



Hampshire and Isle of Wight



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9 June 2023

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

Dear Cllr Jeffery,

Update letter for HOSP - June 2023

I am pleased to provide an update for the Portsmouth Health Overview and Scrutiny Panel.

Our letter includes updates from across the Hampshire and Isle of Wight Integrated Care System, as well as 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.

Hampshire and Isle of Wight Integrated Care Board

Pharmacy, Dentistry and Optometry

The ICB became responsible for Pharmacy, Optometry and Dentistry (POD) as an early adopter of delegated commissioning from NHS England on 1 July 2022. Complaints have come to the ICB from 1 April 2023.

The NHS England South East region POD team will be embedded into Frimley ICB as of 1 July 2023 and they are currently providing the contracting function for the ICBs and the current ICB POD

team is working closely with the regional team to look for improvements with a priority of improving dental access.

Across Hampshire and Isle of Wight, we have:

- 295 Community Pharmacy
- 29 Dispensing Doctors
- 100 Optometrists
- 173 Dentists

The priority initiatives for POD are:

Dentistry	<ul style="list-style-type: none"> • Review the current funding across the ICB with the aim of narrowing any differential in UDA rates • Look to create innovative solutions to support particularly areas with lowest area for access such as a dental bus. • Look to create a longer-term increase in dentists within the region and especially the IOW
Pharmacy	<ul style="list-style-type: none"> • Work with Local Pharmaceutical Committee (LPC) to improve uptake of the Community Pharmacy Consultation Service (CPCS) • Review of access to medicines in Out of Hours (OOH). • Pathfinder Expressions of Interest (EOI) to extend upon the contraceptive services already in place. Pilot to take place in Portsmouth where the current service is highest achieving. • Review of Locally Commissioned Services (LCS) starting with the End of Life pharmacy service to align across the ICB. Others to follow in priority order
Optometry	<ul style="list-style-type: none"> • Review of optometry commissioned service across the ICB to ensure equitable levels of service

Dentistry procurement

We are currently developing and mobilising more innovative and flexible commissioning solutions to improve access – including testing of the ‘dental bus’, and oral health strategy development.

New dental contracts were procured in 2022/23 effective from April 2023, with Isle of Wight procurement underway.

Community dental re-procurements are also underway, with a range of dental re-procurements taking place throughout 2023/24. This will lead to:

- Some short-term increased capacity in place for IOW, with long term procurement
- Decisions about new procurements complete e.g., direct awards, extensions or any competitive tenders to be progressed

To address areas with limited access, we have undertaken a review of dental services by Public Health which highlighted that activity ideally needs to be highest in the most deprived areas. The report highlighted Portsmouth, Isle of Wight, Havant and Gosport as the areas most in need.

Big Dental Discussion event - Tuesday 8 June

38 attendees attending an event this week, with representation from:

- 11 dental practices in Hampshire and Isle of Wight
- NHS England (including Senior Commissioning Manager for Dental)
- Healthwatch (Southampton, Isle of Wight, Involving People, Hampshire, Portsmouth)
- Solent NHS Trust
- University of Portsmouth Dental Academy
- Hampshire and Isle of Wight Integrated Care Board
- Hampshire and Isle of Wight Local Dental Committee
- Macmillan Cancer Support

Five themes were covered (from the HealthWatch dental report and agreed with the planning group):

- Access (Routine)
- Access (Urgent)
- Health Inequalities
- Prevention
- Workforce

Training opportunities/incentives, better processes for working together and a public health focus also emerged as additional themes.

A huge number of ideas and thoughts on dental solutions was gathered and will be presented in a raw form for feedback on Friday 9 June to attendees and non-attendees to allow them to add further thoughts. We will then be collating this information and using it to co design solutions to the problems we are seeing.

Urgent care

Summer communications campaign

The ICB communications team are developing plans for a summer campaign across Hampshire and Isle of Wight to discourage people from attending the Emergency Department inappropriately. The team are currently looking at the data to help identify specific groups to target during the school summer holidays and will look to utilise a range of channels across the NHS, councils and other partners, including websites, social media, newsletters, press, community outreach and events.

WaitLess app

The ICB have commissioned a mobile app which shows live waiting times for urgent treatment centres (UTCs) and minor injuries units (MIUs) across Hampshire and Isle of Wight - allowing patients to choose the most appropriate place to be treated for urgent minor conditions.

Following several delays in the last 12 months due to data input, it is anticipated that the app will be available in July/August ahead of the August Bank Holiday weekend. Individuals will be encouraged to download the app to check wait times before attending an Emergency Department (ED), UTC or MIU.

WaitLess has been shown to result in:

- 11% movement in minors' attendance away from ED at the busiest times
- 5% reduction overall of Type 3 attendances across the urgent and emergency care pathway
- Distributed demand across the system
- Increased patient understanding of where to most appropriately receive care
- Potential cost savings for commissioners of £3.77 per £1 spent on investment

Health and Care Portsmouth

Primary care

Access to GP practices

In May, NHS England published the national paper: [Delivery plan for recovering access to primary care](#). This plan focusses on four core areas:

- Empowering patients
- Implementing modern general practice access
- Building capacity
- Cutting bureaucracy

Within Portsmouth, several the recommendations from the delivery plan have already been implemented locally, or are being progressed; for example, all GP practices in Portsmouth have implemented digital telephony with call back functionality, and Portsmouth already has a number of self-referral pathways into NHS community-based services for local residents.

We are also working with practices and HIVE Portsmouth to offer digital drop-in sessions to support patients in accessing services through the NHS app, using e-Consult and SystemOnline, and other digital channels. Two events are taking place at Cosham Library on Monday 12 and Wednesday 14 June, to initially support patients at The Drayton Surgery and Portsdown Group Practice in light of the North Harbour Medical Group closure.

Further work is ongoing to implement the delivery plan in full. In addition to this, GP Practices, through their Primary Care Networks, are developing improved access plans in conjunction with the ICB, aimed to improve patient access to primary medical care services. These will be developed in Q1 2023/24 and delivered throughout the year.

All of this in the context of Portsmouth practices continuing to deliver an increasing number of appointments in primary care year on year; in April, 73,679 appointments were delivered by GP Practices within Portsmouth (13% increase compared to April 2022).

Individual practices

Island City Practice - incorporating John Pounds Medical Centre

There are two elements of work taking place with Island City Practice; the first part is around the lease arrangements between the practice and Portsmouth City Council for John Pounds Medical Centre. The District Valuer and Council have come to agreement regarding the lease and we are awaiting final confirmation from the practice agent. Once the practice has agreed the draft lease can be finally reviewed and both parties will be in a position to sign.

The second is our commitment to identifying what service provision may be required at John Pounds by establishing a working group to help identify the challenges and needs of residents in accessing healthcare in Portsea. Contact has been made with the various stakeholders in regard to participating in the working group and dates are currently being finalised for meetings and events.

Key members of staff from the ICB have recently embarked on a co-production training programme, which will provide them with additional knowledge and tools to support their work with patients in helping shape local services.

The intention is that by Autumn 2023 the working group, supported by local public health information and patient surveys/focus groups, will identify the health and well-being needs of the local population and the type of services that may be needed.

The ICB, in conjunction with other organisations/agencies/providers/partners, will then assess how health needs can best be met, and the model of delivery that can achieve this.

Closure of North Harbour Medical Group

North Harbour Medical Group officially closed on 31 March 2023. Patients were allocated and transferred to a new practice from late February to mid-March 2023 following a survey to ascertain their preferences and mapping undertaken by South Central and West Commissioning Support Unit (CSU). The Portsmouth Primary Care Operational Group received a lessons learned paper in May 2023 which looked at learning from the whole process. The key findings from this review were:

- On the whole, the process went smoothly given the pace at which the list dispersal needed to be completed (due to staffing challenges, the ICB agreed to work to a shorter notice period of just four months).
- The ICB supported the practice in identifying and securing additional management and admin staff to enable them to remain open and to manage the closure process.
- The response rate for the survey was high – over 50%, and the majority of first choices were met.
- There was extensive patient engagement with a series of well attended information sessions with representation from the ICB and other local practices, additional drop in sessions at Cosham library pre and post allocation to support any queries patients may have, and a phone and email contact manned by the ICB.
- Engagement from receiving practices was good with weekly joint project meetings between the three most impacted and the ICB Portsmouth Primary Care team.
- Both the receiving practices and ICB staff went above and beyond to ensure that patients were safely transferred and continued to receive a safe level of care in the run up to the closure.
- There were some issues with boundary mapping which resulted in a small number of patients not being provided with the correct choices on their survey. This was identified whilst the survey was open, additional letters were sent with correct choices and the survey deadline was extended to allow sufficient time for patients to register their choice.
- Early engagement did not include practices outside of the old Portsmouth CCG boundary which resulted in these not being included as options in letters and the practice management teams were not brought in to meetings or patient engagement at an

appropriate stage. Again, this was remedied through the additional letters and all patients contacting the ICB had their full range of choices explained.

Due to the demographics of the patient population, there were a lot of patients who needed support to complete the online survey. This resulted in a lot of calls and a dedicated phone line (rather than main reception) would have been better to support this high call volume.

Pharmacy

With the advent of PCN and practice pharmacists there has been an increased pressure on the community pharmacy workforce resulting in unplanned closures and an increase in locum rates. This results in increased cost pressures for contractors.

Funding for community pharmacy has dropped with a reduction in the community pharmacy global sum from £6.68bn in 2015-16 to £6.46bn in 2020-21 at a time when staffing and running costs are rising. This is quoted as the major reason for the closures we are seeing in addition to the cost of living crisis.

The contract for 100-hour pharmacies is changing to allow them to reduce their hours to 72 hours per week.

Increase in patients using distance selling pharmacies. With the advent of online and distance selling pharmacies patients are increasingly using these for their prescription supplies. The largest pharmacy in terms of H10W prescriptions dispensed is in Leeds.

Urgent Care

System pressures

Portsmouth and South East Hampshire Local Delivery System

While we have continued to see high levels of demand for our emergency and urgent care services across Portsmouth and South East Hampshire (PSEH), due to the continued efforts of all providers working together across PSEH and the wider Hampshire and Isle of Wight ICS, the local delivery system has recently stepped down from a sustained period at highest level of operational escalation.

As highlighted in other sections of this update, we continue to work closely with our primary care and community colleagues to provide increased access to GP practices urgent community response services, and mental health services which contribute towards demand on the acute sector, as well as responding to demands within urgent and emergency care, to improve patient access across a number of pathways.

In late May, Portsmouth Hospitals University NHS Trust (PHU) commenced a programme of measures designed to reset the Queen Alexandra Hospital site, so patients are cared for in the right place; improving their experience and outcomes. This includes ensuring the Same Day Emergency Care (SDEC) services are used for their intended purpose and speciality, and the closure of escalation beds to give capacity back to the elective care programme so patients who have been waiting for longer periods of time for care be treated.

Mental health

Community Mental Health Framework

Portsmouth Mental Health Hub

As reported previously, through discovery events and design workshops with people with lived experience of mental health and those working in the voluntary and community sector, we were tasked with developing an 'access hub' to provide a central point of contact for people to call and ask for mental health support/advice.

On 3 April 2023, the Portsmouth Mental Health Hub phonenumber was launched, with anyone aged 16+ being able to call the phonenumber - 0300 123 6621 - Monday to Friday, 8am-6pm.

Since the soft launch in April, the service has had:

- 52 calls in April - an average of 2.5 calls per day
- 113 calls in May - average of 6.9 calls per day

Current data suggests the busiest call times are between 11am and midday, and the quietest before 9am. The average call duration is 23mins during these first two months.

Callers residents in Southsea, North End and Paulsgrove make up the top three recorded postcode areas, however, it is important to note there has been a high number of 'not known' also recorded.

The age range of callers was highest for 26-35yrs, followed by 36-55yrs. Interestingly a slight dip in the 56-65yrs which increases slightly for the 66 and over.

Most callers heard about the service either from their GP and/or online and social media. And when asked 'where would you have gone if you did not access the hub?', most said they would have gone to see their GP, with a few also sighting the emergency department and 111.

You Are Not Alone communications campaign

To accompany the launch of the Portsmouth Mental Health Hub, we have re-launched the 'You Are Not Alone' multi-media marketing campaign for six weeks from mid-May to the end of June.

To date, we have:

- Reached 100,000 people on social media and 80,000 people on Spotify
- Distributed 8,000 leaflets, 8,000 business cards and 2,000 posters to partners across the city
- Featured the campaign on outdoor advertising boards, at Portsmouth and Southsea train station, on digital radio and podcasts and in Flagship magazine
- Presented information at network meetings and events
- Engaged with targeted groups such as students, young people and older people through specific events and activities
- Seen 1,000 visits to our accompanying website - www.mentalhealthinportsmouth.co.uk

Children, Young People and Families

No Limits

A new counselling service for young people in Portsmouth is up and running, after launching in early May. It is open to those aged 5 to 17 (or age 24 for young people with special educational needs and disabilities and those who have been in care) and is being delivered through Hampshire Youth Access (HYA), a partnership of youth services operating across Hampshire and led by No Limits.

Young people living in Portsmouth who are aged 5-10 will need a referral from a GP; the Children and Adolescent Mental Health Service (CAMHS); or through the Mental Health Support Teams who work in Portsmouth schools.

Those aged 11 to 17 (age 24 for those with SEND/Care Leavers) will be able to self-refer, and referrals will also be accepted from parents/carers or any professional.

The new service continues to be widely promoted through Health and Care Portsmouth's partnership agencies, and we are waiting for early data for the number of referrals it has so far received.

For more information or to refer: [Get Help - HYA \(hampshireyouthaccess.org.uk\)](https://hampshireyouthaccess.org.uk)

#BeeWell

Portsmouth secondary schools have been invited to join other schools across Hampshire and Isle of Wight to join #BeeWell, England's largest youth-centred wellbeing programme.

#BeeWell will seek the views of the region's secondary-school-age pupils, in a bid to influence and improve the wellbeing services available to them, both locally and nationally. A letter from all four local authority chief executives, including David Williams, was sent to all secondary schools in the region to encourage them to sign up and take part in the census in the autumn term later this year.

Hampshire and Isle of Wight is the second area to introduce #BeeWell, after its success in Manchester, where it started.

Neurodiversity community inclusion project

Leisure centres in Portsmouth can sign up to become more welcoming places for people with hidden disabilities.

New specialist training is being created for leisure staff to support people who have a neurodiverse need such as autism or ADHD that might not be visible, when they visit.

Leisure providers who join will also be advised on how they can make positive changes to their centres to make them more welcoming, which could include dedicated quiet spaces. Businesses will also have free access to software to help them develop improved signage for their centres, as well as communication boards which help people with hidden disabilities to express how they feel.

The training and support is being provided by Hampshire and Isle of Wight Integrated Care Board and delivered throughout Portsmouth and the wider region.

Public Health

re:work

re:work is an employment support service, delivered by Portsmouth City Council, for people recovering from drug and alcohol addiction and wanting to find work.

re:work takes referrals from Hampshire NHS Inclusion teams at Fareham, Gosport and Havant, and from the Society of St James in Portsmouth, and the re:work team of employment specialists work with clients and employers to set up employment opportunities across the south Hampshire area.

Materials have been produced to promote re:work to employers and clients, including business cards, pull-up banners, posters and animated videos. A launch event is taking place on Friday 9 June at Lakeside North Harbour, with Cllr Winnington, Cabinet Member for Community Wellbeing, Health and Care opening.

Live Well

Live Well aims to provide community outreach, and take services such as mental health, wellbeing support, housing advice, help with paying bills, claiming benefits, and mini health checks, into the community.

Seven sessions have been delivered since our last update in March 2023 - predominantly alongside food pantries, larders or food banks in four areas of the city: Paulsgrove, Portsea, Landport and Somerstown.

429 separate engagements have been recorded, including 25 mini health checks delivered by BH Live.

In addition to the traditional delivery, one Live Well session was delivered in a school setting in February (Trafalgar) and will be repeated in July with the addition of a programme of awareness talks being available for parents/families/guardians. A smaller bespoke session is also being delivered at St. George's Primary School in June around holiday activities and support for families.

Healthy living in Paulsgrove

A new project to promote healthier lifestyles in Paulsgrove is being developed by the Health and Care Portsmouth communications, marketing and engagement team. As one of the most deprived areas of Portsmouth, Paulsgrove has significantly higher than average emergency hospital admissions, a higher-than-average number of residents with a limiting long-term illness or disability, and higher than average premature mortality rates.

Numerous departments within Portsmouth City Council are supporting residents in Paulsgrove to live healthy lifestyles, but feedback from the community indicates feelings of isolation and frustration, with residents often feeling that they must travel onto the island to access services.

This project aims to:

- Bring partners together to help identify the current offer in Paulsgrove, and to help identify any current gaps in provision

- Discuss innovative ideas and possible solutions to any gaps in provision and any other barriers to living healthy lifestyles in Paulsgrove
- Involve Paulsgrove residents in conversations about their area, to ensure they are engaged and remain informed throughout
- Co-produce a campaign to bring services and activities together under one banner, to promote healthier lifestyles in Paulsgrove

We will establish a Paulsgrove Working Group with representatives from local people, ward councillors, healthcare organisations and businesses, and look to involve the local community through focus groups, existing events (such as Live Well) and one-to-one conversations.

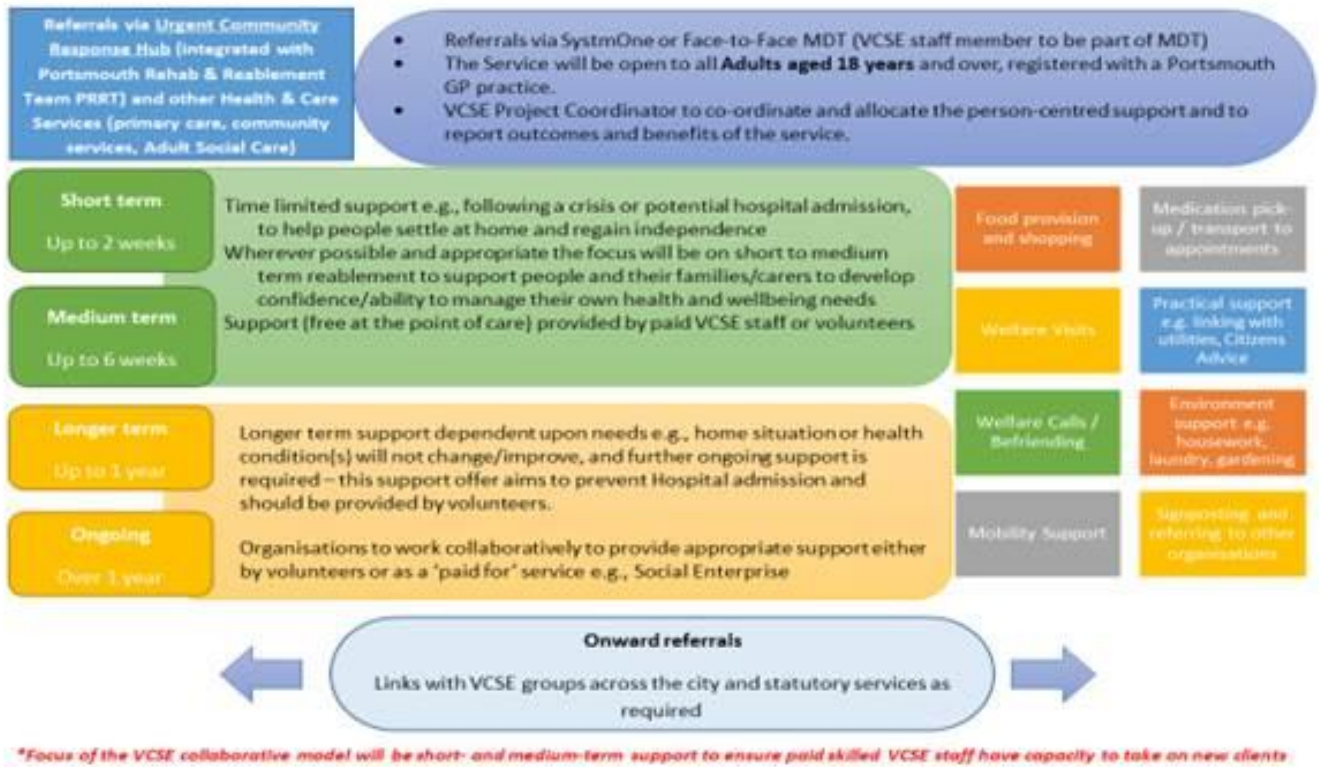
Long-term conditions

Voluntary Community Social Enterprise (VCSE) Wellbeing Collective

The Better Care Fund for Portsmouth currently supports the development of a Wellbeing Collective service model consisting of Hive Portsmouth, Salvation Army, and British Red Cross, who work together, with health and care services and the wider VCSE, to support people at most risk of hospital admission and those recently discharged from hospital.

The purpose of the development phase is to prove the concept of a VCSE collaborative approach for delivery of coordinated community social value support, rather than the previous model of separately commissioned VCSE support. The VCSE organisations have come together to develop a collective approach to delivery, each organisation supporting the others. The Collective received 655 referrals over a 13-month period (Nov 2021-Dec 2022) 87% of those referrals were for people over 65yrs of age. Over 3,000 support interventions were provided (during last 6-month period).

The aim from April 2024 is to commission, via BCF funding, a longer-term VCSE Wellbeing Collective admission avoidance / discharge support service to enable both sustainability of the model to support Portsmouth residents and clarity for the VCSE organisations providing the service. Please see model below:



Palliative Care Support Hub for Portsmouth and South East Hampshire

The Health and Care Act (June 2022) included a new requirement for all Integrated Care Systems (ICSs) to commission palliative and end of life care (PEoLC) for the whole population. [The Palliative and End of Life Care: Statutory guidance for integrated care boards](#) was developed and published to support ICBs in these responsibilities. The guidance specifically includes the commitment for ICBs to:

“...engage in defining how their services will operate population needs 24/7”.

Furthermore, the [Fuller Stocktake report](#) recommends “streamlining access to care and advice for people who get ill but only use health services infrequently: providing them with much more choice about how they access care and ensuring care is always available in their community when they need it.”

From late summer early autumn 2022 Rowans Hospice, Solent NHS Trust and Southern Health NHS Trust with support from Portsmouth and South East Hants Local Delivery System came together to develop a Palliative Care Support Hub to provide a single point of contact. The aim is to reduce the burden of navigation for PEoL patients, their families and health care professionals. To provide opportunity to identify and effect Advance Care Plans and to reduce duplication of effort to improve efficiency by a coordinated support offer.

The Palliative Care Support Hub was launched April 2023 and provides 24/7 support via a telephone support line (tel. 023 9225 0001), including:

- Symptom and medication management advice
- Urgent immediate response

- Palliative care signposting
- Planning ahead (*Future Planning*) support
- Out of hours advice and guidance
- Referral for admission or Specialist support
- Triage and assessment

Targeted Lung Health Check (TLHC) project

Portsmouth smokers and ex-smokers aged 55 to 75 are being invited for a Lung Health Check and where required, a low dose CT scan.

The primary aim is to reduce mortality from lung cancer. Currently Portsmouth early diagnosis rate is 38% (Stage 1 or 2). In line with the NHS Long Term Plan 2028 target, the TLHC programme is aiming for a 75% early diagnosis rate with a target population of 24,000.

The project is rolled out gradually via our Primary Care Networks, with patients being invited to St Mary's for the check. It is delivered by Portsmouth Hospitals University NHS Trust (PHU) with support from InHealth and the Public Health's Wellbeing Team.

Outcomes to April 2023

- 9039 people have undergone a Lung Health Check (virtual appointment).
- 4985 having been identified as high risk for Lung Cancer.
- Of those, 3480 have had a CT scan.
- 100 have been referred to the Lung Cancer Pathway.
- **39 cancers** have been diagnosed (inc 1 melanoma and 1 colorectal). **80% at Stage 1 or 2** (average pre TLHC was 38%.)
- 48% of contacted patients have taken up smoking cessation support provided by our Wellbeing Service.

Since the programme launch, PHU are on track to have invited 50% of the 23,924 eligible Portsmouth residents within a year.

In addition, through Portsmouth Provider Partnership (P3) funding we are helping practices to provide incidental findings support via the Breathlessness Hub for mild emphysema provided by Solent NHS Trust and coronary calcification via additional Pharmacist input. The newly built clinic facility at Rodney Road opened to patients at the end of April. The updated process will greatly improve patients experience with a **one stop shop approach**, rather than the previous virtual (phone call) followed by CT scan.

Overall, to date, the point at which lung cancer is being diagnosed at, is delivering on its aim to improve from 38% being diagnosed at **State 1 or 2, to 80%** (75% is the national target).

Yours sincerely,

Jo York
 Managing Director
 Health and Care Portsmouth