

# South London Cardiac Rehab Network Group

Tuesday 13<sup>th</sup> July 2010  
10-4  
80 Kennington Road



## Welcome and Introductions

Our first South London-wide CRNG.

AIM:

To provide an opportunity for education and peer support, and a forum to discuss common issues from across the sectors.



# Today's agenda

1	Coffee and registration	All	10.00
2	Welcome and Introductions	Russell Don	10.30
3	Network Update	AJ / RD	10.35
4	Update on DH CR Commissioning Pack and local implementation	AJ / RD	10.55
5	Wandsworth CR Programme Presentation	Nadia Dallsingh	11.15
6	Updates from across the sector	All	11.30
7	Workshop: How to strengthen the position of your service in the current climate	All	11.45
8	LUNCH		12.45
9	Heart Failure workstream update	Alison Basa	1.30
10	Heart Failure CR – identifying key issues	All	1.40
11	Cardiac rehab and patient experience	Michelle Bull	2.00
12	Management of Heart Failure patients	Dr Lisa Anderson	2.20
13	Exercise for Heart Failure patients	Prof Patrick Doherty	2.50
14	Q&A and group discussion	All	3.40
15	AOB, Round up and close	All	3.50



# Our changing world...

Reduce administration costs by a third (50% in London PCTs)

Changes at DH

Quality / outcome measures versus process targets

Provider integration

Changes at SHA level

Changes to commissioning and role of PCTs

No more top down approach

Cardiac and stroke national priorities

New / updated guidelines



# What's going on in the network?

## Heart Failure

- Pan London HF Education event (May)
- IT access to path results for community nurses
- South London BNP/NTproBNP cut offs agreed
- National Priority Project with GSTT agreed
- IT solution for shared access between GSTT, KCH Lambeth and Southwark

Alison Basa

## Prevention

- Supporting Health Checks Implementation
- GP education for stroke prevention/AF detection and management
- Pathway and costings for Familial Hypercholesterolemia

Gillian Wilson  
Vicky Cox

## Revascularisation

- Promoting the use of IHT electronic referral system
- Development of a revasc data dash board
- Working with SGH on Cardiology project
- RACPC audit and report

Laura Gillam  
Lucinda Cash-Gibson

## PPE

- Network wide review of PPE complete
- Strategy and implementation plan being finalised

Michelle Bull

## Arrhythmias

- National Priority Project – Managing AF in primary care (pilot sites Wandsworth, Sutton & Merton, Greenwich and Bromley)
- Piloting use of GRASP-AF tool
- Anticoagulation – reviewing impact of new drugs
- Reviewing commissioning of cardiac devices
- Syncope – mapping pathway and education event

Jenny George  
Senai Jimenez

## Prescribing

- Guideline development
- Supporting CR project, health checks implementation, and anticoag work

Helen Williams  
Senai Jimenez

## Stroke

- HASU go live
- HASU nursing competencies
- Accelerating Stroke Improvement Programme
- TIA

Katie Marsh  
Suparna Das  
Janelle Devereux  
Elaine Hayward  
Christa Matjekane

# CR – National Update

## CR remains a priority

### **NHS 2010–2015: from good to great. preventative, people-centred, productive**

We will continue to improve care for those at risk of heart disease by:

- Ensuring at least 95% of the population live in areas with 24/7 primary angioplasty services for heart attack within two years;
- Reducing the time heart patients have to wait for urgent surgery;
- Improving timely access to good cardiac rehabilitation for those who have suffered a heart attack, undergone heart surgery or who have heart failure.

### **The operating framework for the NHS in England 2010/11**

Other issues that PCTs and their providers will want to be mindful of include:

- the Department recognises that there may be unacceptable variation in the availability of cardiac rehabilitation. We shall look to develop a set of indicators to improve general access to cardiac rehabilitation because it can lead to improved outcomes and reduce demands for acute hospital beds;

### **Revision to the Operating Framework for the NHS in England 2010/11**

In 2011/12, we intend to make available a number of pathway (or year of care) tariffs in appropriate areas. To support the development of pathway tariffs, a number of 'commissioning packs' are in production, starting with cardiac rehabilitation, which is to be published shortly. Other commissioning packs will be published later this year and could include dementia, diabetes, chronic obstructive pulmonary disease, end of life care and stroke rehabilitation



# CR – National Update

## **DRAFT NICE HF guideline - Recommendations for rehabilitation (for publication Aug 2010)**

Offer a supervised group exercise-based rehabilitation programme designed for patients with heart failure:

- Ensure the patient is stable and does not have a condition or device that would preclude an exercise-based rehabilitation programme\*.
- Include a psychological and educational component in the programme
- The programme may be incorporated within an existing cardiac rehabilitation programme. **[new 2010]**
- The conditions and devices that may preclude an exercise-based rehabilitation programme include: uncontrolled ventricular response to atrial fibrillation, uncontrolled hypertension, and high-energy pacing devices set to be activated at rates likely to be achieved during exercise.

### **Recommendations to be deleted**

Patients with heart failure should be encouraged to adopt regular aerobic and/or resistive exercise.

This may be more effective when part of an exercise programme or a programme of rehabilitation [2003, R12].

# Cardiac Rehab Network Priorities

Skills Competencies  
Assessment and  
training needs

Patient diaries

Supporting providers and  
commissioners to review  
CR services

Working with  
national team

## Aims

- Increase uptake amongst target groups across South London in line with national guidance (e.g. 85% for MI and revascularisation)
- Ensure equitable provision and access for target populations across South London and improve compliance with national standards and guidance (such as the forthcoming updated NICE guideline for Heart Failure)
- Ensure appropriate sector wide funding exists to secure cardiac rehabilitation services for the future.
- Ensuring that robust commissioning processes are in place across the sector

PPCI  
audit

Patient  
satisfaction

Commissioning  
outcomes

Drug Therapy  
Reviews Project





## Patient diaries

### WHAT WE DID

- Used patient and friend/family diaries to gain an in-depth understanding of the experience of the patient during their journey through this pathway .
- Used a relatively small number of diaries initially to allow for a process evaluation to run in parallel with the patient experience element of the diaries

### WHAT WE FOUND

- The diaries were analysed using key touchpoints highlighted by respondents included pre-assessment clinic, admission and procedure, after the event, discharge, being at home and cardiac rehabilitation.
- Patients and their families emphasised how anxious and isolated they felt on discharge from hospital
- Focus on the need for high quality patient information.

### WHAT WE ARE DOING

Therefore we are reviewing discharge information, plus service provision needs to be reviewed to ensure people are contacted within a short period of time post discharge

## Patient satisfaction questionnaire

### WHAT WE DID

- Carried out a preliminary survey to collect patients' views on the rehab treatment they received.
- The aim was not to quantify how satisfied patients were; but rather to develop appropriate tools for collecting information about patient satisfaction

### WHAT WE FOUND

Patients indicated that some of the following areas were particularly important to them in relation to their cardiac rehab experience:

- being treated as an individual
- tailored information
- decent venues
- inspiring staff
- opportunity to ask questions and raise concerns

### WHAT NEXT

We have now drafted a patient satisfaction questionnaire using this information, and we will be obtaining feedback from patients and carers on this and then looking to pilot this and roll it out across the sector. This will include building in a benchmarking process.

## Skills competencies assessment tool

- Piloted as part of our national priority project
- Feedback was positive, hence roll out across sectors
- 16 completed so far and personalised reports will be sent out next week

*A useful exercise? Please feed back to us when you have received your personalised report*

# The Commissioning Pack – what and why?

## ***What are commissioning packs?***

*A set of practical:*

- *Guidance*
- *Template documents*
- *Information*

*to enable effective commissioning in key disease areas*

## ***Why develop them?***

- increase productivity and minimise unwarranted variations
- Improve quality of services and therefore patient outcomes
- Encourage commissioning along a whole pathway

**For use by commissioners with existing providers and in a competitive procurement**

## **This commissioning pack – Cardiac Rehabilitation**

The aim of the pack is to achieve a major improvement in patient health outcomes as a result of cardiac rehabilitation services. This pack sets out a high quality cardiac rehabilitation service, which encourages consistency in service delivery and has been efficiently designed to meet the individual needs of patients. The pack should also encourage a reduction in the cost to the NHS because there is currently variation in the delivery of cardiac rehabilitation services even though it is a proven intervention.



# The Commissioning Pack – what does it include?

- An approach to **costing and currency** to incentivise the right behaviours from healthcare providers so they act in the interests of patients.
- A **risk management** approach specific to the service
- **Information Requirements** – patient level datasets defined to support monitoring and managing contract activity, spend and performance
- **Performance indicators** set to demonstrate that service outputs meet the standards in the specification and that outcomes are being achieved.
- Approach to competitive **procurement**: a summary of the available procurement routes with template procurement documents.
- **Contracting**: a summary of the standard contract process to monitor and manage services once awarded.
- **Performance management**: example dashboard to provide an overview of outcomes being achieved in this service area for the population across all providers of care.
- In developing the packs, an **integrated approach** has been taken in order to bring together clinical, commissioning, commercial (including financial) and legal aspects associated with the service.
- The packs are designed to be used with appropriate patient and public involvement, and engagement of clinicians, current and potential providers as set out in World Class Commissioning guidance.

**Commissioning pack key content to adapt to local context**



# The Commissioning Pack – the service specification

For each stage:

Overview	
Indicators	Outcomes
Deliverables	

## Implementation

NHS Improvement has been working with the DH Strategic Commissioning Development Unit on the development of the commissioning pack and they will support the implementation of these packs. This will be the focus of the next round of national priority projects, with learning shared nationally from these. These projects are currently on hold in light of changes to commissioning proposed by the new government.

In South London we have put in a bid to be involved in this, and we will update you when we have news. As a precursor to this we will be gathering information on existing services, and speaking to commissioners over the next few months.

## Workshop session

# *How to strengthen the position of your service in the current climate?*

On your tables

Idea generation 15 mins

Local action plan 15 mins

Feed back and group discussion 15 mins

Some themes you might like to consider:

- Service developments
- Working with others
- Raising the profile
- Outcomes and data
- Patient experience
- Engaging commissioners



## *CR for HF - What are the key issues?*

1. Heart Failure Cardiac Rehab provision
2. The issues
  - Capacity
  - Competence
  - Pathway
  - Interaction with other services
3. Solutions – at programme, borough, network, South London and London level

Next workstream / task group dates as follows:

SWL - Monday 13<sup>th</sup> September 10-12 (80 Kennington Road)

SEL - Monday 20<sup>th</sup> September 10-12 (80 Kennington Road)

