

**Councillor Peter Eddis, Chair**

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**Chief Executive**

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31<sup>st</sup> May 2013

Dear Councillor Eddis,

**Re: Update letter from Solent NHS Trust**

Please find to follow an update on activities at Solent NHS Trust ahead of the HOSP meeting on 13 June 2013.

**Foundation Trust status**

Solent NHS Trust started the new financial year in a strong position reporting compliance with quality requirements, contracts and finances.

We are pleased confirm that the Trust is now in the final stages of our journey to be licensed as a Foundation Trust (FT). At the end of May, the Trust Development Authority (TDA) formally referred our application to Monitor for assessment. The Monitor assessment can take 3-5 months and will check our readiness to be a Foundation Trust. At the end of that process there will be a final Board to Board session between Solent NHS Trust and Monitor after which they will decide if we are ready to be licensed. We hope to be licensed as a Foundation Trust in the autumn of this year. On as part of the recent evaluation of the Trusts readiness for referral more than 100 of our staff, as well as a selection of service users and their families took part in a TDA Rapid Response Review of the Trust. The resulting report concludes with the statement that "overall our findings were of a well-run organisation with staff who feel valued and patients who have a good experience of care".

**Fall in teenage pregnancy rates**

One of the key targets for Solent NHS Trust's Sexual Health Services is to reduce the teenage conception rate, and we are delighted that in 2012/13 the rates fell by 15% in Portsmouth, 6% in Southampton 4% in Hampshire.

The Solent NHS Trust teams have worked hard to make the marketing and accessibility of the contraceptive services relevant to young people. This includes a revamped website, prioritisation of young people in busy clinics, and an increase in use of long



INVESTORS  
IN PEOPLE



acting reversible contraception (LARC). Clearly many other agencies also have a role to play in reducing teenage pregnancy, but we are proud to have played our role in improving the position on this important public health goal. The focus will continue into 2013/14.

### **Commissioning for Quality and Innovation**

The Trust has achieved 98% of the targets set under the Commissioning for Quality and Innovation framework (CQUIN) during 2012/13. These are additional initiatives often just for a year at a time, based around areas where commissioners would like to see some specific progress. In 2012/13 areas included better follow-up for dementia patients, reduced attendances at Emergency Departments and increased use of teleconferencing and Apps. One area where as a Trust we did particularly well was in the Portsmouth CAMHS service. The CQUIN was to provide training to foster carers and residential home staff to improve skills and confidence in looking after children with mental health issues. The target was to train 90 people and the team trained over 200 people as the training sessions were enthusiastically oversubscribed. The aim of the training was to enhance the carer's skills which would improve the children's health and wellbeing and reduce the need for interventions from primary care or other agencies.

### **Special and Occasional Care Dental Services**

The tender specification for Special and Occasional Care Dental Services issued to Solent NHS Trust by SHIP included a preference for a reduced number of clinics.

In accordance with this specification, we have closed 2 clinics in Portsmouth and 1 in the Gosport area (shaded in grey in the table below). The Trust selected sites on the basis of local demographics and the specific area knowledge of incumbent providers. The priority was to minimise disruption and prioritise access for service users, while maintaining the highest level of quality care. We informed all active service users in advance, through direct correspondence and clear signage at affected clinics. A schedule of both retained and closed clinics relevant to this HOSP is shown below:-

### **Special and Occasional Care Dental Services in Portsmouth from 1 April 2013:**

<b>Full name and address of each site</b>
Community Dental Clinic, Eastney Health Centre, Highland Road, Southsea, Portsmouth, PO4 9HU
Community Dental Clinic, Gosport Health Centre, Bury Road, Gosport, PO12 3PN
Community Dental Clinic, Havant Health Centre, Civic Centre Road, Havant, PO9 2AQ
Community Dental Clinic, Sharland House, 29-30 High Street, Fareham, PO16 7AD
Community Dental Clinic, Somerstown Health Centre, Blackfriars Close, Southsea, Portsmouth, PO5 4NJ

Poswillo Dental Centre, Queen Alexandra Hospital, Southwick Hill Road, Cosham, Portsmouth, PO6 3LY
Rowner Health Centre, 143 Rowner Lane, Gosport, PO13 9SP
Lake Road Health Care, Lake Road, Portsmouth, PO1 4JT
Community Dental Clinic, Cosham Health Centre, Vectis Way, Cosham, Portsmouth, PO6 3AW

**NB: Last three clinics (grey shaded area) were closed by 31 March 2013.**

1. All registered 'active' patients (i.e. those who have had an appointment in the last two years) were contacted by letter and informed of the changes. Posters were clearly displayed at each affected clinic.
2. We are currently only six weeks into our new contract and have not identified any major concerns. We will assess the impact of the new service model including the reduction in clinic locations over the coming weeks/months.

### **Community Assessment Lounge (CAxL) in Portsmouth – working in partnership to alleviate some of the pressure from acute care**

Alongside colleagues at Southern Health, the Community Assessment Lounge (CAxL) continues to provide a clinically led specialist community assessment service at Queen Alexander Hospital in Portsmouth.

The CAxL provides an active comprehensive community assessment, facilitating a timely and safe discharge from the Emergency Department at QA.

The Year to Date performance of the CAxL (12<sup>th</sup> Dec 2012 – 7<sup>th</sup> May 2013 is detailed below)

Total Admission Avoidances	491
<b>Running Total of Patients seen in CAxL</b>	<b>825</b>

### **Substance misuse**

Solent NHS Trust provides substance misuse services to adults in Portsmouth City and across Hampshire County, as well as running a Young People's service in Southampton City.

The Portsmouth Service has recently been remodelled and retendered and Solent NHS Trust was successful in retaining services by providing the medical Assessment and Clinical Intervention element of the new model. The new model is a 'Hub and

Spoke' model with a number of key partners working from a central Hub. This model has a strong emphasis on partnership working across 2-3 key bases within the City.

Throughout 2013 – 2017, Solent NHS Trust will focus on fully embedding the new Portsmouth service and identify more varied employer partners as additional work placements become required and continuously evaluate what works well to enable people with substance misuse problems enter into recovery and develop their recovery capital.

### **The Grove Unit**

In April, Solent NHS Trust opened The Grove Unit at Longdean Lodge, Portsmouth to help provide care in the most appropriate setting for frail elderly people.

The unit is a 16 bedded assessment, transition and reablement unit that offers both a step down from hospital and a step up from the community. The Grove Unit, alongside the Victory Unit, Spinnaker Ward and the Portsmouth Rehabilitation and Reablement Team, forms a jointly commissioned single community pathway for intermediate care, rehabilitation and reablement for Portsmouth, provided in partnership by Portsmouth City Council and Solent NHS Trust.

For more information on the Unit email [suzanne.hogg@solent.nhs.uk](mailto:suzanne.hogg@solent.nhs.uk) or call **023 9268 3486**.

### **Falls & Bone Health Discharge Summary**

As a result of securing the funding for a Falls Case Co-ordinator (a new post created specifically to reduce falls related admissions) from Portsmouth City Council and successfully trialling a falls discharge summary for the Frail & Elderly Programme in Portsmouth and South East Hants, the Falls Service in Portsmouth is keen to embed the summary into its practice and upload the falls discharge summary on to the Hampshire Health Record.

### **Changes to the provision of the Community Equipment Service**

Effective from 1<sup>st</sup> July, Solent NHS Trust will no longer be providing the Community Equipment Service in Southampton and Portsmouth. Millbrook Health Care will provide this service to the two cities from this date.

### **Single Point of Access (SPA) Update - making our services easier to contact**

Over time the SPA will become the primary way that most healthcare professionals, patients, and members of the public contact us.

Through SPA, telephone calls, emails, and other communications will be managed effectively to improve access to our services. This means patients have rapid access to the most appropriate care and clinicians will maximise face to face contact time with patients.

When fully implemented the SPA will provide a 24/7 point of contact for most of our services.

Solent NHS Trust's Podiatry Services in Southampton are currently in the process of moving to SPA. To help ensure podiatry's transition to SPA runs smoothly, we taking a two-phased approach:

- From Tuesday 28 May 2013, all patients will book their appointments via SPA on 0300 300 2012.
- All referrers enquiring about patients or services can use the dedicated health professionals phone number 0300 300 2011.

Please note, all referrals will still be required to be addressed and/or faxed to the existing Podiatry address and secure fax number until further notice.

It is envisaged that by November 2013, all aspects of podiatry administrative procedures including referral management and appointment bookings will be run by SPA.

### **Health Promotion website**

Solent NHS Trust has recently launched a new Health Promotion website at <http://www.solenthealthyliving.nhs.uk/> to help promote wellbeing in Portsmouth and the other areas we cover.

### **Membership**

At the end of March 2013, the Trust met its target to recruit 6,000 members. We are now aiming to recruit a further 300 members across the region by the end of June.

### **Governorship**

As part of becoming a Foundation Trust, Solent NHS Trust needs to establish a Council of Governors and is looking for people to stand for election at our forthcoming elections to be held in summer 2013. Governors help set the strategic direction of the Trust and work with the Board of Directors to ensure that the Trust behaves in a way that is consistent with its constitution and objectives. They should engage with their members to ensure their views are taken into account. Candidates do not have to have a public sector or NHS background.

### **Mental Health Awareness Week: 13-17 May**

From 13-17 May, Solent NHS Trust held a range of events and activities for the communities it serves and its staff to mark Mental Health Awareness Week.

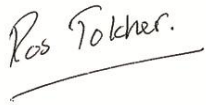
This year, the focus was on physical activity and how it can positively impact on good mental health and wellbeing, and included wellness checks, ways to identify strengths in yourself and others and an opportunity to join Solent NHS Trust's Choir.

The Trust's mental health service provision and The Orchards was promoted in the Portsmouth News <http://www.portsmouth.co.uk/news/health/local-health/chance-to->

[think-about-mental-wellbeing-1-5083712](http://www.portsmouth.co.uk/news/health/local-health/help-is-there-with-mental-health-1-5083712) and <http://www.portsmouth.co.uk/news/health/local-health/help-is-there-with-mental-health-1-5087305> as part of the week of activities.

If you have any questions regarding any of the issues mentioned in this correspondence, please contact Kirstie Henry on 023 8060 8889 or email [kirstie.henry@solent.nhs.uk](mailto:kirstie.henry@solent.nhs.uk) or contact me direct as above

Yours sincerely,

A handwritten signature in cursive script that reads "Ros Tolcher." The signature is written in black ink and is underlined with a single horizontal stroke.

Dr Ros Tolcher  
**Chief Executive**