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14 June 2022

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

Dear Cllr Holder,

### **Update letter for HOSP - June 2022**

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 March 2022.

Our website – [www.portsmouthccg.nhs.uk](http://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.

### Transfer of Portsmouth CCG into HIOW Integrated Care System (ICS)

The Health and Care Act 2022 recently completed the parliamentary process and received Royal Assent. This is a major step forward in the journey towards establishing Integrated Care Systems (ICSs), moving them to a statutory footing with the establishment of Integrated Care Boards (ICBs).

This will take place on 1 July 2022 when Hampshire and Isle of Wight and Portsmouth Clinical Commissioning Groups (CCGs), along with CCGs nationwide, will cease to exist. From this date, people working for both Hampshire, Southampton and Isle of Wight and Portsmouth Clinical Commissioning Groups (CCGs) will be employed by Hampshire and Isle of Wight ICB.

On 1 July, assets and liabilities of Portsmouth CCG will transfer to the new ICB. This means, in effect, the day-to-day business and staff of the CCG will transfer to the ICB and all existing functions and ways of working will subsequently move across.

In preparation for the ICB's formal establishment on 1 July, four Executive members have been appointed to the ICB. They are:

- Dr Derek Sandeman, Chief Medical Officer
- Roshan Patel, Chief Finance Officer
- Helen Ives, Chief People Officer
- Tessa Harvey, Chief Delivery Officer

A Chief Nursing Officer and Chief of Strategy and Transformation are also being recruited. And, four designate Non-Executive Directors have also been appointed to the ICB. They are:

- Julie Pearce - a Registered Nurse with more than 40 years' experience in the NHS. Currently Chief Nurse and Executive Director of Quality and Caring Services at Marie Curie. Among her achievements are leadership of a review of clinical governance at Marie Curie and subsequent implementation of changes to strengthen their approach to assuring quality and managing risk.
- Matin Spencer - previously Senior Vice President of Nippon Telegraph and Telephone Corporation (NTT) DATA Northern Europe - a business that delivered transformational digital services projects and large technology infrastructure programmes for public and private sector. He was accountable for the business in Northern Europe with 5,000 staff and under his leadership, the business returned to profitable growth.
- John Denham - John served as MP for Southampton Itchen from 1992-2015 and during his time in Parliament held several roles in Government including Secretary of State for Innovation, Universities and Skills, and for Communities and Local Government. He was also Parliamentary Private Secretary to Ed Miliband from 2011-2013.
- Dr Mojgan Sani - Mojgan is a Corporate Director of Clinical Outcomes and Effectiveness at University Hospitals Sussex NHS Foundation Trust, having previously held roles as Chief Pharmacist and Director of Medicines Optimisation at North Tees and Hartlepool NHS Foundation Trust, and previously Nottingham University Hospitals NHS Trust. She is also a Visiting Professor at the University of Huddersfield, an Associate Non-Executive Director at Gateshead Health NHS, and as a Trustee with the National Confidential Enquiry into Patient Outcome and Death.

From 1 July, you will see a new ICB/ICS website and new branding (as seen right).



**Hampshire and Isle of Wight**

There will also be some changes to social media, email signatures and templates, as well



as internal changes for our staff intranet which will now be delivered through StayConnected.

There is also a new partner newsletter called Community Connect which aims to update partners on the latest news, events and innovations from HIOW ICS. You can sign up to Community Connect by emailing [hsiccg.communications@nhs.net](mailto:hsiccg.communications@nhs.net) and requesting to be on the mailing list.

## Health and Care Portsmouth

Within the HIOW ICS, there are four place-based partnerships in Hampshire, Isle of Wight, Southampton and Portsmouth. Integrated teams (which include local authorities, ICB representatives, NHS providers and voluntary partners) will come together to understand the needs of the population, agree plans to meet those needs, develop strong partnerships and implement solutions. In Portsmouth, the place-based partnership will be delivered through Health and Care Portsmouth (HCP).

From 1 July, there will also be a new HCP website and updated branding to incorporate the ICB logo.

There is a strong history of partnership working in Portsmouth, and there are a number of key documents that set out the shared understanding and priorities among local partners. These include:

- The City Vision developed through the Imagine Portsmouth exercise led by the community and which all partners have contributed to
- The recently refreshed HWB strategy, developed through the mature Health and Wellbeing Board arrangements
- Health and Care Portsmouth Blueprint with clear service improvement priorities and plan

The development of the ICS presents an opportunity to strengthen the partnership arrangements to improve health outcomes and reduce health inequalities both locally and working at scale in the ICS.

Locally, we are ensuring robust local governance of integrated working through a section 75 (s75) agreement with a series of schedules, that enable the organisations (the ICS and Portsmouth City Council) to align objectives and funding. We have been working to bring existing arrangements up to date (s75 agreements for Continuing Healthcare and the Better Care Fund, as well as enabling functions delivered through HCP) and to bring together children's services 0-19 in a similar arrangement. In the short term, we will seek to draft similar schedules around services to support some of our most vulnerable adult population, and to deliver services that support broader population health and wellbeing (for example, public health services and primary care).

Alongside this, we will need to put in place robust partnership arrangements to support place-based decision-making and resource allocations, linked to the work programmes that are underpinned by the s75 agreement.

The Joint Commissioning Board, which will continue to be the forum where senior leaders of the partner organisations come together to ensure that activities are effective and support improvement locally. As previously discussed by the CCG Governing Board, it is recommended that the Joint Commissioning Board is the basis for developing a wider Portsmouth Health and Care Partnership, to ensure that all key local partners are represented in strategic planning for the city. This will be achieved by broadening arrangements to include key providers, acute trust, primary care alliance and Voluntary Community and Social Enterprise sector. This will need to happen in the context of, and in alignment with, the wider work on ICS design and the development of the model for delegation to place.

## **Primary care**

### Access to GP practices

GP practices continue to offer a mix of remote and face to face appointments for patients as appropriate. The overall number of appointments each month since October is broadly in line with pre-pandemic levels for the same period. The percentage of appointments delivered by GPs is lower than the HIOW and England average, which in part reflects the difficulties of recruitment in the city.

The CCG is developing a plan to try and address this, with support from workforce leads across HIOW. It does also reflect however that Portsmouth practices are making best use of other staff such as paramedics, pharmacists and physician associates. This is being advocated strongly by NHS England and is the clear direction of travel.

New Cloud Telephony systems are being introduced and although there has been a delay, we expect movement over the next one-to-two months.

The CCG has commissioned a Demand and Capacity scheme from all Portsmouth practices, which allows them to use a new tool designed to enable a review of demand and capacity. This will help inform system partners as to the 'OPEL' status within primary care (i.e., how resilient they are versus the demand), while also providing an opportunity for the practices themselves to identify any issues in terms of accessibility. All practices will be offered facilitative support for this piece of work which will commence from July 2022.

### Primary care marketing campaign

To support residents in understanding more about primary care, we have co-produced a marketing campaign with GP practices, to run in summer 2022.

The multi-media campaign, 'It takes a team to care for a community', aims to inform residents about the different roles within GP practices such as nurses, physiotherapists, clinical pharmacists, social prescribers, and more, through channels such as:

- Outdoor advertising
- Posters
- Social media
- Practice websites
- Newsletters
- Press coverage

### Individual practices

#### *Portsdown Practice*

At the last meeting, Portsdown Practice acknowledged that in late 2021 there was a very long turnaround time of over 10 days for eConsult, and it was agreed that this should be addressed. The Practice committed to reduce the eConsult wait times down to three working days within three months. Since March, the Practice has brought the turnaround times down, and while not quite managing within 72 hours, around 90% are now within four days (and some are quicker than this). There remains a small proportion that are taking longer than would be ideal and, having analysed the data, the Practice has identified certain staff who

were working to a different timeframe. They have been brought in line with the KPIs put in place for all other staff, and the Practice is confident that because of these changes, a 48-hour turnaround should be possible in the coming months.

The Practice has also reviewed its policy for failed encounters (when patients do not respond to the Practice) and it is now more robust so that patients are made aware the Practice has been in contact, when to expect a second call, and what they should do if they miss the call. The call abandonment rates are reducing, and the average wait times are 'good' with averages of less than 10 minutes often seen.

Complaints around access have reduced. Most commonly patients mention frustrations around the appointment system and lack of understanding in how to use it or wanting to see a GP when another member of the team is better placed to meet their needs. The Practice has a much wider team available to patients and more communications work is being undertaken in this regard to raise awareness. The Practice is shortly to release informative videos on their website and social media channels that outlines how to navigate the appointment system based on patient need i.e., urgent/routine/eConsult.

The Practice has made an open offer for councillors to visit the Practice and see their systems and processes in place.

#### *North Harbour Medical Group*

As previously updated, 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 agreed the Full Business Case has been submitted to NHS England/Improvement and recently some requests for further information have been received. The Business Case still requires final approval from NHS England/Improvement. The projected completion date is summer 2023.

#### *UniCity Medical Centre*

The practice moved into their new UniCity Surgery Practice premises at 159-161 Commercial Road this month and positive media stories have confirmed they are 'extremely happy'.

As a reminder, the site is just 0.5 miles from the previous site and immediately adjacent to the Cascades shopping centre.

#### *John Pounds Surgery*

We have been working closely with the Lake Road practice group, Portsmouth City Council, the HIVE and local residents to look at the services provided from the John Pounds Centre. There have been long-standing challenges in relation to the lease and capacity challenges within primary care. Progress is being made with the lease and there is ongoing discussion with the Practice and the council.

#### *Trafalgar Medical Group Practice*

The practice have been working with the CCG to potentially relocate to the Debenhams Site in Palmerstone Road. The Full Business Case had been given approval for the relocation

however, disappointingly the land owner has decided not to sell the site. The practice are taking some time to consider if there are any other options going forward.

### *Lake Road Practice and Sunnyside Medical Centre*

Lake Road Practice and Sunnyside Medical Centre have submitted an application to the CCG to merge and become 'Island City Practice'. This has been approved and will take place in October.

The two practices are merging to ensure services can continue at Sunnyside Medical Centre, and to pool staff resources and clinical skills.

The practice offered two patient events on Tuesday 31 May at Lake Road Practice and Wednesday 1 June at Sunnyside Medical Centre, with patients attending and asking questions. The event at Lake Road was held in the morning as a walk in, and the event at Sunnyside was held in the evening as a presentation with questions taken from the audience. The general sentiment was positive in relation to the merger, with patients happy with the information provided to them.

The CCG and both practices are now in the process of updating relevant stakeholders and patients that the application has been approved.

### Complaints

NHS England manage complaints for primary care for those instances where patients make a complaint direct to them. Data for the last nine months reflects relatively few complaints for Portsmouth practices (34 in total) and no trends were identified from the small numbers. Other complaints can be made directly to the practices and there is a requirement for them to report this to the CCG. Due to the pandemic this requirement was relaxed but has recently been reinstated, therefore the CCG will review once the information is available and provide an update.

### Dentistry

Although the contract for NHS Dental services remains with NHS England/Improvement until 1 July 2022, the CCG are looking to recruit a Dental Transformation Programme Manager to support innovative ideas to improve dental access within the city (this post is currently out to advert). From 1 July 2022 to 31 March 2023, it is expected that another ICS will support Hampshire and Isle of Wight before full control is passed to HIOW ICS on 1 April 2023. A dental workshop held on 10 June 22 by Penny Mordant has recently informed and supported the dental agenda within the city.

### **Urgent Care**

### System pressures

On 6 April, Portsmouth Hospitals University NHS Trust and South Central Ambulance Service NHS Foundation Trust declared Critical Incidents. To support this, and ongoing system pressures across Portsmouth and South East Hampshire (PSEH) throughout April and May, partners have been working together on a multi-agency response which focuses on:

- Admissions Avoidance - includes increasing capacity in primary care, maximising capacity in urgent treatment centres, delivering a communications campaign around 'choose well' messaging, increasing capacity and uptake of virtual wards and more.
- Increasing capacity and flow - includes an ambulance rapid release national pilot and increasing bed capacity through Southern Health NHS Foundation Trust, Solent NHS Trust and other partners.
- Timely discharges - includes national pilot on increasing efficiency in appropriate patient discharge.

As we come out of the pandemic, the system is focussing on the organisational and cultural changes required to embed these changes in a sustained manner.

We are also working closely with all partner communications colleagues to ensure appropriate and timely messages to residents about where to get help if needed i.e., 111 online, urgent treatment centres (UTCs) and self-care. This included a leaflet drop to 50,000 households in areas with high conveyance to the emergency department, significant press coverage and a campaign called 'Know where to go' which Portsmouth Hospitals University NHS Trust developed in partnership with bars/pubs in Portsmouth.

### Urgent Treatment Centres

One of the schemes to support admissions avoidance at the emergency department throughout April and May included a redirection from the front door of ED to urgent treatment centres (UTCs) at St. Mary's Hospital, Gosport War Memorial Hospital and Petersfield Hospital. All are equipped to diagnose and deal with many of the most common ailments people attend the Emergency Department for, and offer treatment, advice and information for a range of minor injuries and illnesses. All UTCs offer the same service.

### **COVID response**

#### Vaccination programme

As of 10 June 2022, 437,481 vaccinations have been given to individuals aged 12+ in Portsmouth. This is broken down in the table below.

	<b>10 June 2022</b>		<b>1 March 2022 (last HOSP update)</b>		<b>Difference</b>
<b>First dose</b>	163,403	80.0%	162,243	80.2%	-0.2%
<b>Second dose</b>	154,249	75.5%	151,347	74.8%	+0.7%
<b>Booster or third dose</b>	118,829	58.7%	115,174	56.9%	+1.8%

In addition to the mass vaccination site at St. James' Hospital, which is accessible via 'walk in' 8am-8pm, 4 days a week (including weekends), the universal offer through Primary Care Networks and the pharmacy offer through Laly's and Goldchem, we are delivering a roving/pop-up model in partnership with public health colleagues and Solent NHS Trust. The pop-up model is being used to target geographical areas where we know take-up is low, and running targeted clinics to specific communities i.e., people experiencing homelessness, students, people experiencing substance misuse. We also know there is low uptake in specific ethnic groups (most notably Eastern European, Black African and Black Caribbean)

and are running pop-up clinics targeted at these communities, offering translated materials, utilising community champions, engaging on the ground and trialling clinics in different settings i.e., churches/mosques/football grounds.

Throughout April and May, in partnership with Solent NHS Trust:

- 55 pop-up vaccine clinics have been delivered across Portsmouth and South-East Hampshire
- 4,086 vaccines have been administered, including:
  - 4% first doses
  - 16% second doses
  - 27% booster doses
  - 52% fourth doses
- Vaccine clinic locations include Cascades Shopping Centre, libraries, community centres and churches.

### Live Well Clinics

In addition to the roving pop-up clinics, we are also supporting Portsmouth City Council's Live Well Clinics to engage younger people (18-34), particularly in more deprived communities in high-rise flats who are ethnically diverse, to consider getting the vaccine, but to also talk with them about healthy eating, physical wellbeing, mental health, finance and debt.

Two events have run in Somerstown and Landport with three planned for Somerstown in July. The demographic group identifies is also present in other areas of Portsmouth so additional locations will be sought following the next round of events.

Community conversation insight gathering is also happening with community groups, voluntary sector organisations, small informal groups and others to identify some of the barriers, issues and ideas people may have to support increases in uptake.

Yours sincerely,

Jo York  
Managing Director  
Health and Care Portsmouth