

# Service Frameworks Newsletter

April 2011

Issue 1

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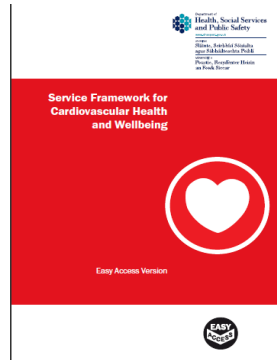
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## What are Service Frameworks?

Service Frameworks are designed to improve health & social care outcomes, reduce inequities in health & wellbeing and improve service access and delivery. They show systems of care available for patients with the same conditions or population-based groups and for the first time connect the various care pathways. They set out the standards of care that patients, clients, carers & families can expect and will be used by commissioners, HSC providers and RQIA to measure performance and monitor care. Service Frameworks are one of the Chief Medical Officer's priorities and whilst they are also used as a tool in UK health services, the

Northern Ireland Frameworks are unique in including measurable performance targets for each standards. Standards and performance targets drive performance improvements in the HSC



across the 3-year cycle of a Framework. A major strength of the Service Framework programme is that each document is developed in a highly inclusive

way. They are led by experts in each service with input from a wide range of groups including policy & professional associates within DHSSPS, HSC professionals, patients, clients & carers and the voluntary & community sector. Once drafted, each Framework is then subject to full public consultation before being launched. The first round of Frameworks focuses on the most significant causes of ill-health and disability in Northern Ireland—cardiovascular disease, respiratory disease, cancer, mental health and learning disability. Frameworks for older people and children & young people are also under development.

## What does a Framework look like?

Frameworks are set out using a common template where the standards are supported by a number of key performance indicators. Condition-specific Frameworks show the individual's journey from prevention through to end of life care—taking account of the needs

of children & adults. The Mental Health Framework is designed with a recovery ethos in mind whilst the Learning Disability Framework is designed around the social model of disability. Each Framework contains both generic and condition- (or population) specific stan-

dards. Generic standards are common across every Framework and currently comprise health promotion, communication and palliative care.

Easy access versions of Frameworks have also been made available to appeal to the widest possible audience.

## Update on published Frameworks

The **Cardiovascular Service Framework** was launched in July 2009 and implementation is led by Dr Christine McMaster, Specialist Registrar in Public Health, PHA. A number of amendments were proposed by the commissioning lead and considered by the Programme Board. Agreed amendments will be implemented from 1 April 2011.

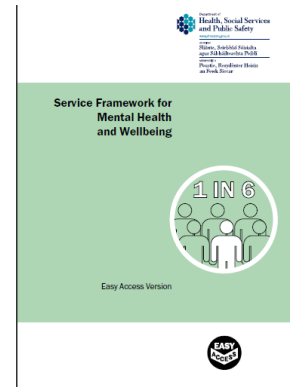
The **Respiratory Service Framework** was launched in November 2009 and implementation is led by Dr Jenny Gingles, Consultant in Public

Medicine, South eastern Trust. Here again, a number of amendments were proposed and those agreed by the Programme Board will be implemented from 1 April.

The **Cancer Service Framework** was launched in February 2011 for implementation planning. An implementation lead will be identified by the end of April 2011, with the implementation expected to be finalised by February 2012.

The **Service Framework for Mental Health & Wellbeing** finished its public con-

sultation in March 2011. Responses are being considered and the document will be finalised & launched by October 2011. The project leads are Fionnuala McAndrew, Director of Social Service HSC Board & Dr Stephen Bergin, Public Health Consultant, PHA.



### Service

Frameworks are transforming the way healthcare is delivered.

## Frameworks in development

The **Learning Disability Service Framework** is nearing completion & preparations are underway for public consultation. The Framework has been developed within the social model of disability in recognition that responsibilities go beyond traditional HSC boundaries. Fionnuala McAndrew is project lead.

The **Service Framework for Older People** is cur-

rently under development & is led by Dr Cathy Jack, Deputy Medical Director, Belfast HSC Trust & Kevin Keenan, Assistant Director of Social Services, HSC Board. The work of this Framework has been substantially enhanced by the contribution of the User reference Group (facilitated by the PCC). The Group, chaired by Dr Michael Harriott, draws on a broad range of perspec-

tives which have helped influence the development of standards. It has provided a healthy counterbalance & challenge to the work of the various sub-groups.

Work has begun on the **Framework for Children & Young People**. It is led by Fionnuala McAndrew, Dr Brid Farrell, Public Health Consultant, PHA & Dr Barbara Bell, Paediatrician, Southern Trust.

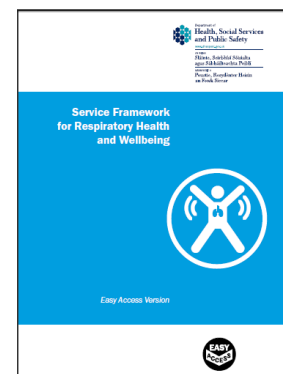
## Review

A review process has recently been developed. There are 3 discrete reviews—in-year; end of life-cycle; & the review of generic standards. In-year reviews are carried out by the implementation team & commissioning leads, who, if necessary, suggest amendments to performance indicators. Unless there is a very sound reason (eg patient safety), it is unlikely that standards will be changed in-year.

The end-of-cycle review is a fundamental review of standards and performance indicators. This will take place after the 3-year cycle is complete & will be a more in-depth evaluation of the standards and their impact.

The first review of generic standards will take place in 2011. This will determine if the current set of generic standards remains a reflection of the Department's priorities.

Changes will only be made where sound evidence for the change is proven.



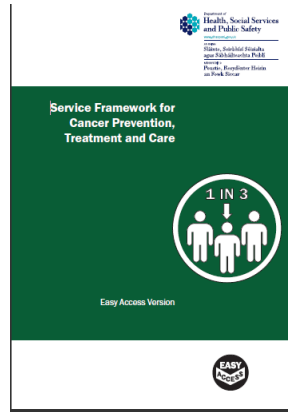
# Strategic Management

Within the Department, the day to day running of the programme of Frameworks is managed by the Service Frameworks Delivery Unit located in Safety, Quality & Standards Directorate who provide support not only to individual projects, but also to the Service Frameworks Programme Board. The Delivery Unit, led by the Director, Dr Jim Livingstone, provides support, advice and co-ordination for Framework leads and members of the Unit also sit on project teams for their designated Frameworks.

Overall responsibility for the programme of Service Frameworks rests with the Programme Board. Chaired by Dr Michael McBride, CMO, the Board oversees and approves the development, implementation and review of individual Frameworks as well as discussion on the progress of the programme as a whole. A number of other groups have been established to provide expertise and advice in designing and developing the programme and resolving any issues which arise.

This newsletter will be up-

dated every six months and will provide an update on the development of each Framework and let you know how you can find out more information.



# Framework Support Groups

The development of Frameworks is an inclusive process, depending on the expertise of a wide range of people. Several groups have been set up to support this development.

The **DHSSPS Professional & Policy Associates' Group** is made up of relevant policy & professional within the Department. Its function is to ensure Frameworks reflect Departmental policy and priorities within the Standards. The Group gives advice to the Service Framework Delivery Unit and is a useful mechanism to keep policy leads updated with work on Frameworks.

The **Informatics Steering Group's** remit is to provide advice on the most effective

ways to measure performance against targets. The group has met several times to discuss issues of data collection & reporting and will be invaluable in making the best use of technology & systems available to accurately measure progress against standards. This is a working group, looking for innovative solutions to issues with information collection and management and is currently considering self-assessment audit as a potential tool to collect data across the programme of Frameworks.

The **Service Frameworks Development Forum** made up of Framework Leads and policy experts from the

HSC and the Department who have played a role in the development of Service Frameworks. At its first meeting in September 2010, topics for discussion included the potential impact of the Comprehensive Spending Review, the new commissioning structures & the role of RQIA. A sub-group of this Forum has been put together to look at the first review of generic standards common to all Frameworks. This review, which will be complete by the end of the year, will evaluate and review the generic standards and suggest refinements, additions or deletions to ensure they remain a reflection of the Department's priorities.

*Frameworks use best practice standards to better focus resources and so improve the experience and outcomes for service users.*

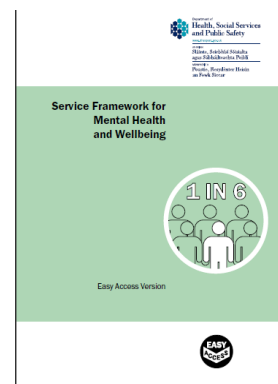
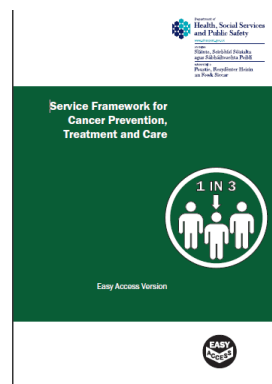
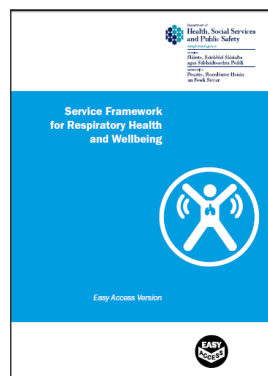
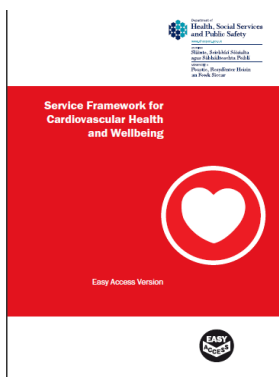
## Inter-Departmental working

It is recognised that, whilst Service Frameworks are “owned” by DHSSPS, it is important to ensure other Departments are kept up to date with progress and involved where necessary in the developmental stages.

The inter-Departmental Liaison Group is made up of policy representatives from the Departments of Health, Social Development, Education, Employment, as well as the

Office of the First & Deputy First Minister. A representative from the Department of Justice has recently joined the group, which meets as necessary to discuss issues which are relevant to other Departments and their agencies.

This group will play an important role in the development and completion of population-based Frameworks such as Learning Disability, Older People and Children & Young People.



If you would like further information, you can visit the Service Frameworks website:

<http://www.dhsspsni.gov.uk/index/phealth/sqs/sqsd-standards-service-frameworks.htm>

Or you can contact members of the Service Frameworks Delivery Unit:

Director, Safety, Quality & Standards Directorate - Dr Jim Livingstone - [jim.livingstone@dhsspsni.gov.uk](mailto:jim.livingstone@dhsspsni.gov.uk)

Service Frameworks for Mental Health & Wellbeing, Cardiovascular Health & Wellbeing, Respiratory

Health & Wellbeing and Cancer Prevention, Treatment & Care - John Maguire - [john.maguire@dhsspsni.gov.uk](mailto:john.maguire@dhsspsni.gov.uk)

Service Framework for Learning Disability - Paula McGeown - [paula.mcgeown@dhsspsni.gov.uk](mailto:paula.mcgeown@dhsspsni.gov.uk)

Service Framework for Older People's Health & Wellbeing - Stephanie Ward - [Stephanie.ward@dhsspsni.gov.uk](mailto:Stephanie.ward@dhsspsni.gov.uk)

Service Framework for Children & Young People - Jennifer Lamont - [Jennifer.lamont@dhsspsni.gov.uk](mailto:Jennifer.lamont@dhsspsni.gov.uk)