

# **Children with Exceptional Healthcare Needs (CEN) Network**

## **Mid-Year Report 2021-22**



**Children with  
Exceptional  
Healthcare Needs**  
National Managed Clinical Network

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Data Analyst – Louise Smith**

An update on all business plan objectives for the reporting period 1 April – 30 September can be found in Appendix 1.

- **Current position**

The CEN network is on track to achieve the majority of business plan objectives, which are progressing well despite the pressures of COVID-19 on both clinical and non-clinical staff. The network core team meet every two weeks to discuss the priorities and focus for that upcoming period. The network recently refreshed membership of all groups and this re-energised approach has proved successful in enabling the network to deliver on projects within its business plan as noted in Appendix 1.

- **Exceptions**

### **NHS Inform Project**

During the reporting period the Network was invited by Dr Anna Lamont, PCF Medical Director to take part in a study to ascertain the feasibility of National Networks as subject matter experts for NHS Inform website content. To date the project proposal has not progressed beyond approval by National Services Division (NSD) Senior Management Group in April and further information is awaited from Dr Lamont on whether and how it will proceed.

- **Looking forward**

Due to the COVID-19 pandemic, there is a risk that there will be limited capacity amongst clinicians to contribute to network activity and key objectives may not be progressed as planned.

To mitigate this, the network regularly reviews and updates the Network and overall team business plan, reporting any potential issues to its commissioners.

- **Finance**

CEN commissioned the final Turas E-learning module 'Compassion' costing £7538.75, part of a suite of three new modules, two of which were created in 2020-21. A overspend of £2538.75 was underwritten from the National Networks budget.

## Appendix 1 – Annual Business Plan

Core Principles	Description of Work	Current status	Start Date	End date	Q2 RAG Status
Effective Network Structure and Governance	CEN will work in the CEN Communication and Engagement Group to define and implement the role of CEN Champion and CEN CAS Champion in all Boards by Winter 2021. They will be responsible for promoting work of CEN and helping with any queries regarding the network or CAS data entry.	<b>Work ongoing</b> – request out to all unofficial CEN champions on 6/9/21, which outlined the role of the CEN champion and requested approval from recipients to become an official CEN CAS Champion by return. Reminder will be sent 21/9/21 for those not responded. Role will include being the named contact in each Board for support with CAS	01/09/2021	31/03/2022	<b>G</b>
Service Development and Delivery	CEN Comms and engagement group will create project groups to refresh its Care Pathways by the end of March 2022, fully incorporating feedback from the strategic planning day in 2020. - Priority will be given to both the Transitions and Neonatal pathways the other six topics will follow	<b>Work ongoing- 2 pathways selected for initial work: Transition and Early Years.</b> Groups both meeting and planned to have draft documents very soon for both. Flowchart and guidance document approach agreed.	01/09/2021	31/03/2022	<b>G</b>
Education	The CEN Education and Training Group will analyse results of the recent Learning Needs Analysis to create an action plan for future education and training provision for the network. Including development of any learning during the reporting period.	Education group met and volunteers for analysis group identified. Assistant Programme Manager from this work will create an updated education strategy for the network.	26/08/2021	31/03/2022	<b>G</b>

Education	CEN will develop and publish the final Turas module to complete the series of three (two were developed in 2020) by end December 2021. This will also involve promotion of the new modules and encouraging their use in Boards and 3rd Sector.	<b>Work ongoing-</b> Development has begun on this module, , Assistant Programme Manager leading on this piece of work on behalf of the network. Timeline agreed and all meetings in the diary.	01/06/2021	31/12/2021	<b>G</b>
Education	CEN will take part in a feasibility study and pilot with NHS Inform (NHS 24) to establish whether National Networks are in a position to act as subject matter experts to update and maintain NHS Inform whilst promoting the existence of networks. Dr Anna Lamont, Medical Director is leading on this piece of work from a management point of view.	<b>Work halted</b> - no update on this project, Dr McFadyen followed up couple of times with Dr Lamont, no further updates/communications received. Dr McFadyen provided Contact A-Z of conditions to be added which was received (Dr McFadyen to confirm if accepted), if Contact list accepted Dr McFadyen to confirm if any further work from CEN required or if this objective should be closed without progressing.	01/04/2021	31/03/22	<b>A</b>
Audit and Continuous Quality Improvement	By March 2022 CEN will develop KPI's around; - Education provision and measuring the impact that education has had on practice -Data on the Clinical Audit System (CAS) to replace the 2017 Care Quality Indictors -Standard Network Quality KPI's	<b>Work ongoing-</b> Programme Manager met with IMS to develop CQI's for the networks CAS data, this is in progress, IMS creating relevant reports around transition figures in Boards. Education event not taken place however is in planning stage with PELiCaN jointly- feedback questionnaire will be developed which scopes impact of learning.	01/04/21	31/03/2022	<b>G</b>

<p>Audit and Continuous Quality Improvement</p>	<p>CEN will produce a report on the project that it undertook with Child Health Commissioners (CHC's) in 2020/21 to ensure lessons learned are shared and achievements celebrated by Winter 2021. This will include the creation of a communication plan for distributing this report and data summary to Boards</p>	<p><b>Work ongoing</b> - Confirmed that CEN will present their findings of this project to CHCs in December. A written report and presentation have been requested as part of this update. Programme Manager will write the report and the Data Analyst will create a presentation to summarise learning from the data gathered. Letters have been sent to all Board Chief Executives and Chair Persons notifying them that the project is now complete and data available for use/reporting.</p>	<p>24/06/2021</p>	<p>31/10/2021</p>	<p><b>G</b></p>
<p>Audit and Continuous Quality Improvement</p>	<p>CEN will conduct a QI project looking at the benefits of NearMe consultations on CEN families. To Reduce travel time, create more joined up consultations, increase co-ordination in care and increased involvement of local teams in meeting with tertiary centres providing care.</p>	<p><b>Work progressing slowly</b> - The network was sensitive to the impact that summer holidays had for families with CEN. The family engagement group will be established and families willing to take part will be identified at the first meeting of the group. Working with colleagues in NHS Grampian on this project. Initial scoping meeting took place in 2020-21.</p>	<p>01/06/2021</p>	<p>31/03/2022</p>	<p><b>G</b></p>