



Health and Care Portsmouth
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9 September 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 - September 2022

I am 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 NHS Hampshire and Isle of Wight Integrated Care Board (HIOW ICB) has been involved with since our last update in June 2022.

Our letter includes updates from the HIOW ICB and the work we are delivering locally through Health and Care Portsmouth that describes the integrated working within the city.

Our website – www.healthandcare.portsmouth.gov.uk – provides further details about what we do if members are interested, and we are always happy to facilitate direct discussions if that would be helpful.

NHS Hampshire and Isle of Wight Integrated Care Board

ICB Board

As you are aware, the NHS Hampshire and Isle of Wight Integrated Care Board (HIOW ICB) was established on 1 July 2022. There have been two formal meetings of the Board to date

with upcoming meetings scheduled for 5 October and 2 November 2022. The make-up of the Board is as follows:

| Position | Name | Responsibility |
|----------------------------------|-------------------|---|
| Chair | Lena Samuels | |
| Chief Executive | Maggie Maclsaac | |
| Non-Executive Member | Julie Pearce | |
| | Martin Spencer | |
| | John Denham | |
| Associate Non-Executive Director | Dr Mojgan Sani | |
| Executive Members | Dr Derek Sandeman | Chief Medical Officer |
| | Roshan Patel | Chief Finance Officer |
| | Nicky Lucey | Chief Nursing Officer |
| | Helen Ives | Chief People Officer |
| | Caroline Morison | Chief Strategy and Transformation Officer |
| | Tessa Harvey | Chief Delivery Officer |
| Partner Members | Graham Allen | Adult Social Care |
| | Debbie Chase | Public Health |
| | David Williams | Executive Leadership |
| | Clr Simon Bound | Wider determinants of health |
| | Michele Legg | GP services |
| | Dr Matt Nisbet | Wider primary care services |
| | Alex Whitfield | Acute hospital services |
| | Ron Shields | Community and mental health services |
| | Sarah Daly | Children's services |

Questions are welcomed from the public and should be emailed by noon, two days before each Board meeting to hiowicb-hsi.communications@nhs.net.

In addition to the establishment of the HIOW ICB, work is ongoing with all partners across the ICS to develop the Integrated Care Partnership (ICP) arrangements between the NHS and local authorities within HIOW. The ICP will oversee the development of a five-year health and care strategy.

Hampshire and Isle of Wight Elective Hub update

Plans for an elective hub in Hampshire and Isle of Wight have been proposed to offer a central location for patients waiting for planned operations for urology, Ear Nose and Throat (ENT), and orthopaedics.

It is anticipated that the hub will be based at the Royal Hampshire County Hospital in Winchester, and consultants from hospital trusts across Hampshire and Isle of Wight will be able to make use of the hub to operate on their patients.

Eligible patients will be offered the choice to wait to have the surgery at their local hospital, or travel to the elective hub. If approved, the hub could launch in 2024.

Work continues to develop the plans further including a developing business case for funding which will be submitted to NHS England for consideration.

The Healthwatches across Hampshire and Isle of Wight have supported us to seek the views of local people on the potential elective hub to inform the development of our plans for the service and the design of the building and they are currently analysing the survey results. The feedback from this will be used to help shape the plans further and we are planning to hold focus groups with local people to explore the feedback themes in more detail.

Health and Care Portsmouth

Section 75 update

With the launch of HIOW ICB and the development of the Integrated Care System (ICS), we continue to ensure robust integrated working through a section 75 (s75) agreement, which will enable the ICB and Portsmouth City Council to align objectives and funding.

As well as our existing s75 arrangements (for Continuing Healthcare, Better Care Fund and enabling functions delivered through Health and Care Portsmouth), we are working to bring together teams to deliver:

- Children's services 0-19
- Vulnerable adults
- Population health and wellbeing

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.

It is expected that the s75 agreement will be signed/completed in XXX which marks another step forward for integrated working between healthcare organisations in the city.

Strategy development

On 15 July, HIOW ICB held an online event to discuss how partners will continue to work together at place level in Portsmouth. More than 65 people attended the event which was hosted by David Williams (partner member of the ICB and CEO of Portsmouth City Council), Jo York (Director for Portsmouth) and Ros Hartley (Director of Partnerships).

Discussions at the event focused on the need to refresh and agree priorities for the city in a new Health and Care Portsmouth blueprint. Part of this work had begun last year, alongside the development of the Portsmouth Health and Wellbeing Strategy 2022-2030 and Portsmouth's City Vision for 2040, where partners came together to discuss the significant challenges facing the city which are contributing to Portsmouth's health inequalities. This includes the cost-of-living crisis, demand and capacity pressures across the health and care system, residents struggling to access key services, workforce challenges, financial challenges and more.

Partners agreed key commitments and principles for Health and Care Portsmouth last year as part of the blueprint refresh and five place-based priority areas were identified:

- **Health improvement** – focusing on addressing health inequalities and improving outcomes

- **Children's services (0-25)** – well developed integrated approach to commissioning and delivery
- **Vulnerable adults** – focusing on mental health, people with learning disabilities and those with the most complex lives, including substance misuse, homeless population
- **Primary and community services integration** – using the Better care Fund , focusing on frailty and people with long term conditions organised around three key themes:
 - Early intervention and self care
 - Admission avoidance and effective discharge
 - Proactive care
- **Person centred care planning** – continuing health care, and independent sector care purchasing

At the online event, attendees were encouraged to consider the five priority areas and discuss what next steps might be needed to help deliver these priorities, and how each individual/organisation can support. These comments are now being incorporated into the blueprint and the development of a draft action plan for Health and Care Portsmouth 2023-2028.

A series of smaller sub-groups are being established for each priority area and a further event will take place in September to further develop the blueprint. It is then anticipated that we will officially launch the new plan in October/November 2022.

Communications, marketing, and engagement

Website

On 1 July 2022, to coincide with the launch of HIOW ICB and ICS, a new website for Health and Care Portsmouth was launched. The new site includes:

- Case studies to showcase partnership working and current projects
- Information about local services available to people living, working and studying in Portsmouth
- Ways for people to get involved with Health and Care Portsmouth projects, through surveys, networks and events
- Resources for partner organisations to use when promoting specific projects
- Latest news, blogs and events

Visit the new website at www.healthandcare.portsmouth.gov.uk.

Engagement

Since May 2022, the Health and Care Portsmouth team have attended six community events across the city. We've engaged with more than 130 people, having conversations about:

- Access to primary care - including GP practices and dentistry
- Mental health
- Weight management and healthy eating

In September, we will be attending the University of Portsmouth Freshers' Fayre and three events organised in Cosham, Hilsea and Somerstown with the council's Regeneration team.

NHS Communicate Award

Health and Care Portsmouth's communications, marketing and engagement team has been shortlisted for a national NHS award for our collaborative work across organisations. The NHS Communicate 'Working in Partnership' award recognises NHS communications teams who have successfully worked in partnership with other organisations, such as local authorities and the voluntary sector, to deliver successful communications and engagement projects or campaigns.

Over the last 12 months, work delivered by the Health and Care Portsmouth team includes promotion of the COVID-19 vaccination programme, campaigns to promote urgent treatment centres, recruit more home care workers, raise awareness of expert teams within GP practices, how to access mental health services, engagement with residents at local events and redevelopment of the Health and Care Portsmouth website.

The team will find out if they have won the award at an online event in September/October (original date of Thursday 15 September has been postponed due to the death of Queen Elizabeth II).

Primary care

Access to GP practices

On 4 August 2022, we hosted - in partnership with Cllr Vernon-Jackson - a GP summit to bring primary care colleagues and councillors across the city together, to discuss current challenges facing our GP practices.

There are some very real challenges in terms of recruitment and retention of GPs, as there are in many parts of the country. This has the potential to impact on practice resilience and therefore patient access. Some of the perceived barriers to securing additional workforce are:

- The coastal placement of the city which reduces the catchment area by 50% for any employer
- The high levels of deprivation and the challenges associated with this comparison to some other parts of Hampshire
- The lack of space in some practices to accommodate trainee GPs, and the ability therefore to recruit and retain them within the city

In addition to the recruitment difficulties for partners and salaried GPs, practices are also finding it challenging to secure locum GP cover. We are aware this is also the case in other areas, particularly for our neighbouring city, and we are currently exploring with HIOW Workforce Leads and practices why this may be the case.

Activities currently being explored to improve practice resilience and improvement, including workforce challenges, either because of the GP summit or work already being undertaken by NHS Hampshire and Isle of Wight Integrated Care Board, include:

At an individual practice level:

- Using better IT solutions, to free up GP time for face-to-face appointments where needed, such as telephone consultations, eConsult online system, and Electronic Repeat Dispensing (eRD), where a batch of prescriptions are authorised in advance, up to a year where appropriate.
- Embarking on a piece of work from August 2022 which involves utilising a new tool to review in granular detail, demand and capacity data. This will enable practices to gauge how their current provision supports patient access needs and consider adapting, as necessary.
- Discussion around workforce, to discuss current approaches and any barriers to GP recruitment, advertising, and locum cover. The HIOW Workforce Team are leading on this, providing specialist advice and support, and linking in with the communications campaign on Portsmouth being a great place to work.

At a city-wide level:

- Delivery of conflict-resolution training for practice staff, supporting reception teams and others in how to resolve any conflict effectively and appropriately with patients.
- Investing in estates development to ensure practices have the clinical space to support more clinicians and other additional roles.
- Utilisation of Winter Access Funds via NHS England to bolster capacity through the winter by investing in additional locum cover (where this could be sourced), remote consultations via a national provider, and additional hours from existing clinical staff.
- Utilisation of Security funding via NHS England to improve security of buildings and safety of staff.
- Investment into the Clinical Assessment Service (CAS) - which manages urgent, emergency, and primary care dispositions from NHS 111 - during GP practice core hours and out-of-hours, freeing up GP practice staff to focus on demand from registered patients accessing their service.
- Proposal developed by the Portsmouth Primary Care Alliance (PPCA) to host some portfolio GP roles that could rotate through the PPCA and general practice. This is currently being reviewed and if formally approved should commence autumn 2022.
- Utilisation of national and local funding to support improved retention through:
 - Reinvigorating the First 5 Group to support new GPs from completion of training to the first point of revalidation at 5 years - should be up and running in September 2022.
 - Making best use of the national GP retention scheme - a package of financial and educational support to help doctors remain in clinical general practice, who might otherwise leave the profession. There is currently 1 GP under this scheme and we are actively looking to see if we can increase this.
- Marketing and communications campaign in development - 'Portsmouth as a great place to work'.

At a Primary Care Network level:

- Employment of additional supporting roles under the PCN contracts, to alleviate pressure from GPs. This includes:
 - 13 clinical pharmacists – who undertake medication reviews and tailor complex medication regimes to meet the patients' needs. These reviews can be time heavy for a GP and having this resource is highly respected by those patients receiving the service.

- 8 pharmacy technicians – who efficiently run the repeat prescribing processes in practice often linking in with community pharmacies and appliance contractors to solve patient issues in their supply of medications and increasing the use of electronic repeat dispensing described below.
- 7 physician associates – who take on several roles previously provided by GPs freeing up GP time to attend to more complex patients where their skill and expertise is required.
- 4 First Contact Physiotherapists – who provide care across a multitude of musculoskeletal problems.
- In addition to these front-line healthcare professionals there are many other roles such as dieticians, paramedics, social prescribers and care co-ordinators. These roles free up more time for GPs and nurses, whilst helping ensure patients are seen by the most appropriate Healthcare Professional first time. The recruitment support from within the ICB will focus on attracting more of these healthcare professionals to come into Portsmouth.
- A marketing and communications campaign to promote these additional roles has been developed by the integrated comms team and is currently being rolled out across the city. It has included billboard poster advertising across the city, radio and digital advertising, organic and paid for social media posts, photographs and videos of staff, engagement at community events and a dedicated section on the Health and Care Portsmouth website. Results of the campaign so far can be seen further down the report.
- PCNs are currently providing medical input into an Enhanced Care Home Team, a Multi-Disciplinary Team providing proactive care to residents, ensuring their health and care needs are supported and managed before complications occur, reducing the deterioration of health and need for hospitalisation.
- Planned work includes training in using Population Health Management tools, to use the data to support pro-active delivery of care to patients according to need, nomination of a Health Inequalities Lead, and taking on full responsibility for extended access from October 2022.

Following the GP summit with Portsmouth City Council, we are also looking to explore partnerships with the University of Portsmouth to support retention of students in the city and options for overseas recruitment.

Primary care marketing campaigns

No excuse for abuse

A campaign in July/August to promote consistent messaging around zero tolerance of abuse towards GP practice staff. Social media posts were shared by Health and Care Portsmouth partners and wider organisations including Hampshire Police and Healthwatch, and GP practices were given posters and digital screen assets to display on site.

Impact to date:

- Reach of 35,000+ across Facebook, Twitter, Instagram, LinkedIn and Next Door
- Sent to 11,000+ people through council's Flagship e-newsletter and Health and Care Portsmouth bulletin

It takes a team to care for a community

A multi-media campaign in August/September to promote the different roles within a GP practice, alongside GPs. The campaign includes posters, social media posts, radio, digital and billboard advertising, videos, content for websites and newsletters, and attendance at local events for resident engagement.

Impact to date:

- Estimated reach of 241,972 from billboard advertising across the city, with people likely to see the billboard five times
- Estimated reach of 112,000 from radio advertising with HITS radio, with the advert being played 582 in two weeks
- 101,398 impressions through digital AdMessage advertising
- Reach of 50,000+ across Facebook, Twitter, Instagram, LinkedIn and Next Door
- Sent to 15,000+ people through council's Flagship, Family Life and Business bulletins and Health and Care Portsmouth bulletin
- 300+ page views on website landing page

Portsmouth: A great place to live and work

The team is now also working on a recruitment campaign to promote Portsmouth as a great place to live and work, to encourage more healthcare workers to consider moving to the city. In the short-term (October/November), it is anticipated that the campaign will include some social media posts, internal comms, and consistent messaging for primary care job adverts. In the longer-term (January 2023), we hope to have developed a full marketing recruitment campaign with dedicated website and recruitment section on the HCP website.

Individual practices

Portsmouth Group Practice

Cllr Vernon-Jackson, Cllr Horton and Cllr Winnington attended Portsmouth Group Practice on 6 September 2022, to discuss current challenges facing primary care in Portsmouth, and meet some of the team delivering services at Portsmouth.

In the contact centre at Cosham Park House surgery, the councillors saw first-hand, staff responding to patient phone calls, making appointments and directing to the most appropriate person. At the time of the visit at 3pm, the team had taken 900 phone calls that day, in addition to the 1,000+ daily eConsult enquiries.

Portsmouth continues to invest in its telephony system with a new system anticipated next year that will allow patients to request a call back when in the queue. It is hoped that this will decrease the number of abandoned calls, where patients do not wish to wait in the queue.

Lake Road Practice and John Pounds Surgery

HIOW ICB, at Portsmouth place level, is in dialogue with the Lake Road Practice and local public health colleagues on what service provision may be required for the Portsea population based on their needs. The views of patients will also be sought, via meetings with PAG and through the proposed community wellbeing event which is likely to be held in October or November 2022. The practice is committed to supporting this scoping exercise.

In addition, an update for PAG was given by Portsmouth City Council on Wednesday 7 September:

The John Pounds discussion focusses on three parts:

- 1) The main practice - rent to be fully reimbursed
- 2) Three practice rooms on first floor - rent not reimbursable and paid for privately by Practice for third party contract use but on same lease terms as the whole
- 3) Dilapidations and terminating existing lease including review of key M&E and capital requirements

The first two parts required commissioning an independent third-party specialist valuation report to advise the council on the likely market rent position for medical use. The report informed the council's approach, enabling us to proactively move forward with rental discussion and negotiation supported by the latest comparable data. This report has been received and the council has challenged and accepted the advice and valuation. This sets out the opening rental assessment for both the reimbursable and non-reimbursed parts of the practice.

This has been shared with the ICB and practice for review and to confirm that both parties are happy with the suggested rental position on the understanding that this is subject to the District Valuers rental assessment and award. The practice needs to review the viability of the three practice rooms they will privately fund and what contracts and length they could secure so that they can be comfortable with the lease commitments. Meetings with both the ICB and practice are being held in the next two weeks to confirm acceptance or outline position. Once this is received, the District Valuer can be engaged to formally make their assessment which will inform the business case to reimburse the rent.

With regards the dilapidations, a third party was formally engaged to prepare a costed end of tenancy dilapidations schedule. This has been completed and reviewed. NHS Property Services are reviewing the dilapidations survey and an onsite walkover is taking place shortly to review, with the council, the matters raised in the report so that both parties can agree together a pragmatic approach to dealing with those. For example - whether we take a view to disregard the matter if it is minor, whether the NHS will intend to complete the works or whether to agree a financial settlement. Both parties have agreed to work together amicably on this and to reach a swift, sensible and pragmatic conclusion.

As far as the lift is concerned, works have been paid for by the council to assess the lift and ensure it is fully operable. This has been achieved and there are no issues with the functionality of the lift. However, the reports have indicated that some replacement parts for the lift are obsolete which may impact whether future works can be undertaken and the risk therefore is that a component part fails that is obsolete that renders the lift out of action and irreparable. The council has therefore commissioned all surveys required and quoted for full replacement of the lift. The procurement element of this work is complete and is on hold pending conclusion of the dilapidation compensation claim as a whole. Once the dilapidations process and compensation claim has been completed legally and funds received the contracts will be completed to enable works to start on site.

Progress to date has relied heavily on input from third parties which has been hindered with summer leave across all parties. Now that the main summer holiday season is drawing to an end, a number of meetings are scheduled and have already taken place and it is anticipated

that many of these issues will be concluding towards the end of September with perhaps the District Valuer report and assessment still pending going into October, but this would be out of our control as the District Valuer works to their own timetable.

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.

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.

Trafalgar Medical Group Practice

The practice has been working with HIOW ICB to potentially relocate to the Debenhams Site in Palmerstone Road. The full business case had been given approval for the relocation. Following the landowner's decision not to sell the site some further discussion has been taking place but the outcome is not yet known.

Pharmacy, Optometry and Dentistry

The ICB became responsible for Pharmacy, Optometry and Dentistry under delegation from NHS England on 1 July 2022. The benefits of delegation include;

- Maximise opportunity to improve outcomes in population health and healthcare and tackle inequalities in outcomes, experience and access
- Embed professional and clinical leadership in local areas
- Work closely with professionals (as with medical)
- NHSE/I expertise recognised locally
- Opportunity for ICB staff to refresh and develop knowledge and skills to provide additional resilience function

- Combining and embedding workforce capitalises skills, leadership and subject matter expertise in Region and ICB
- Blended approach supports legacy knowledge and builds on transformation elements to recover, digitally transform and connect providers

In the Hampshire and Isle of Wight ICB there are;

- 95 Community Pharmacy contracts delivered from 307 locations throughout H&IOW
- 100 Optometry contracts delivered from 174 locations throughout H&IOW
- 177 Dental contracts delivered from 184 locations throughout H&IOW (1 contract due to terminate 30 September 2022)

There are a number of issues relating to the dental contract: lack of dental workforce and backlog following the reduced number of appointments during covid, the 2006 Contract and low contract values, contract hand back and length of time for procurement, the time it takes for dentists to be able to undertake NHS work and difficulty obtaining a dentist.

The ICB is actively working with stakeholders and following up on the Dental Summit held in June but change will take some time. Earlier in the year there was a review of Commissioned dental services undertaken by Public Health highlighted that commissioned activity ideally needs to be highest in the most deprived areas and contracts need to be achieved as some have sufficient activity but it is not delivered. The report highlighted a requirement for additional dental activity to be commissioned in Portsmouth, Isle of Wight, Havant and Gosport. A procurement exercise is currently being undertaken to increase activity in these areas and updates will be shared when available.

Urgent Care

System pressures

Portsmouth and South East Hampshire Local Delivery System

Urgent and Emergency Care pathways across Portsmouth and South East Hampshire (PSEH) continue to be challenged, with Portsmouth Hospitals University NHS Trust being an outlier for three key indicators:

- Eliminating 60 minute ambulance handover delays
- Reducing the total hours lost due to ambulance handover delays
- Reducing acute bed occupancy to 92%

This means that we are not currently offering timely urgent care to our population, resulting in the risk of harm from delays.

In order to impact the occupancy, we have a three-pronged approach:

1. Impacting earlier in a patients' care to avoid the need for admission
2. Earlier movement of patients to the right place in each organisation and/or within the system
3. An efficient and timely discharge processes across our bedded capacity

A remedial ambulance handover plan has been agreed between system partners and NHSE to deliver improvements between now and 1 October by focussing on four programmes of work led by CEO lead, as follows:

- Objective 1 - to improve flow out of ED between 8am and 8pm daily by identifying additional safe ward spaces to accommodate the Next Patient from ED.
- Objective 2 - to improve the robustness of the PSEH OPEL framework based on National Guidance, best practice and our own learning from Critical Incidents to ensure more timely escalation and de-escalation.
- Objective 3 - to reduce occupancy to 92% through reduction in numbers of patients with a LOS over 7 days and through increased discharges for Pathway 0 and P1-3.
- Objective 4 - to identify and proactively case manage high intensity users with severe and moderate frailty who represent the top 1% of people utilising 39% of our bed base thus reducing Non-Elective Admissions.

Regular, system-based review of progress and importantly the impact on risk across the system are in place, with oversight and support from the Director of System Performance Hampshire and Isle of Wight ICS (Dan Gibbs), the ICB transformation team and the regional NHS England team.

Winter planning

The HIOW ICB communications team are currently developing a winter campaign across Hampshire and Isle of Wight, to help ease pressures on the NHS in the coming months. This is currently in development and will focus on messages around:

- Self-care - encouraging residents to look after their own health and be prepared for winter
- Knowing where to go - informing residents about what services are available and where to go in different situations
- Getting people home from hospital - working with the acute trusts and community providers to improve communications to patients and their loved ones to ensure more people can leave hospital in a timely way

The campaign will be rolled out in Portsmouth and be supported by specific activities in Portsmouth around Self Care Week (14 - 20 November) and activities to support pharmacies and primary care.

Mental Health

Community Mental Health Framework

The community mental health transformation programme is a complex three year programme of work which aims to improve access to community mental health services.

During year 1 (2021-22), several discovery events were held with people with lived experience, carers, the community and voluntary sector organisations including the Hive and secondary care staff. The outcomes from these events clearly identified a number of areas for focus and were collated into 3 broad themes:

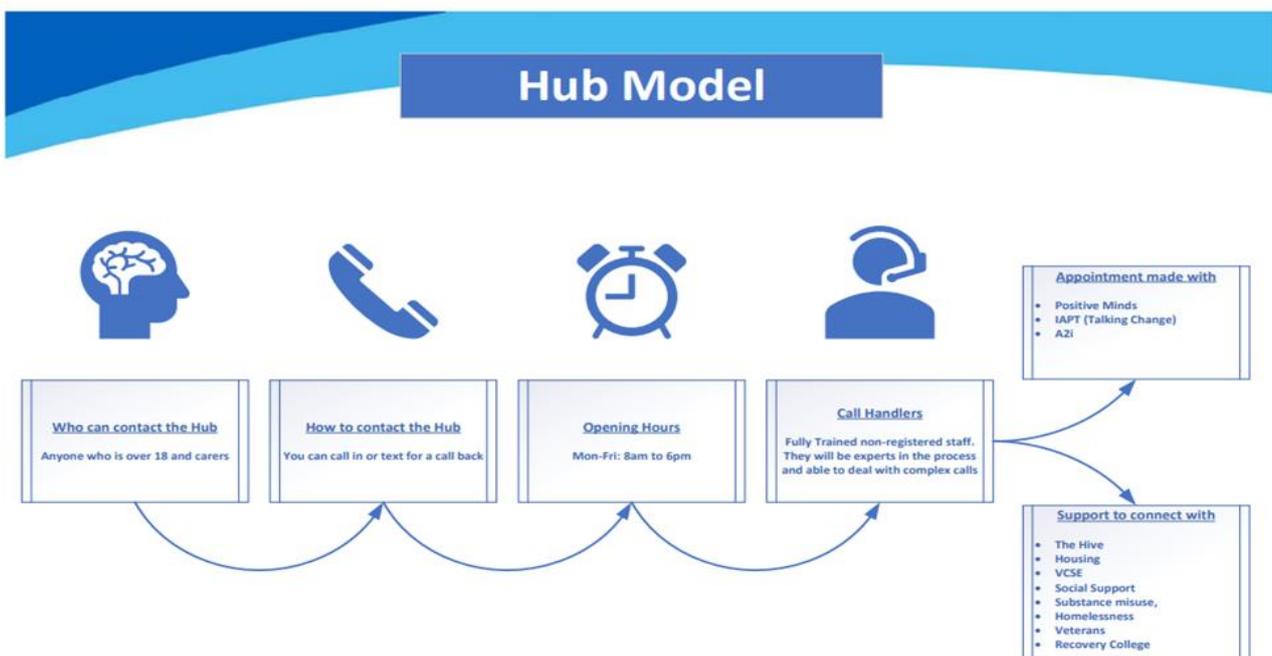
- Access - ensuring timely access to the right support

- Communication - Jointly developed care plans between staff and the person being supported to ensure they feel in control and part of their own recovery journey. Alongside the need to ensure joined up systems enabling better integration and working practices to reduce duplication and additional steps in processes to reduce delays in access.
- Trust - establishing positive trusting compassionate relationships between the person seeking help and the team who supports them.

Further to the above discovery events, in year 2 (2022/23), the team have used the themes to focus efforts in phase one of the project on improving 'access and short-term interventions' - namely support provided for up to six months. This was as a direct response for across the age ranges that people did not know where when or how to access services and when they did try, they felt they were pushed from one service to another without really getting the help they felt they needed.

The team have used the 'access' theme to focus discussions in design workshops which were held between April and July of this year, with good representation from people with lived experience, their carers and staff from both NHS providers including primary care and the VCSE organisations.

The output from these design workshops has been to agree the design for an access 'Hub'. The principle of the 'Hub' being to provide a central contact point for people to call and ask for support/advice. The ethos for this new 'hub' is everyone who calls will be listened to with kindness and compassion, will be supported with their query and will leave the call with a clear plan for their next steps. The expectation is the types of calls will vary from those wanting some initial information about the types of services and support on offer, to wanting to be reminded of appointment times or an indication of where their referral is to needing more detailed support with a particular issue requiring connections to be made for them with other services.



The aim is the newly developed 'hub' Model will become available in the New year and will continue to be developed over time to ensure it does improve access to the right services across the city.

The Access 'hub' is one component of this programme of work, with a number of other workings group in place to ensure a clear focus for those aged 16-25yrs, older people and those with specific mental needs such as personality disorders. All of this work is being co-produced with people with lived experience and their carers which is being facilitated by the Hive via the Experts by Experience Network.

All the information regarding the progress to date with this programme of work can be found on the health and care website.

Mental Health young person's campaign

A 12-week mental health campaign, co-produced with and targeted at young people aged 16-25, called 'You are not alone' will be launching later this month.

The campaign aims to promote mental health services in the city, including:

- PositiveMinds - informal support in person, over the phone or online on Zoom, for anyone aged 18+
- Talking Change - a team of therapists and researchers who provide talking therapies to help anyone aged 16+
- Kooth - free online counselling support services for anyone aged 11-25
- The Harbour - out of hours mental health service for anyone aged 18+
- Shout - 24/7 text support service for anyone who is struggling to cope and in need of mental health support
- NHS 111 - dedicated staff providing mental health advice to people of all ages, available 24/7

The look and feel of the campaign has been developed in partnership with young people, using bright colours, simple language and modern design. It will launch around Young Person's Mental Health Day on 19 September with presence at the University of Portsmouth Fresher's Fare and continued promotion for 12 weeks through the following channels:

- Social media - specifically Instagram, Snapchat, TikTok and Facebook
- Promotional material - business cards, leaflets and posters
- Advertising - podcast and Spotify ads, posters, social media and digital screens
- Engagement - attendance at events, meetings and youth groups
- Email marketing - targeting parents/carers of young people

COVID response

Vaccination programme

Current numbers

On 30 August 2022, 437,477 vaccinations had been given in Portsmouth. This can be broken down to:

- 162,636 first doses (79.8% of the population)

- 154,167 second doses (75.7%)
- 120,644 third or booster doses (59.2%)

Autumn booster

On Wednesday 8 September, the NHS launched its autumn booster programme to offer COVID-19 vaccines to around 7 million eligible people, starting with those at greatest risk.

People will be invited to book their appointments through the online National Booking System, by calling 119, or through a local vaccination walk-in site - such as a GP practice or pharmacy.

Please note that although delivery of vaccinations at Hamble House, St James' Hospital, ceased on 31 August, we are working with Solent NHS Trust and Portsmouth City Council to deliver pop-up vaccination sites across the city.

Care homes will also be visited by vaccination teams, to ensure residents and staff receive their vaccinations, and some hospital hubs will be jabbing members of the public as well as their own staff - all administering the flu vaccine where possible also.

Ongoing vaccination campaigns

Over the summer, the Health and Care Portsmouth communications, marketing and engagement team ran a vaccination for travel abroad campaign, called 'Don't get left behind'. This was targeted at affluent young professionals, aged 25-34 years, who were thinking of traveling abroad over the summer.

The results were as follows:

- Reach of 100,000 people in Portsmouth through HITS radio ad and Spotify ad
- Reach of 100,000 25–34-year-olds in Portsmouth through Snapchat campaign
- Reach of 57,000 people in Portsmouth through digital AdMessage advertising
- Reach of 3,000+ people, predominantly women aged 25-34 on Instagram and Facebook, and a further 2,000+ views on an Instagram Reel
- 500+ unique page views on the campaign landing page on the website

Live Well Clinics

In addition to the roving pop-up clinics, we are also supporting Portsmouth City Council's Live Well Clinics to engage people from our more deprived communities to consider getting the vaccine, but to also talk with them about healthy eating, physical wellbeing, mental health, finance and debt.

The Live Well Clinics have been run in conjunction with some of the city's food banks; The Landport Larder and The Kings Church Foodbank, with more planned with the newly opened Portsea Pantry. Events are also planned to residents of the Paulsgrove area.

So far, this year, we have delivered six events in Landport and Somerstown, with a further three taking place this September.

Based on five events and from those services submitting monitoring sheets, we can broadly estimate that a total of 280 themes have originated from the conversations held. These include:

- Cost of living including benefits, energy, personal finances, smart metering, school uniform, food and water supply - 99 conversations
- Mental health - 27 conversations
- Physical health including COVID-19, drugs and alcohol, medication, NHS treatment - 49 conversations
- Other topics discussed were employment including volunteering (15), housing (20), general (12)

Dates for the rest of the year are currently being finalised to incorporate Portsea and Paulsgrove.

Yours sincerely,

Jo York
Managing Director
Health and Care Portsmouth