



Portsmouth Health Overview Scrutiny Panel

Health and Care Portsmouth report November 2023

1. Hampshire and Isle of Wight Integrated Care Board update

1.1. Our local NHS is busier than ever

- 1.1.1. Across Hampshire and Isle of Wight our Emergency Departments are seeing demand that is up a fifth compared to pre-pandemic levels (191,115 patients in 2019-2020 v 229,710 patients in 2022-2023).
- 1.1.2. Between April and August 2023 our local NHS has treated or seen 200,240 patients meaning they are no longer waiting for treatment. In the same period, 215,000 people have joined the waiting list.
- 1.1.3. Meanwhile in primary care, GP and practice health staff are offering more and more consultations - 896,000 in August 2023 up from 735,000 for the same month two years earlier. Of these 62% were face to face.
- 1.1.4. Practices are delivering more consultations than they did before the pandemic. Year on year appointment numbers are rising and year-to-date in 2023 there have been 16% more appointments offered than during pre-Covid 2019.
- 1.1.5. With face-to-face, video and phone consultations available patients have greater choice in how and when they are seen in primary care by nurses, doctors, allied health professionals and others.
- 1.1.6. Eighty per cent of mental health patients receive a timely follow-up after they've been discharged, while 3,000 people access Talking Therapies every month.
- 1.1.7. The NHS is busier than it has ever been. Yet nearly 190,000 people are waiting for routine elective treatment. On any given day more than 600 patients who are ready to leave remain in their hospital beds because they cannot go home or into another care setting. Delayed discharges (or no criteria to reside) mean beds are not free to treat patients on our waiting lists, they fill hospitals all the way to the front doors of

our emergency departments, so it becomes difficult to transfer patients from waiting ambulances, with the urgency they require.

1.2 Managing the risk for patients

1.2.1 Clinicians are managing risk in every decision that they take. An overly cautious approach to moving on a patient as they recover may be fine for the person concerned. Yet outside that hospital ward another patient in urgent need may not see the paramedics they require, because a crew is delayed caring for another patient in the back of their ambulance outside an Emergency Department. It is essential that we consider the risk that unseen patients in our communities face every day elsewhere in Hampshire and the Isle of Wight as they wait for an ambulance, an appointment to see a consultant, a date for the operation they must have. Our clinical leaders and managers across the system are responding to this challenge and how best we balance these risks.

1.3 Preparing for winter

1.3.1 Winter is always a busy period for the NHS. The first line of defence for individuals and the NHS, is for all those eligible to have a Covid-19 and/or flu vaccination which is being encouraged through the 'Get Winter Strong' campaign. In recent weeks Hampshire and Isle of Wight has had among the best Covid vaccination rates in the country, which may in part explain why local Covid-19 infection rates have been falling recently after a late summer and early autumn rise.

1.3.2 This year we have fresh winter plans in place. Our aim is to reduce the numbers of patients in hospital who have no criteria to reside from the current daily figure of 21% to 13% by March 2024. We are focussing on same day emergency care and virtual wards and vaccinating those who are eligible in our population. At every turn we are doing all we can to ensure patients receive the best quality, timely care the NHS can provide.

1.4 Good quality care – great for patients and great for the NHS pound

1.4.1 It is important to stress this point. Good quality care is good for patients and it's good for the NHS pound. For example, care that means a patient doesn't need to be readmitted after they've been discharged is effective and efficient care for the money we spend. Good quality care saves money, and we should never lose sight of that as we seek to control and reduce the financial deficit the NHS is running across the Hampshire and Isle of Wight Integrated Care System (ICS).

1.4.2 The ICS currently has a deficit of £137m on an annual budget of £3.8 billion for everything the NHS provides in Hampshire and Isle of Wight. Of that the Integrated Care Board, which amongst other things funds primary care (our GP, dentistry, and optometry services) and community care; is directly responsible for £31.6m of the shortfall. The ICB has already improved its position and we are committed to

continuing this improvement.

1.5 Investing in NHS dentistry

1.5.1 We know access to dental services is not where it needs to be. These local services are really important to our residents, and we are pleased that they have recently been delegated to us. We are making decisions to invest more money in the frontline services we know that patients need. We are planning to spend more than £6 million extra on dentistry over the next two years. This will pay for a new mobile clinic bringing dental services to sections of our population and areas we know to be under served. This extra funding will also mean dentists that provide NHS care will have the opportunity, if they choose to take it up, to offer more NHS paid for treatments to patients.

1.6 Strategic change programmes

1.6.1 We are making good progress with some of the major strategic changes that are needed to reset the health system in Hampshire and Isle of Wight, enabling us to right-size organisations, implement consistent models of care, tackle health inequalities and respond to the population's needs. Two are highlighted below.

1.6.2 The Fusion programme will bring together responsibility for the delivery of community, mental health and learning disability services and create a new Trust that will operate across Hampshire and Isle of Wight from 2024. The existing Trusts – Southern Health, Solent, and Isle of Wight - are currently preparing the Full Business Case for the new Trust, which will have a pivotal role as a system partner in responding to our population's needs, tackling health inequalities, and achieving our vision for people in Hampshire and the Isle of Wight to be happier, safer, healthier. Together.

1.6.3 The Hampshire Together programme is part of the national New Hospital Programme. As well as proposing a new hospital building, the programme is also about modernising our hospitals and health services in Hampshire. The programme team has prepared a Pre-Consultation Business Case, and we look forward to considering it at our next Board meeting.

2. Health and Care Portsmouth update

2.1. Urgent Care system pressures in Portsmouth and South East Hampshire

2.1.1. Urgent and emergency services continue to be challenged with pressures impacting the whole health and care system but causing the most visible problems at the front door of the Emergency Department (ED) at Queen Alexandra (QA) Hospital.

- 2.1.2. The ambulance handover delay position at QA Hospital has deteriorated significantly in the last year. It remains an outlier across Hampshire for its high number of 30- and 60-minute handover delays.
- 2.1.3. ED attendances remain at the highest seen with 16 October seeing 423 attendances and regularly over 350 per day. Portsmouth Hospital University NHS Trust (PHU) is regularly in a negative position with admissions outnumbering discharges for the day. This has led to the opening of extra surge capacity beds and has meant the same day emergency clinic beds have been bedded which slows the flow in the hospital. Some elective activity has had to be cancelled to manage the non-elective patient demand.
- 2.1.4. PHU is in Tier 2 monitoring with NHS England and is having 2 weekly meetings with NHS England Regional team to provide an update on the improvement plan that will reduce ambulance holds. The week of the 16 October a 'Breaking the Cycle' event was held at PHU with system partners working together to reduce occupancy and improve flow. There was excellent partner engagement, and that allowed PHU to manage a very demanding week.
- 2.1.5. On 1 November PHU announced it was in a critical incident due to the Ambulance holds and occupancy levels. The actions being taken to improve the position are:
- 2.1.6. PHU
- Increased the discharge lounge size from 12 to 20
 - Discharge coordinators going around wards each day multiple times to pull discharges into the discharge lounge to maximise use and ensure all YNP spaces filled across the site
 - MDT ward round with a focus on Thursday and Friday on Saturday and Sunday discharges
 - Extra clinical cover and senior matron cover at weekends to maximise discharge decisions
 - Increasing the number of early discharges each day to 40 by midday
 - PHU continuing to protect the medical same-day emergency care (SDEC) space
 - Specialty (Gastro, respiratory, Cardio Geriatrician) teams in ED each morning to pull patients to their area
 - Multiple site meetings throughout the day to keep momentum going with senior clinical attendance required
- 2.1.7. System Partners
- Focus on 72 hours ahead visibility of discharges coming up
 - Urgent Community Response (UCR) teams accessing Oceaco to pull and turnaround their known patients back to the community (Southern Health Foundation Trust only at this point)

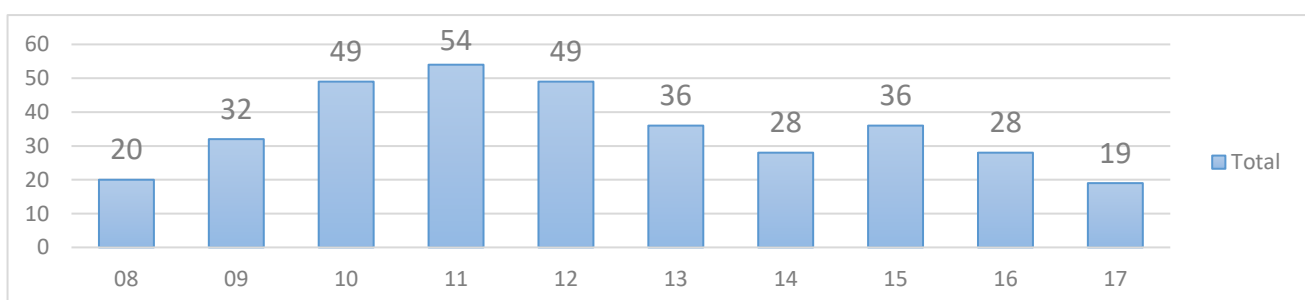
- Continued focus on discharges in the community to enable flow
- ICB arranging review of the top five stuck patients each week to help unlock the patients with nCtr
- SCAS promoting the use of UCR to reduce ED attendance
- Plan to trial a GP in ED for 15-17 November to maximise redirection opportunities
- System partners using the YNP spaces in the community to facilitate early discharges
- Extra PTS vehicle provision to support late discharges.
- Winter Access Fund enabling primary care in South East Hampshire of to offer 1,200 extra appointments per week from November 2023.
- ARI hub in Portsmouth to enable same day appointments from 1 December 2023

2.2. Portsmouth Mental Health Hub

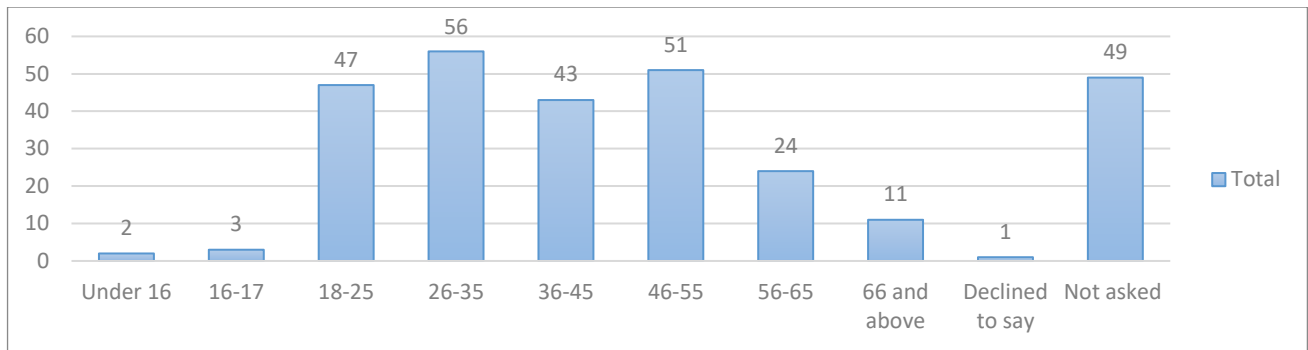
2.2.1. The Portsmouth Mental Health Hub is a free phonenumber that anyone aged 16+ in Portsmouth can call to get support for their mental health. It is operated by a team of advisors, employed by Solent NHS Trust and based at St. Mary's Health Campus. The phonenumber is open Monday to Friday, 8am-6pm, and aims to connect callers to the right support for them. This could be to community mental health services, such as NHS Talking Therapies or Positive Minds, or signposting to other relevant services such as the council's Cost of Living Hub, housing offices, Citizens Advice etc. The phonenumber is not a crisis line.

2.2.2. Since launching on 1 April 2023 there have been 1,692 calls to the Hub.

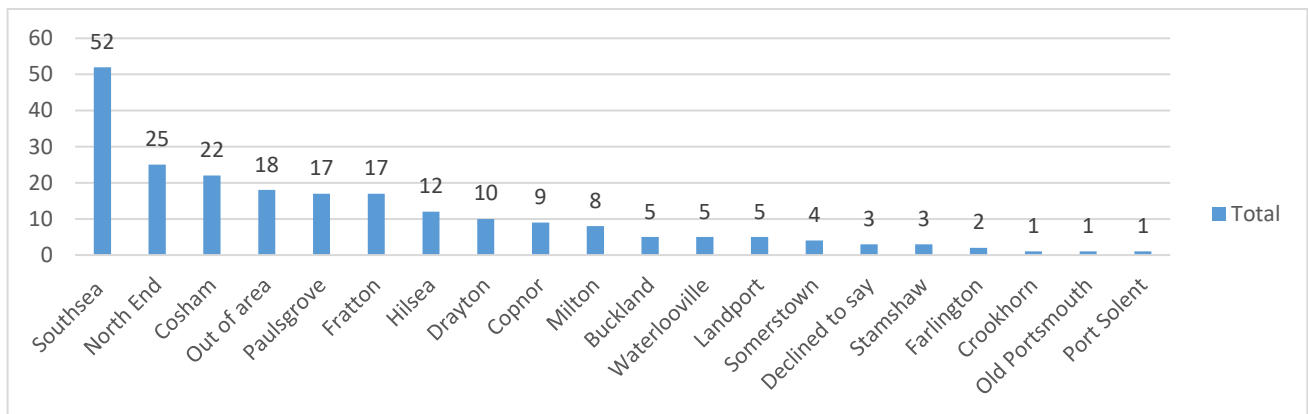
2.2.3. In October, there were 352 calls with an average of 16.1 per day. The busiest time of the day is 11am-12pm:



2.2.4. In October, most callers are aged 26-35 years (closely followed by those aged 46-55 years):

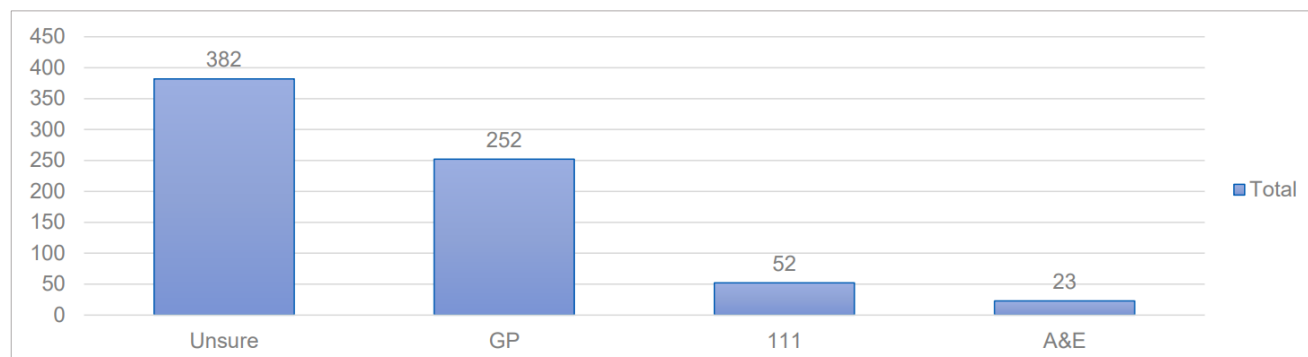


2.2.5. In October (and similar to other months), most callers to the Hub are from Southsea:

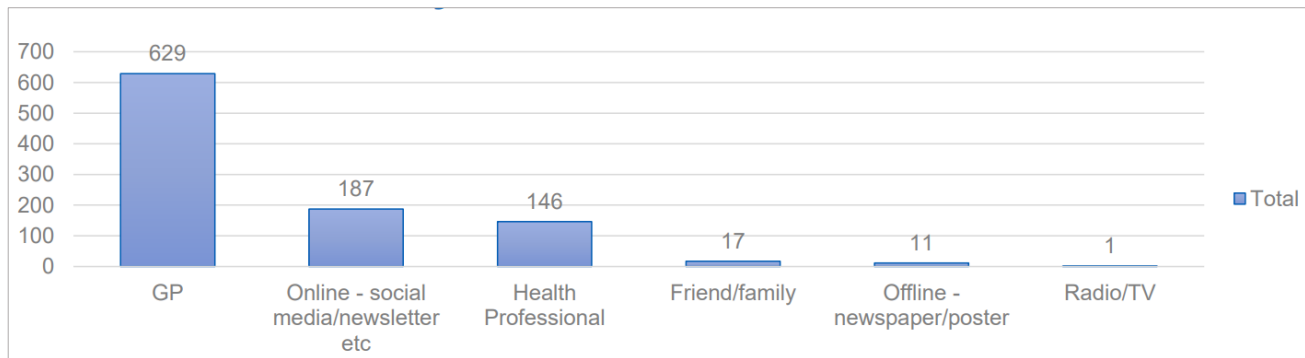


2.2.6. When residents speak to the Hub, most are encouraged to complete self care at home, or are referred to NHS Talking Therapies. Some are referred to their GP practice, Positive Minds, A2i or other services. Only 6% of calls require a call back from a practitioner.

2.2.7. Since the launch of the Hub, at least 252 calls have been diverted from GP practices, with people saying they would have gone to their GP if they didn't know about the Hub:



2.2.8. Most people are hearing about the Hub through their GP practice, with others finding out about it online, through other health professionals and word of mouth:



2.2.9. Promotion of the Portsmouth Mental Health Hub is through Portsmouth's mental health campaign, You Are Not Alone. The campaign, which has become synonymous with mental health in the city and has recently been shortlisted for a healthcare marketing award, is currently being targeted to 16-25yos through a partnership with University of Portsmouth. Currently, the Hub is being promoted through Spotify, Snapchat, the Guildhall Square Big Screen, digital screens on the University campus, emails to students, events in the University library, and posters in bars around Guildhall Walk.

2.3. Best Start for Life - Family Hub expansion

2.3.1. Portsmouth is one of 75 areas benefitting from £300 million investment from the government up to 2025, for Family Hubs to improve access, advice and services for local family.

2.3.2. Portsmouth's Family hubs are delivered through a formal partnership between Portsmouth City Council and Solent NHS Trust.

2.3.3. There are Family Hubs in Buckland, Somerstown, Milton, Hilsea and Paulsgrove.

2.3.4. They offer support to families with children aged 0-19.

2.3.5. The funding sees an expansion of the support available in these existing hubs with additional services also provided in community venues and online. The Hubs will become a 'one stop shop' for all families to access a range of help to give babies a great start for life. The Hubs will provide parenting classes, midwifery, health visiting, infant feeding advice and perinatal mental health support as well as support for physical health, housing and debt advice, youth services, domestic abuse support and more.

2.3.6. Home-Start Portsmouth has won a two-year contract to deliver the Best Start for Life programme, to provide extra support for parents, carers and children, through the Family Hubs. Activities include:

- More stay and play sessions for under 5s
- Wider health services such as midwifery, health visiting and mental health support

- Help for new and expectant parents to develop their practical parenting skills
- A family hub champion in each hub, offering advice and signposting to further support
- A new Virtual Family Hub, delivered through the existing Family Assist website, where parents can get support online

The charity will lead the programme which will be jointly delivered as a group consisting of The Parenting Network, The Breast-Feeding Network, Portsmouth Parent Board and Portsmouth Parent Voice.

2.4. Healthy Living in Paulsgrove

2.4.1. As reported to HOSP in June, a new project to promote healthier lifestyles in Paulsgrove is currently underway - with the first community meeting now having taken place, and the second planned for the end of November.

2.4.2. The project is using an Asset Based Community Development approach - working with residents in Paulsgrove to explore what they like about living in Paulsgrove, what would make it an even better place to live, and what skills and attributes those residents have to deliver events, activities and groups for people in Paulsgrove.

2.4.3. This is supported by a working group, made up of officers and councillors from across the council, NHS, voluntary sector and other partners. This group has met twice, with another meeting planned for December, to share the ongoing work in the area and listen to feedback from residents.

2.4.4. There are currently nine themes coming out of discussions so far. These are:

- Activities, events and support for children and families
- Transport - to/from the supermarket, North Harbour, Mountbatten, further into Paulsgrove
- A community space - a place to meet and talk, a hive of activity, potential for a charity shop etc.
- Shopping and food - making healthy choices, budget restraints, cooking classes, cooking on a budget, food bank
- Using online services - shopping, banking, healthcare etc.
- Mental health - men's mental health, loneliness, link to environment
- Community activities and services - for all ages
- Awareness - knowing what's available/accessing services
- Raising aspirations and upskilling - motivating young people, developing skills, volunteer workforce

2.4.5. To understand these areas more, at the next community meeting on Thursday 30 November at Beacon View Primary Academy, group will look to make a physical map of activities and events already happening across Paulsgrove.

2.4.6. In January, we are looking to run a workshop with residents and the working group to explore options for working together and implement ideas.

2.5. Portsea Working Group

2.5.1. In Portsea, we are also undertaking a piece of work to better understand the health and wellbeing needs of people living in the area.

2.5.2. The Portsea Working Group - made up of officers from across the council, NHS and voluntary sector, councillors and residents - have developed a survey for people living in Portsea.

2.5.3. More than 200 people have completed the survey - available online and in paper format - which asks how people would describe their health, what they do to stay fit and well, what things would help them to improve their health, where they go to find healthcare information, their understanding of primary care, and what already works well.

2.5.4. The survey will be presented to the Working Group in December with recommendations for the council, NHS and partners, to work with residents on ideas, services and projects to support the health and wellbeing of Portsea residents.