Berkshire West CCG Continuing Heath Care Team Niki Cartwright Director of Joint Commissioning



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Changes Implemented

- Complete review of our internal processes and activity with a clear process map for teams to follow.
- A dedicated team for management of all new applications into the service with a 28 day standard to address the previous failing to meet the NHSE expectation delivery
- A dedicated review team focusing on overdue reviews and case management
- Recruitment of new interim staff with significant experience of change management and ability to present quality applications within the 28 expectation consistently.

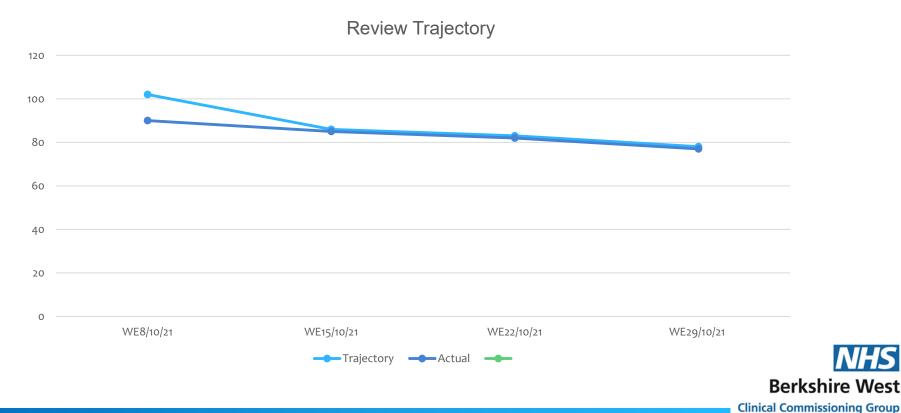
Berkshire West Clinical Commissioning Group

Changes Implemented

- Effective management of L.A. Dispute Meetings held with reduced delays..
- Improved relationships with stakeholders including Local authority, Evidence of compliments from all 3 Local authorities.
- Start of a Provider engagement forum with support of CCG leads.
- Review and refocus of Free Nursing Care process and activity

Impact On Reviews

A clear trajectory set and being achieved for Review



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Impact on 28 Day Targets

Time Period	Trajectory agreed with NHSE	Achieved Actual
Q1 2021/2022	20-29.9%	25%
Q2 2021/2022	30-30.9%	61%

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