs	October 2015
		Develop co-produced long-term plan for Thurrock (via Mental Health Operational Group)	Catherine Wilson and Mark Tebbs	October 2015
		Develop and implement that crisis care concordat	Jane Itangata	March 2016
OBJECTIVE: People with mental health problems recover				
Commissioning: Thurrock Council Thurrock CCG Delivery: SEPT	<ul style="list-style-type: none"> Improve access to psychological therapies (IAPT) to achieve the 15% coverage target 	Implementation of new service model for IAPT and Recovery College	Catherine Wilson and Jane Itangata	June 2015 (IAPT) October 2015 (Recovery College)
OBJECTIVE: People with mental health problems achieve the best quality of life				
Commissioning:	<ul style="list-style-type: none"> Varied provider market that promotes choice and control 	Delivery of Market Position Statement	Catherine Wilson	March 2016
		Development and delivery of Personal Health	Jane Itangata	March 2016

Thurrock Council Thurrock CCG	supports individuals to meet their outcomes	Budgets and Integrated Health and Social Care personal budgets		
Delivery: SEPT	<ul style="list-style-type: none"> • Good quality services that meet and improve mental health outcomes 	Robust performance management of section 75 agreement and CCG contract	Catherine Wilson and Mark Tebbs	Throughout the year

Priority: Improve our response to the frail elderly and people with dementia

ACCOUNTABLE BODY	WHERE DO WE WANT TO BE	ACTION	ACTION BY	DEADLINE
OBJECTIVE: Early diagnosis and support for people living with dementia				
Thurrock Council Thurrock CCG	<ul style="list-style-type: none"> • Improved diagnosis – ensuring that the target of 67% is reached and maintained • Dementia-friendly community that knows how to help • Increase diagnosis rates through memory clinics (SEPT) • An effective, trained and skilled workforce 	Agree and deliver plans for maintaining the Dementia Diagnosis rate and improving the early uptake of early discussions regarding end of life care	Catherine Wilson and Jane Itangata	June 2015
		Undertake joint work between the CCG, Public Health and Social Care to ensure the provision of information, advice and support	Catherine Wilson	TBC
		Development of Dementia Action Alliance	Catherine Wilson	TBC
		Delivery of training and information throughout Thurrock	Catherine Wilson	Throughout the year
OBJECTIVE: Make Thurrock a great place in which to grow older (delivery of Building Positive Futures Programme)				
Thurrock Council (ASC and Housing)	Create homes and neighbourhoods that are sustainable and support independence	Progression of house-building programme – ensure new homes built are sustainable and promote independence and are adaptable to meet prospective tenants' current and future needs: <ul style="list-style-type: none"> • Completion of the lets for Seabrook Rise and Derry Avenue 	Barbara Brownlee	Throughout the year
		Identify and develop schemes that meet HAPPI standards – completion of Derry	Barbara Brownlee and Les	TBC

		Avenue, South Ockendon, and Calcutta Road, Tilbury	Billingham	
		Development of improved housing options through specialised housing for mental health, learning disabilities, and autism. <ul style="list-style-type: none"> • CASSH Bid 	Barbara Brownlee and Les Billingham	
Creating communities that support Health and Wellbeing		Influence major planning developments to ensure they impact positively on health and wellbeing – via Housing and Planning Advisory Group	Les Billingham	Meetings planned throughout the year to review planning applications
		Continue to embed Local Area Coordination across the Borough – 9 LACs provide Borough-wide coverage	Tania Sitch	Throughout the year
		Continue to develop the Community Hub Programme – Tilbury and Stifford Clays to open during 2015/16	Natalie Warren	By March 2016
		Promote and embed ‘Stronger Together’ to support the development of strong communities in Thurrock	Natalie Warren	Throughout the year
Creating Transforming the social care and health system infrastructure to manage demand		Development of vision and direction of travel to frame transformation and delivery of health and social care system	Roger Harris and Mandy Ansell	Summer 2015
		Development and delivery of Better Care Fund Plan – via Integrated Commissioning Executive Programme: <ul style="list-style-type: none"> • Identification and scoping of projects • Development of options • Development of business plans • Delivery of project plans 	Mark Tebbs and Catherine Wilson	Throughout the year as per programme plan (reporting via Integrated Commissioning Executive)
		Development and delivery of Adult Social Care Transformation Programme: <ul style="list-style-type: none"> • Adult Social Care and Health Integrated Access Project • In-house Provider Development 	Roger Harris	Throughout the year as per programme plan: <ul style="list-style-type: none"> • Scope – Sept 15 • Options – Dec

		<ul style="list-style-type: none"> • Fieldwork Redesign • Integrated Commissioning • Market Management • Business Support • Care Act Implementation 		<p>15</p> <ul style="list-style-type: none"> • Business Plans – March 16
		Development and delivery of Thurrock CCG 2 Year Plan	Mandy Ansell	Specific milestones to be met throughout the year as detailed within the Plan

Priority: Improve the physical health and wellbeing of people in Thurrock

ACCOUNTABLE BODY	WHERE DO WE WANT TO BE	ACTION	ACTION BY	DEADLINE
OBJECTIVE: Reduce the prevalence of smoking in Thurrock				
Thurrock Council	<ul style="list-style-type: none"> • Preventing young people from starting smoking • Working collaboratively with PHE to support and implement initiatives to improve the health of the public. • Protect families and communities from the harm caused by smoking 	Stop Smoking service is sub-contracting a smoke –free family lives programme to deliver in five targeted schools in the areas of high deprivation.	Kevin Malone	March 2016
		Local promotion of national campaign e.g. Stoptober, Health Harms Campaigns, National No Smoking Day.	Kevin Malone	March 2016

		Commission a Tobacco Control service with preventative measures a treatment programme and enforcement activity with partners.	Kevin Malone	March 2016
		Work with Housing via a Tobacco Control Alliance to engage with more older people e.g. sheltered complexes & retirement homes to offer quit support	Kevin Malone	March 2016
OBJECTIVE: Reduce the prevalence of obesity in Thurrock				
Thurrock Council	Halt the rise in adult and childhood obesity and promote a downward trend in obese adults and children	Development of a variety commissioned community programme pilot for 2015/2016 Childrens and Adults.	Sue Bradish/Beth Capps	March 2016
		Formal ongoing monitoring and sustaining the new process of delivering services through community provision	Sue Bradish / Debbie Maynard	March 2016
		Reviewing Healthy Weight workstream objectives and membership going forward.	Sue Bradish / Debbie Maynard	March 2016
		Development of sport and leadership group.	Sue Bradish	March 2016
		Integrated with existing work of the Active Space Strategy to encourage people to use	Sue Bradish	March 2016

		green space effectively		
		Delivery of the first phase of Thurrock 100 – walking and talking project.	Sue Bradish	July 15 potential to extend to 16 with external funding