

NHS Portsmouth CCG Headquarters
4th Floor
1 Guildhall Square
(Civic Offices)
Portsmouth
Hampshire
PO1 2GJ
Tel: 023 9289 9500

10 November 2021

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

Dear Cllr Holder,

Update letter for HOSP - November 2021

I'm pleased to provide an update for the Portsmouth Health Overview and Scrutiny Panel, intended to update you and the members of the Panel on some of the activity that the Clinical Commissioning Group has been involved with since the last update in June 2021.

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 be helpful.

Health and Care Portsmouth update

Integrated Care System (ICS)

As outlined in our June update, we are continuing our work towards transition to the Hampshire and Isle of Wight Integrated Care System (ICS), which is expected to be in place from 1 April 2022. Since our last update, Lena Samuels, who currently services as the chair of the ICS, will take on the role as Chair Designate for the Integrated Care Board (ICB).

As a reminder, ICSs are being established to bring together local authorities, providers and commissioners of NHS services and other local partners to plan and improve health and care services to meet the needs of their population. The core purpose of an ICS is to:

- Improve outcomes in population health and healthcare
- Tackle inequalities in outcomes, experience and access
- Enhance productivity and value for money
- Support broader social and economic development

The Health and Care Bill is currently making its way through the parliamentary approvals process, and is currently at the Report Stage, ahead of its third reading in the House of Commons. Subject to approval of the Health and Care Bill, the statutory arrangements for ICSs have two components:

1. An Integrated Care Partnership (ICP): a broad alliance of organisations and representatives concerned with improving the care, health and wellbeing of the population, jointly convened by local authorities and the NHS
2. An NHS body, the Integrated Care Board (ICB), which will be responsible for NHS strategic planning, the allocation of NHS resources and performance, and bringing the NHS together locally to improve health outcomes and health services.

In addition to bringing together partners within the Hampshire and Isle of Wight ICS, the ICS will be encouraged to delegate significantly to 'place level' to ensure the right decisions are made locally by place-based partnerships. The role of the ICS is to support the four place-based partnerships in HIOW: Portsmouth, Southampton, Hampshire, Isle of Wight, as well as coming together and working to scale as outlined above, as well as continuing to work across acute hospital footprints. We are continuing to work with ICS colleagues on the design of the ICS and relationship between the constituent parts i.e., place, and the role of the ICP and how that work effectively with local Health and Wellbeing Board.

For Portsmouth, the place-based model will continue to be delivered through Health and Care Portsmouth. Shared appointments between the CCG and Portsmouth City Council are proving effective and put us in an excellent position to deliver this agenda as we transition to the ICS and focus on the wider determinants of health to improve health outcomes and reduce health inequalities within the city.

Portsmouth CCG is also working to support safe transition into the ICS and to ensure that staff and contracts are transferred safely into the new organisation. CCG staff are protected by the NHS Mandate which means staff will not be impacted by the transition to the ICS, except for Board level executive and non-executive roles.

System pressures

The NHS is seeing significant pressures as it continues to respond to COVID-19, deliver the vaccination programme; seeing patients not seen during the pandemic and the onset of flu and cold season as we head into winter. South Coast Ambulance Service (SCAS) declared a critical incident on 30 October 2021 following significant demand on both 999 and 111 services, Portsmouth Hospitals University NHS Trust (PHU) has reported significant issues with capacity, and primary care is under incredible strain too.

The impact of these pressures has unfortunately resulted in ambulance handover delays at Queen Alexandra hospital, which causes an unacceptable level of clinical risk. As a result, we are continuing to work very closely with all partners across the Portsmouth and South

East Hampshire acute hospital footprint to resolve these issues in the short term, but also to address the longer-term challenges in a more sustainable way. We are being supported by NHS England colleagues both regionally and nationally and have developed a shared Rapid Improvement Plan to make short-term, immediate improvements to the system. We are working closely with communications colleagues to ensure appropriate and timely messages to residents about where to get help if needed i.e., 111 online and Pharmacy First. We will use Self-Care Week (15-19 November) to encourage residents to take action in looking after their health and ensuring they get help early if needed.

Pressure is also being felt in mental health services as the pandemic has increased demand for emotional and mental wellbeing support. As well as working closely with NHS providers to look at how best to manage this demand, we are also developing alternatives to help people access lower-level emotional support more easily. Some examples of this include:

Children and Young People's Mental Health

Kooth

Between July and September 2021, Kooth - the online counselling and emotional wellbeing service for young people - has focused on the continuation of Year 6 transition workshops, promotion of webinars for GPs and parents/carers and the creation of a regular newsletter for schools.

The service is most popular with those aged 12-17 years old, who make up 77% of registrations. The largest cohort by age is 12-year-olds who account for 15%. 100% of chat session participants said they felt heard, understood and respected and 100% said they would recommend to a friend.

There are challenges around capacity for more engagement with the older cohort outside of schools (19-25 year olds) and the transition to a blended delivery model of working both virtually and face-to-face.

Mental health support pathways

This year we have undertaken a city-wide review of children and young people's mental health support pathways; mapping out what is available and how each service can be accessed.

What we've learnt is that professionals and families don't always know when and how to access the right support which identified a need for clear and comprehensive guidance about commonly experienced mental health issues, and when and where to access support.

As a result, new guidance for professionals and families has been co-produced with partners from Portsmouth Parent Board. It will be hosted in a dedicated section for children and young people's mental health on the Portsmouth City Council website and includes:

- A quick guide for professionals
- Comprehensive guidance on a range of areas of concern
- A section for young people with advice and where to get support

We have been consulting on this guidance throughout October and feedback received has been broadly positive. We are aiming to promote the new guidance publicly from January 2022.

Community Mental Health Framework for adults

This programme of work - which aims to improve access to mental health services in the city - has undertaken a number of discovery events during the summer with people with lived experience, carers, the community and voluntary sector organisations including the Hive and secondary care staff. These events are critical to ensure whatever changes are considered will have been co-produced with people with lived experience, their carers, staff from both NHS provider organisations as well as the community and voluntary organisations from across the city.

The themes from these events can be broadly categorised into three main areas:

- Accessibility - ensuring timely access to the right support
- Communication:
 - For the person being supported - developing care plans together so they feel in control and informed about the care and support available to them which is able to meet their individual needs
 - Of the services - integration and data sharing which enables teams and services to be better joined up so reducing duplication and delays due to process issues for the benefit of the individual
- Trust - ability to build positive trusting relationships between the person seeking help and the team who support them.

The project team have held five sessions to date and will be holding more to ensure we are able to capture a wide range of views to help influence and shape the transformation.

A mapping exercise is also currently underway to map out the existing services so we can see the impact any changes may have on service provision to ensure no one will be disadvantaged. The next phase of the project is to move into the design phase in the New year.

The Harbour

A new remote mental health crisis service was launched in September 2021 to provide an alternative, complimentary service for people in Portsmouth, Gosport, Fareham and southeast Hampshire who are in mental distress and self-defined crisis.

The 12-month pilot aims to ease the pressure on NHS crisis teams by reducing the number of people who use the emergency and acute mental health services and preventing a crisis escalating. It's based on a similar successful model in Southampton called The Lighthouse.

The service is currently available on Friday, Saturday and Sunday from 4.30-11pm to anyone aged 18+ in times of great difficulty and/or who are struggling with poor mental help. It's a peer-led service that will work with individuals to deescalate their distress and support them to create their own safety plan. Next day follow-up support calls are provided by a service local to the individual e.g., Positive Minds in Portsmouth.

To access the service, individuals can call or text 07418 364 911. Support can be offered by text, phone, web chat or video call.

Primary care

GP practice pressures

The COVID-19 pandemic has had a significant impact on the way health services are delivered across the country, including GP services, which are seeing higher demand than before the pandemic and increased pressures as we head into winter months. We are also seeing significant workforce challenges both in primary care and across the wider healthcare system.

Face-to-face appointments

As part of the response to COVID-19, all practices have been working to a locally agreed operating model based on national guidance. This meant that many patients were treated via online or telephone consultations, helping to prevent the spread of the virus and keeping as many staff at work as possible. Patients who then had a genuine clinical need for a face-to-face appointment were offered in-person appointments.

Practices have remained open throughout the pandemic, they have adapted and developed new and innovative ways of working and have been delivering increased services to patients such as COVID vaccinations and booster jabs alongside their day-to-day responsibilities.

On 19 October 2021, new guidance for general practice settings confirmed that face-to-face appointments could go ahead from this date but only where it is safe to do and at the discretion of the clinical lead, based on: patient need and preference; configuration of premises; local capacity; and the ability to ventilate spaces. The guidance recognised the important role that telephone and video consultations have played, and continue to play, and it is extremely likely that most practices will continue in this way moving forward.

Winter plan

On 14 October 2021, NHS England and Improvement published details of a national £250m winter access fund which is being made available to GP practices. The indicative allocation in the publication to Hampshire and the Isle of Wight is £7.7m. The money will be made available from the end of November through to the end of March 2022. With this funding there are two key aims:

- To drive improved access to urgent, same day primary care, ideally from patients' own general practice service, by increasing capacity and GP appointment numbers achieved at practice or PCN level, or in combination
- To increase the resilience of the NHS urgent care system during winter, by expanding same day urgent care capacity, through other services in any primary and community settings

This will be achieved by:

- Increasing and optimising capacity

- Addressing variation and encouraging good practice
- Improving communication with the public

An initial plan to demonstrate how the funding can be spent was submitted to NHS England and Improvement on behalf of the Hampshire and Isle of Wight Integrated Care System (ICS) on 28 October.

The next steps are:

- The regional NHSE/I team will review the submission, no later than 4 November
- Submission to the national NHSE/I team on 8 November
- The national team will agree plans and associated financial support by 26 November

Primary Care resilience

We continue to provide support to GP practices in Portsmouth and have established a Task and Finish Group, comprised of representatives from the primary care, transformation, quality, and marketing, communications and engagement teams at the CCG to support and improve primary care resilience and capacity in the city to improve access and service delivery. A draft action plan has been developed and includes workstreams around:

- Individual practice resilience
- Primary Care Network development
- City-wide Primary Care resilience
- Integration locality working
- Communication and engagement

Individual practices

Portsdown Group Practice

HOSP has asked for a specific update regarding the Portsdown Group Practice following the merger with Hanway Road practice in March 2020 and recognising that as the biggest practice in the city, the challenges faced by this practice are perhaps most visible.

Portsdown Group has responsibility for 58,699 residents: 25% of the population across six sites. It's made up of 12 clinical partners, 12 salaried GPs and an extensive primary care team including cancer and palliative care co-ordinators, podiatrists, pharmacists, specialist nurses and social prescribers.

Like many practices, Portsdown Group continues to review and enhance its telephone system and we know that there has been a significant increase in calls to the practice as more people come forward now for support for their health conditions. This is not uncommon across the city and there are national plans and funding support in regard to improving telephone systems which the CCG is supporting. We recognise that workforce challenges will impact on practice's ability to respond as quickly as they want to.

Some specific actions that Portsdown Group have undertaken include:

- Contact Centre Summits and resource injection to improve wait times and increasing use of eConsult (utilisation has increased over 300% in one year), introduction of KPIs
- Significant increase in hours for the Contact Centre and Prescription Hub
- Redirection of wider team resource during busy times to improve response times
- Increased access to non-GP routine appointments such as bloods, B12s and cervical smears online
- Designated prescription phone line for pharmacies
- Daffodil Line (a designated palliative care line for patients) promoted to appropriate patients and HCPs
- In addition to the national GP patient survey, undertaking a more detailed survey with patients in order to implement further improvements specific to the practice
- Continuing work with the CCG to support actions within their access plan

The practice is keen to demonstrate all the work being undertaken and extend an open invitation to any HOSP members that would be interested in visiting the surgery.

North Harbour Medical Group

As mentioned in our previous update, Solent NHS Trust is undertaking the project to move North Harbour Medical Group from their current location in Cosham Health Centre to a purpose-built premises on the Highclere site by Treetops in Cosham, PO6 3EP.

Planning permission has been submitted and the business case is with NHS England for approval. The projected completion date is spring 2023.

University Surgery Practice

Refurbishment work to the new University Surgery Practice premises in Commercial Road is going well and completion is expected in February 2022. The practice will move in shortly afterwards.

As a reminder, the new site is located at 159-161 Commercial Road, just 0.5 miles from the current site and immediately adjacent to the Cascades shopping centre.

To better reflect that the practice supports University students and wider Portsmouth residents they are also changing their name to The UniCity Medical Centre. You can find out more on their website: www.universitiesurgery.com/premises-relocation

John Pounds Surgery

We have been working closely with the Lake Road practice group, PCC, the HIVE and local residents to look at increasing the opening hours at the surgery, which had reduced due to COVID and some long-standing challenges in relation to the lease and the capacity challenges within primary care.

PPCA fraud case

As you may have seen in the media, a local GP has been sentenced at Portsmouth Crown Court after pleading guilty to the charge of fraud by abuse of position from the Portsmouth Primary Care Alliance.

PPCA have taken some important lessons from this period, and we have been working closely with them and our external auditors to make sure that there are strong financial controls within the organisation to ensure such an incident could not reoccur.

We would like to reassure you that the PPCA are on sound operational footing and have continued to deliver services for patients and practices in Portsmouth since this incident came to light in September 2020. Practices and GPs frequently comment that without the ongoing high-quality support from the PPCA, the delivery of healthcare within the city would be a significantly greater challenge.

We remain committed to supporting primary care in Portsmouth and increasing the resilience of practices and primary care networks, now more than ever. As you know, primary care providers have worked tirelessly throughout the pandemic, and have played an essential role not only in delivering essential care in the most challenging of circumstances, but also through their stalwart efforts in delivering the vaccination programme.

COVID response

Vaccination programme

The vaccination programme continues to be a core focus for the NHS. In our last update in June, people aged 25 and over were just being invited for their vaccination and we were working towards the target of offering all adults the vaccination by the end of July.

Now, anyone aged 12+ is eligible for the vaccine, with children and young people aged 12-17 receiving just one dose, and the COVID booster is being offered to specific cohorts including front-line NHS and social care staff, and age cohorts who had their second dose more than six months ago.

As of 10 November 2021, 155,801 Portsmouth CCG patients had received their first dose of the vaccine, with 141,072 having their second. This equates to 77% and 69.8% of the eligible population (individuals aged 12+) respectively.

We continue to work closely with public health colleagues and other partners to help increase vaccine uptake in more hesitant groups, for example pop-up clinics at Fratton Park, Victorious Festival and nightclubs in the city, and we are linked with the council on localised campaigns targeted at specific cohorts. We have also worked closely with partners at Hampshire, Southampton and the Isle of Wight CCG and Solent NHS Trust who have been leading on the delivery of the school vaccination programme for 12-15-year-olds, which has also recently been available to book via the online national booking system.

All of our vaccination work is supported by the great partnership working between the Primary Care Networks (PCNs) and the invaluable support from volunteers who help the clinics to run so well.

COVID prevention

We continue to support council Public Health colleagues on messages around behaviours (such as hand-washing and social distancing), testing and self-isolation. Questions about vaccinations and other public health prevention behaviours will be included in future waves of the council's resident research.

Long COVID

Following the creation of the designated Long Covid clinic in Portsmouth earlier this year (reported in our last update), we are part of a working group including representatives from Portsmouth City Council, Solent NHS Trust and Portsmouth Hospitals University NHS Trust, as well as residents. This group, which has held its initial meeting, is looking at the impact of Long COVID on the city and what support, education and awareness might be needed to help address this. Our next meeting is in January when we hope to finalise our plans.

Yours sincerely,

Jo York
Managing Director
Health and Care Portsmouth