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4th June 2019

Cllr Chris Atwell
Chair, Portsmouth Health Overview and Scrutiny Panel
Members Services
Civic Offices
Portsmouth PO1 2AL

Dear Cllr Atwell,

Quarterly update letter for HOSP for June 2019

On behalf of the CCG, I would like to wish you well in your new role as chair of the Portsmouth Health Overview and Scrutiny Panel.

This letter is intended to update you and the members of the Panel on some of the work that the Clinical Commissioning Group has been involved with over the past few months.

This formal update is in addition to the regular informal meetings which are arranged with Panel members to look at some issues in more depth, and we will, of course, be happy to continue with these arrangements to suit members.

Our website – www.portsmouthccg.nhs.uk – provides some further details about what we do if members are interested and, of course, we are always happy to facilitate direct discussions if that would help.

Health & Care Portsmouth update

Members of the Panel may recall that Health & Care Portsmouth is our programme for changing the way we plan and provide health and social care in the city. It builds on the work that the NHS and Portsmouth City Council have already undertaken together, to bring services together in a way that is positive and proactive, particularly since the publication of the Health & Care Portsmouth blueprint document in 2015. Solent NHS Trust and the Portsmouth Primary Care Alliance (the organisation that represents the interests of GPs in the city) are other key partners in the programme.

In effect, we all want to support people in the city to live healthy, safe and independent lives by offering health and social care services that are joined up and provided in the right place, at the right time.

We are doing this because it matters to people locally and we know that it will make a measurable difference to their lives. Talking to those who use our services, there is one consistent message we hear – that we must continue to bring primary care, community, mental health and social care services together in a way that makes sense for the individual but also allows front-line professionals to deliver care in a way that is not restricted by professional, organisational or financial boundaries.

Over the past few months we have been able to see some real examples of how our plans are coming together to support these objectives, including:

- **One system for storing patient information:** we now have a shared record system for patient information across primary care, adult social care and community services (SystemOne) which means that appropriately qualified care staff within these three areas now have access to the same patient record, providing benefits for staff and patients, ensuring that people only have to tell their story once.
- **A centrally located, integrated 24/7 primary care service:** we are coming up to the first anniversary of the launch of this service, based at Lake Road Health centre, which gives people improved access to urgent out of hours (and out of hospital) care. Patients registered at a city GP practice can now not only access routine appointments in-hours at their own GP surgeries as usual - but now also weekday evening and Saturday appointments at this GP hub. It brings together three services: an acute visiting service (home visits to patients); out of hours provision (GP access from 10pm to 8am via NHS111); and the extended access service (routine medical provision until 8pm and urgent, same day appointments to 10pm.)
- **Enhanced support for care homes:** an enhanced care home team which provides coordinated and integrated support for staff and residents in care homes in the city, with more emphasis on proactive care. The team includes a GP, pharmacist, community nurses and care home teams working together, with additional support on standby when needed (such as mental health nurses and occupational therapists.) This service has helped improve continuity of care and reduced urgent care usage in the homes participating in the schemes so far.

There are further schemes being developed currently, including piloting a long term conditions hub. This sees two local GP practices linking with staff from Portsmouth Hospitals NHS Trust to provide support to specific, defined groups of people who are living with diabetes and respiratory illness. We are also launching a new physiotherapy triage service, First Contact Physio, which puts people with a range of muscle and joint complaints directly in touch with a physiotherapist, without the need to see another clinical professional first. This means that when patients with symptoms such as back or neck pain, or a hip, knee or shoulder complaint contact their surgery they are offered a same-day telephone appointment with a specialist physiotherapist. The consultation will provide an opportunity for patients to gain advice or treatment directly to speed up recovery.

The overall aims of Health & Care Portsmouth continue to be underpinned by shared teams and posts as well as pooled funds in some instances, and fit with the guidance and recommendations outlined in the NHS Long Term Plan published early in 2019 (the successor plan to the Five Year Forward View.)

Primary Care Networks

One of the key aims set out in the NHS Long Term Plan, and the new, national five year GP contract, is the development of primary care networks across the country.

Primary care networks encourage GP practices to work together to deliver services to populations of 30,000 – 50,000 patients. Benefits are expected to include creating greater sustainability and stability within primary care, improving opportunities around workforce, workload and estates; and, again, the theme of bringing together health and care teams to deliver integrated services focused on an individual's needs within local communities.

The development of networks will also enable a greater focus on the wider health and care needs of populations, encouraging a proactive approach in managing population health needs and reducing inequalities.

There are clear and obvious links here with our Health & Care Portsmouth work and practices locally are being encouraged to support and participate in the development of networks through the new contract and the CCG is facilitating work currently going on in the city to establish these.

We expect to be able to announce over the coming weeks the form that the networks will take but we are anticipating five will be developed in the city. These will be built around already-established natural communities that make sense to patients and will maximise opportunities for engagement with those communities in, for example, tackling health inequalities.

National funding is available to support the development of the networks over the next five years and while the first year will encompass much of the preparatory work, the expectation is that the ensuing years will focus much more closely on how networks will collaborate with community partners to deliver the wider, longer term vision for integrated, personalised health and care.

Merger of Southsea Medical Centre and The Devonshire Practice

The CCG has approved a proposal from Southsea Medical Centre and The Devonshire Practice to merge.

The intention behind the merger is to ensure long-term sustainability of service for patients and ensure the viability of both practices, and enable them to build on opportunities to develop cost-effective and high-quality services. Both the sites that the practices currently operate from will remain open.

The new practice will be called The Lighthouse Group Practice, and is aiming to provide:

- Improved same day access for its patients
- Service resilience and improved choice

- Modern facilities fit for the future
- A more attractive workplace for future staff, helping recruitment and long-term sustainability.

Several practices in the city have seen the benefits of merging over the past few years as a means of ensuring resilience in the face of greater pressure on primary care services generally.

GPs at these two practices believe that pooling their clinical skills and staff resources will have a number of benefits for patients. Meanwhile there will be a number of back office improvements that can be made that will free up time for clinical staff to focus on patient care.

The NHS app

GP practices in Portsmouth are involved in the national roll out of the NHS app programme that will be complete by July. This means that practice patients using the app can access information about conditions and treatments, book and manage appointments, order a repeat prescription, check if they need urgent help and view their medical record.

The app was initially tested with over 30 practices and around 3,700 users across the country and it has proved to have benefits all round. Patients like it because they get 24-hour access from anywhere, they don't have to spend long periods of time on the phone and they have more control over appointments. It works for practices too, in that it means staff spend less time dealing with requests to book appointments and order repeat prescriptions. It also means that instances of patients not attending for appointments are reduced as it is easier for them to cancel appointments if they need to. Meanwhile, safeguards and controls are in place to manage the system appropriately, support effective triage and to protect vulnerable patients.

The CCG will be looking to promote the app through social media channels, and it will be helpful in supporting our urgent care publicity campaigns.

Yours sincerely

Innes Richens
Chief of Health and Care Portsmouth