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Cllr J Ferrett
Member Services
The Civic Offices, Guildhall Square
Portsmouth
PO1 2AL

Dear Cllr Ferrett

This letter is intended to update you and the members of the Portsmouth Health Overview and Scrutiny Panel on some of work the Clinical Commissioning Group has been involved with since our last update in January.

I have set out a brief summary of a few key issues within this letter but please do contact me if you need more information about any of these.

Portsmouth Blueprint

Members will probably be aware that the document '*A Proposal for Portsmouth: A Blueprint for Health and Care in Portsmouth*' (September 2015) was presented to and endorsed by the Portsmouth Health and Wellbeing Board (as well as the CCG's Governing Board) in September and is due to be considered at the next Portsmouth City Council Cabinet meeting.

The document essentially sets out a strategic blueprint for how health and care could look in the city at the end of the next five years. It has been developed through the work of the Portsmouth Health and Care Executive (PHCE) comprising senior representatives from the following city partners:

- NHS Portsmouth Clinical Commissioning Group
- Portsmouth City Council
- Solent NHS Trust
- Portsmouth Hospitals NHS Trust
- Portsmouth Primary Care Alliance

Innes Richens has led the development of the document which considers how the city's health services can be sustained, improved and further developed in innovative, genuinely cooperative ways in future.

It is currently being taken to the city's main boards and forums for discussion and we believe that, if it gets the backing of our city partners, the CCG will have a pivotal role to play in

delivering this Blueprint, given our unique clinical commissioning insight, and our discussions and engagement with our GP members, local people, staff and partners.

Clearly further engagement and discussion must form part of the ongoing delivery, however we believe it is timely to set out our direction of travel in order to inform that engagement and ongoing service improvements.

We recognise the strength in working with existing providers of care to build this model, valuing the experience and expertise that exists within those who deliver care currently. With this in mind, we will focus our work, in the first instance, on bringing together community NHS and primary care (including GP) services to deliver this model of care. We will be able to draw on the progress made, and insight gained, from establishing the multi-organisational Better Care initiative over the past couple of years as we set about delivering this challenging, yet vital, strategy.

Guildhall Walk Healthcare Centre

As our plans and proposals for Guildhall Walk have been a regular agenda item for the Panel over the past few months, and will continue to be so in future, we are not proposing to provide a full update in this letter.

However we would like to reiterate our intention to undertake a full, formal consultation process on our plans and we are proposing to launch this in the week beginning Monday 9th November. Allowing for the Christmas/New Year period it will run until Friday 15th February 2016.

Whilst we had originally intended to start the consultation process in mid-October we felt it was important to seek the views of the Panel, Healthwatch and our NHS England colleagues on the documentation to ensure that our proposals were clearly set out and the associated consultation questions appropriate and this has meant a slightly extended 'lead-in' time.

Urgent care centre/national winter campaign

URGENT CARE CENTRE: We have been asked to provide an update in this letter in relation to the urgent care centre at QA Hospital. As you may recall this was launched in December 2013 when CCGs recognised, like everywhere else in the country, the number of patients presenting at the Emergency Department (ED) at Queen Alexandra Hospital had considerably increased over the years, putting, at times, a significant strain on the services and staff who work there.

Commissioners identified that up to 40% of patients who present at ED don't actually require any treatment and a high percentage of patients could be far more appropriately treated elsewhere by the NHS.

Initially open over the weekends the Urgent Care Centre expanded in December 2014 and now operates 7 days a week between 7.30am-10pm (with a GP available 10am-10pm).

There is an agreed objective across the stakeholders involved within this project to 'stream' patients to the right place and service to meet their needs first time. The objectives are to:

- Provide expert care for people with minor illnesses and injuries.
- Provide urgent advice and access to primary care to prevent unnecessary ED attendances and hospital admissions.

- Ensure appropriate referral pathways are in place to ensure the timely and safe transfer of seriously ill patients to ED.
- Improve links and working between primary and secondary care.
- Ensure the service is accessible no matter the age, gender, sexual orientation, disability or religion of the attendee.
- Provide information to patients at the time of using the service about how to use services.

Patients who self-present or are advised to attend ED enter the department and are streamed to the Urgent Care Centre provider according to their clinical needs.

The GPs and Primary Care /Emergency Nurse Practitioners ensure that patients are referred to the most appropriate practitioner/service to address their urgent healthcare needs as follows:

- Own GP, pharmacist or dentist where the patient's condition is not urgent or immediate.
- Urgent Care Centre for urgent and immediate primary care treatment.
- Community health and social care services.
- Emergency department if patient is seriously ill or injured.

Initial reviews have been encouraging and commissioners will be developing the model to create a 24/7 Urgent Care/PRiME hub model at the front door where patients will be assessed by the Primary Care team and advised where it is most appropriate to receive ongoing treatment for their healthcare need. This expanded model aligns with the Urgent Care Strategy vision.

NATIONAL WINTER CAMPAIGN: This month has seen the launch of a major national winter information campaign for patients and members of the public. Stay Well This Winter is run in partnership with Public Health England, the Trust Development Authority, Monitor and the Department of Health. It will run across a range of media including TV, radio, digital, press and poster sites and we will be supporting the key elements of the campaign locally, alongside our usual messaging about urgent care choices, and the promotion of our popular urgent care guide which has just topped 14,000 downloads.

An important theme for the national campaign this year is to urge people over 65 or those with long-term health conditions, such as diabetes, stroke, heart disease or respiratory illness, to prepare for winter with advice on how to ward off common illnesses. Its main messages will include:

- Make sure you get your flu jab if eligible.
- Keep yourself warm – heat your home to least 18 degrees C or (65F) if you can.
- If you start to feel unwell, even if it's just a cough or a cold, then get help from your pharmacist quickly before it gets more serious.
- Make sure you get your prescription medicines before pharmacies close on Christmas Eve.
- Always take your prescribed medicines as directed.
- Look out for other people who may need a bit of extra help over winter.

For more information please visit the website at www.nhs.uk/staywell.

Pharmacy minor ailments

The NHS in Portsmouth will be promoting a pharmacy minor ailments scheme in a number of Portsmouth pharmacists over the next few months. 'Pharmacy First' allows people who receive free prescriptions to go straight to their pharmacist to receive treatment, for selected minor ailments, without needing to visit their GP to get a prescription. The scheme is for people who live in Portsmouth and/or those who are registered with one of our Portsmouth GP practices. Many people who are entitled to free prescriptions will be able to receive medicine for free, if it is needed.

The scheme is particularly useful for those on low incomes including:

- Adults (and their children) who are entitled to free prescriptions on the grounds of low income
- People over the age of 60 on state pensions
- People aged 16-18 years in full time education.

More information, including a list of participating pharmacies, is available on our website:

www.portsmouthccg.nhs.uk/pharmacyfirst.htm

Long term conditions

More than 650 people throughout the Portsmouth and South east Hampshire area have completed a mini-survey we have been running over the summer to help us improve services for people with long-term conditions. Growing numbers of people live with a long-term condition, and we want to find new ways of supporting this group of people to stay healthy, and stay in control of their condition.

We have been working with our neighbouring CCGs in Fareham/Gosport and South Eastern Hampshire in both running the survey and considering how to improve support in future. Currently the health service is still too focused on providing a short-term response when someone's health is in crisis, rather than working with patients to stop them becoming acutely ill in the first place. Instead, the ambition is to help patients to know more about their condition, to be able to stay well, and to know what to do should their health deteriorate.

The current set-up is very varied - some groups of patients have easy access to staff and resources which can help them maintain good health, whereas others still have to rely on large numbers of hospital visits, or telling their story over and over again at numerous appointments with staff from different parts of the health and social care system.

We now want to find new ways of giving patients with long-term conditions more control over their health and better access to support.

The survey represents the first stage of our engagement work to find out how people view services at the moment. Our plan now is to seek support from voluntary organisations (with an interest in supporting people with long term conditions) to run some focus groups looking at some of the issues arising from the survey findings in more detail. We hope that this will then give us a broad picture of how people perceive the support they get now, as well as some suggestions for how things might be improved in future.

These ideas can then be fed into the appropriate clinical commissioning discussions so that we find the best ways of helping people to stay well, and stay in control of their condition which we see as by far the best option for them, and the best option for the NHS as well.

'Listening to our patients' report

Each year we publish a report into our engagement activity as a CCG so that we can highlight how people's feedback about the health care they receive is used to help our commissioning decisions.

The report is available on our website here: [Listening to Patients report](#) and has three sections – one looking at our activity over the past year, one with some recommendations for how we can engage more effectively with people locally in future and a third that reviews our *Your Health Your NHS* Guildhall Square event in June – a health engagement day that we ran in conjunction with other organisations that support the provision of health care and services in the city.

Yours sincerely



Dr Jim Hogan
Chief Clinical Officer and Clinical Leader, NHS Portsmouth CCG