



SHIP PCT CLUSTER
serving Southampton City, Hampshire,
Isle of Wight and Portsmouth City

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Councillor P. Eddis
Chair, Health Overview and Scrutiny Panel
Portsmouth City Council
Guildhall Square
PORTSMOUTH
PO1 2AZ

Dear Councillor Eddis

SHIP PCT Cluster Update July 2012

There are four updates I wish to bring to the Panel's attention. These are set out below.

1. Funding for Carers

The Panel will recall from its Minute number 2011/20 that it resolved that NHS Portsmouth's expenditure on funding for carers be noted and that a visit to the Carers' Centre be arranged. Members were subsequently invited to visit the Carers' Centre in Orchard Road Southsea. Whilst this invitation was not taken up, the offer to visit the centre remains open.

For the Panel's information, the Department of Health requires spends on carers to be published on its website by September 2012. The PCT is therefore working with the City Council and Solent NHS Trust on what exactly these spends are so that they may be forwarded for publication.

The Panel may also wish to know that the PCT is working with the City Council's Integrated Commissioning Team on a joint carers' strategy. Actions relating to that strategy are being published on the City Council's web site. Further details may be found at:
<http://www.portsmouth.gov.uk/yourcouncil/17300.html>.

2. Fracture Liaison Service

In March of this year the PCT notified the Panel of a proposal being discussed with local Commissioning Group leads to develop a fracture liaison service for people aged over fifty who, having previously enjoyed good health, may be developing osteoporosis and fragile bones.

The Clinical Commissioning Group leads have now discussed this proposal and do not plan to commission a formal fracture liaison service. This is because of the renewed focus on fragility

fractures and bone health in the Quality Outcome Framework and in the contract with Portsmouth Hospitals NHS Trust. The Clinical Commissioning Groups intend to:

- Strengthen the requirement in the contract with Portsmouth Hospitals NHS Trust for Portsmouth Hospitals NHS Trust to identify that a fracture is a fragility fracture and to flag this up to the patient and to their GP.
- Promote to primary care the importance of then targeting these patients with bone health medications and falls prevention interventions. This is now a core part of the Quality Outcome Framework. Clinical Commissioning Group leads are therefore confident this will happen.
- Promote to primary care the importance of finding patients on their registers that have potentially had a fragility fracture and targeting them with bone health medications and falls prevention interventions. Practice clinical systems are now set up to do this because of the Quality Outcome Framework.
- Promote the importance of bone health and fragility fracture prevention through, for example, regular TARGET (Time for Audit, Research, Guidelines, Education and Training) sessions and a dedicated area on Primary Information Portal (GP intranet).

Models of fracture liaison services have been set up in other areas of the country and some were implemented many years ago when the awareness in primary care was not as high as it is now. Having looked in detail at the previous economic modelling clinical commissioners believe that much of the work they would be funding a fracture liaison service to provide is now work they should be expecting primary care to pick up. They also believe this to be a better model for patients in the long run because general practice has direct access to community pharmacists who are an excellent resource working with patients to improve medication compliance. The evidence shows that compliance with bone medication is low (because this is unpleasant to take). There is also a concern that if these patients (many of whom will be frail and elderly) are expected to attend a hospital based service regularly, compliance will be poorer than if monitored by their practice and community pharmacist.

3. Choose Well Campaign

Members of the panel will be familiar with the Choose Well campaign which seeks to raise awareness of the choice of urgent treatment services available to people in the event of an accident, minor illness or injury. The main focus of this national campaign is to remind people of the alternatives to the Emergency Department/A&E when they need urgent help.

Now that we know that the campaign is to be retained for this winter we are now developing plans to further promote Choose Well messages – wherever possible we will do this in tandem with other local health services (particularly those around Portsmouth and South East Hampshire) to ensure value for money.

We have noted comments from HOSP members made to our colleagues at Portsmouth Hospitals NHS Trust about the lack of information in pharmacy settings, together with an interest in better information signs around, and increased general promotion of, the St Mary's Treatment Centre.

Promoting the role of pharmacies and the treatment centre will be a key focus for our campaign work over the course of the next few months. Alongside this we will also be looking to ensure that our messages reach as wide a range of people as possible and some of this will involve us in targeting particular groups of people. For instance, as well as getting the messages into schools, we feel there is more that can be done to promote Choose Well amongst younger people (in particular 15-21 age group) and we will build some specific actions for that into our plan for this winter. Social media will have a key part to play here including promotion of a Twitter account to support our Choose Well activity.

Our Estates and Facilities team are currently working with Care UK the service provider in looking at the possibilities for improved signage around the St Mary's Treatment Centre site. We

acknowledge the need to make these as visible as possible from Milton Road so will discuss with city planners how best to achieve this.

We will be happy to share our Choose Well plan with members in due course.

4. NHS111

The provider of the NHS111 service for residents in Hampshire, Southampton and Portsmouth has been confirmed as South Central Ambulance Service NHS Foundation Trust (SCAS). The five-year £20,685,000 contract was confirmed at the end of May by the Board of the Southampton, Hampshire, Isle of Wight and Portsmouth Primary Care Trusts (SHIP PCT Cluster).

The service will start in October 2012, but will go-live to the public on 6th November, 2012. It will offer patients access to healthcare through one number for the first time. It will absorb the calls currently made to NHS Direct and their Out of Hours GP services. The 111 free-to-call number will be operational 24 hours a day, seven days a week and 365 days a year. As a result, the NHS111 service will make it easier for people to access local NHS healthcare services when they need urgent medical help but it's not a 999 emergency.

Calls to 111 will be answered by fully trained advisors who will assess the patients' symptoms and offer advice or direct the patient straightaway to the most suitable local service such as an out-of-hours GP, ED, a late night chemist or their GP surgery during open hours. They will also be able to call an ambulance should that be the most appropriate option.

Members of the Health Overview and Scrutiny Panel have been invited to attend the formal launch of NHS111 at the Holiday Inn in Winchester between 16:30 and 18:00 on Tuesday 24th July, 2012.

I hope this gives you a useful update.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Tiller', with a long horizontal flourish extending to the right.

Sara Tiller
Interim Director Communications and Engagement
SHIP PCT Cluster