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Cllr. David Horne
Chair of HOSP
Member Services
The Civic Offices, Guildhall Square
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26 June 2014

Dear Cllr Horne,

CCG update for Portsmouth Health Overview and Scrutiny Panel

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

I am aware that since my last letter there have been a number of changes to the composition of the Panel so please do let me know if you would like us to set up a briefing for members on the role of the CCG. We would be happy to facilitate such a session.

In the meantime we hope that our website – www.portsmouthccg.nhs.uk – may provide some further details about what we do.

1 Annual report and five year strategy

Still on the theme of background information, we have recently produced two documents that will certainly give you a flavour of our progress in our first year as an organisation and our plans for the next few years. All NHS organisations are required to publish an annual report and ours for the year 2013-2014 is now available on our website. There are a number of things that we are required to report on and, whilst this is necessary, it does mean that the document is quite substantial in size and quite complex in terms of content. We will be producing a summary 'headline' version soon, which we hope will be easier to digest.

We have also recently submitted our five year strategy document to NHS England for approval. All CCGs must do this and again there is an expectation that these are published once they have been accepted by NHS England. We expect that to happen in July. The strategy sets out our priorities for the next few years and these have been developed with the help of local people as we very much see the strategy as 'about Portsmouth people for Portsmouth people.'

Patient participation groups, our partners, GP member practices and Healthwatch have all helped us shape the proposals using different means of engagement – including survey work and a special event run for us by Healthwatch.

We have now settled on four organisational priorities which will form the basis for everything we plan to do over the next few years and against which we will judge our progress as an organisation.

Priority 1:

We want everyone to be able to access the right health services, in the right place, as and when they need them.

Priority 2:

We want to ensure that when people receive health services they are treated with compassion, respect and dignity and that health services are safe, effective and excellent quality.

Priority 3:

We want health and social care services to be joined up so that people only have to tell their story once. People should not have unnecessary assessments of their needs, or go to hospital when they can be safely cared for at home or stay in hospital longer than they need to.

Priority 4:

With our partners, we will tackle the biggest causes of ill health and early death and promote wellbeing and positive mental health.

2 Urgent care

Members will be aware that urgent care services (how and where people access health services when they need help urgently or in an emergency) continue to experience heavy demand and the issue remains a key point of focus for the local health system. There are a number of different strands to the work that we are doing: one is to ensure that as quickly as possible Portsmouth Hospitals NHS Trust is able to meet the 4 hour A&E wait target on a consistent basis; another is to regularly review and, where possible, improve the way that urgent care patients are managed through the hospital from the moment they are assessed on arrival, through admission (if it applies), discharge and follow up care.

We will also soon be moving into the final year of the contract with Care UK for the running of the St Mary's NHS Treatment Centre. This covers both the planned (elective) care, which is unlikely to change significantly at St Mary's from what is provided now (although additional services may be made available at Oak Park in Havant and Chase Hospital in Whitehill and Bordon) and unplanned care, such as the minor injuries service.

Where the minor injuries service is concerned, we are currently looking at whether there is a need to alter the specification of the new contract, prior to re-tender, given the pressures on demand and finance within the system and continuing evidence that people are bypassing

urgent care and accessing the Emergency Department when there are perhaps more appropriate alternatives available.

We know that there is currently a degree of uncertainty around people's understanding of the walk in services available at St Mary's and at the Guildhall Walk Health Care Centre and we would be keen to use the work we are doing around the new contract to simplify the urgent care choices open to people, thereby helping us put in place more effective demand management arrangements in support of the Emergency Department. We are currently conducting some further engagement work around this topic.

We are also working with our neighbouring CCGs (Fareham and Gosport and South Eastern Hampshire) to ensure that information is available to help people choose the right option when they need health care in a hurry.

Following our week long Under Pressure campaign run in conjunction with The News in January, which was well supported by all our NHS partners, we have produced a colourful and informative '*What to know, when to go*' guide to urgent care services. This was given out free with The News at Easter and we may well run a version later in the year in Flagship. An online version has already been downloaded around 1500 times across the area in the past couple of months.

We are now planning to do some work with Portsmouth University on how the messages contained within the guide can best be modified to suit a younger audience.

3 St James' Hospital/St Mary's Healthcare Campus site rationalisation

Members may recall the presentation given to the Panel at the meeting in February over plans to make better use of the St Mary's Healthcare Campus and rationalise the NHS' use of the St James' Hospital site.

Following Outline Business Case approval in March, we have been working with Solent NHS Trust (the land owner for the campus and provider of most of the services at both St Mary's and St James') and NHS Property Services, the national body that owns the St James' site, to move on to the Full Business Case stage.

The three organisations have contacted local residents about the plans, with a letter being sent to over 2000 homes, a presentation provided to the Milton Neighbourhood Forum in June and a drop-in event at St James' arranged for 1st July.

We understand that Solent NHS Trust will be updating the Panel on the work being undertaken to relocate some health services from St James', including the Child Development Centre.

4 The Lowry Centre

At the March meeting of the Panel, members were provided with a report which contained details about a consultation with service users over a proposal to close the Lowry Centre, a day unit for older people with mental health problems.

Following the 12 week consultation the decision has been taken to close the unit at the end of June.

The decision has been taken mainly because of the falling numbers using the service – around 12 people – and because of other existing community facilities across the city. The decision was not taken lightly and we fully recognise that the Lowry Unit and its staff have been highly regarded by those using the centre.

However an equally strong consideration for us in making this decision is the growth of other community services across Portsmouth such as the dementia cafes in the south and north of the city which provide information and support for people living with dementia and their carers.

Other initiatives include the appointment of dementia advisers; a carer information and support programme run by the Alzheimer's Society; a network of 18 dementia friendly pharmacies; and an enhanced service for GP practices to support the early identification of dementia and carer support.

We have been working on a one to one basis with each patient and their carers to find the most appropriate solution for each person moving forward.

5 CCG ongoing engagement mechanisms

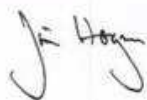
We are grateful to Healthwatch for the support we have had from them in running some engagement activities on our behalf recently, notably the work in support of our five year strategy. Whilst we will continue to develop our relationship with Healthwatch it is important that the CCG is also able to engage with interested parties directly when necessary.

To that end we are further building on our work with Patient Participation Groups locally using a network that brings together patient representatives from GP practices on a quarterly basis to meet with GPs and chief officers from the CCG. We are trying to ensure that agenda items for this network are driven by the patient members and have recently established an online forum for them to use, via our website, for follow up discussions between members. This is in its early days but may offer us some useful engagement opportunities in future.

We are also continuing to offer people the chance to sign up to our Healthy Discussions programme. This invites people to register with the CCG online, choosing whether they wish to be contacted about a wide range of health topics or just those they specify. We have around 60 people signed up so far and we email them whenever we need to seek their views on a topic. To date they have helped us with the design of the urgent care guide and the development of our strategy.

I hope you find the contents of this update helpful. I will, of course, be happy to answer any questions that members have at the meeting on Tuesday 8th July.

Yours sincerely



Dr Jim Hogan
Chief Clinical Officer and Clinical Leader, NHS Portsmouth CCG

