

1. NHS Southwark CCG's response to the recommendations for the CCG included in the Health, Adult Social Care, Communities and Citizenship Scrutiny Sub-Committee's Access to Health Services in Southwark report

Recommendation Number	Topic	Recommendation	Responsible organisation for the topic area	CCG Response
1	NHS 111	We recommend that the Clinical Commissioning Group should report an update when there are next discussions on the potential rollout of the NHS 111 Service in Southwark.	NHS Southwark CCG	The CCG welcomes this recommendation and will provide an update to the Healthy Communities Overview and Scrutiny Committee at a date advised by the OSC Chair.
2	NHS 111	We recommend that the Clinical Commissioning Group should provide clarity on the telephone numbers that residents can use to access out of hours healthcare services in the borough.	NHS Southwark CCG	<p>The CCG is responsible for commissioning out-of-hours primary care services covering patients registered at all Southwark practices. Primary care out-of-hours is commissioned from SELDOC in Southwark. The number used to access out-of-hours primary care services in Southwark is 0208 693 9066.</p> <p>Out of hours, Southwark GP practices are required to include the number for SELDOC on a pre-recorded message for patients who call their local practice outside of opening hours. Southwark patients calling the NHS 111 service will also be redirected to SELDOC or other local appropriate services out of hours.</p>

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3	NHS 111	We recommend that the Health & Wellbeing Board and the Clinical Commissioning Group place signposting to healthcare services as a key priority for 2014/15, with key activities to reach all communities throughout the borough.	Health and Wellbeing Board partner organisations	<p>Ensuring patients have good information about local health services is recognised as important by the CCG. The CCG works with GP member practices and other partners to enhance good 'sign-posting'.</p> <p>We will additionally contribute to furthering the aims of this recommendation through our involvement on the Southwark Health & Wellbeing Board. In addition, we would welcome further engagement with Healthwatch Southwark to support that organisation in its role to speak to communities within our borough.</p>
6	Accident and Emergency Departments	The sub-committee commends the 'Not Always A&E' campaign and recommends that it is rolled out throughout the year to help promote public awareness of the alternative healthcare services that residents can access.	<p>NHS Southwark CCG</p> <p>South London Commissioning Support Unit</p>	<p>Communications campaigns run by the CCG are implemented by the South London CSU and are organised across south east London. This year the CCG ran targeted campaigns throughout the summer to promote the use of alternatives to A&E services where a patient's case would not be considered an emergency.</p> <p>The larger south-east London-wide 'Not Always A&E' campaign is commissioned to run over the course of the winter 2014 into 2015 (also known as the 'Yellow Man' campaign).</p> <p>The CCG will assess the feasibility and potential impact on running additional season-specific communications programmes following the end of the winter 2014/15 campaign and its evaluation.</p>

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8	Accident and Emergency Departments	We recommend that the Health & Wellbeing Board and the Clinical Commissioning Group make raising the public awareness of the healthcare services available to Southwark residents a priority for the next year.	Health and Wellbeing Board partner organisations	The CCG welcomes this recommendation and will work with partners through the Health and Wellbeing Board to support this recommendation. See also, response to recommendation 3 (above).
9	Accident and Emergency Departments	We recommend that the Clinical Commissioning Group continues its programmes working specifically with older people and that Public Health identifies the further support that we, as an authority, can be giving them.	NHS Southwark CCG Southwark Council Public Health Department	<p>The CCG welcomes this recommendation. The CCG will continue to focus on older people as a key part of the overall primary and community care strategy. The Southwark and Lambeth Integrated Care (SLIC) programme and the Better Care Fund are examples of workstreams focused on preventing older people and those with long term conditions needing to attend A&E departments by improving the co-ordination and effectiveness of community based support.</p> <p>Public Health will continue to support the older people workstreams in a number of ways including:</p> <ul style="list-style-type: none"> ▪ Advice on the evidence base for the effectiveness of service redesign proposals and the evaluation of pilot schemes ▪ Further analysis of the causes of avoidable emergency admissions of older people with long term conditions ▪ Continued development of the JSNA to inform the development of policy on admissions avoidance, as well as the health and wellbeing strategy and other preventative whole system initiatives ▪ Assisting in the development of outcomes based commissioning models.

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10	Accident and Emergency Departments	This sub-committee commends the work of the CCG, jointly with the local authority and community services to help people stay well at home for longer. We would like to see further evidence of the work being done on the frail elderly pathway to ensure that we are offering our residents the best care services.	NHS Southwark CCG Southwark and Lambeth Integrated Care Programme	<p>As part of SLIC the CCG and Council are working in close partnership with citizens, local GPs, and the main acute trusts and community services. Two core elements of the programme are to help people stay well so that they are less likely to have health crises; and to resolve acute needs rapidly when they arise, reducing people's need for A&E and emergency care problems can be dealt with in other more suitable ways.</p> <ul style="list-style-type: none"> Increasingly medical and non-medical professionals are coming together within Community Multi-disciplinary Teams (CMDTs) to work out how to support people with complex needs. This approach is based upon working with a person to understand their medical and non-medical needs holistically (through a Holistic Health Assessment), and providing support for care planning and care coordination where necessary. This approach has been tested in Southwark and Lambeth, and elsewhere, and it aligns well with the CCG's plans to support neighbourhood working. In addition, the local community service has developed an 'Enhanced Rapid Response' service which includes nurses, physiotherapists, occupational therapists, rehabilitation support workers, social workers and a geriatrician. Patients at risk of emergency admission can be referred to the team for rapid support in a person's own home; and the team is also on hand to help people return home after an emergency admission. This is supplemented by a hospital-led geriatrician-led helpline (the TALK helpline) which provides GPs with advice when a person is in need of a specialist opinion. The programme is working closely with citizens and the voluntary sector to build on this strong foundation, but to put an

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				<p>ever greater emphasis on empowering older people and people with long term conditions to manage their own care with confidence. In part this is based on making a much greater use of the talents and experience of both the voluntary sector, and volunteers living within the local community.</p> <p>Evidence is emerging that this combination of measures is having a positive impact: in both local acute hospital trusts, emergency admissions are plateauing and the overall rise in admission to these hospitals has been lower from Southwark and Lambeth than from other boroughs. Care home admissions are also reducing.</p> <p>The CCG would be happy to provide a further report jointly with the Director of Social Services if more evidence is required by the sub-committee.</p>

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14	Accident and Emergency Departments	We also recommend the establishment of a joint working group, led by the CCG and working alongside those involved in the JSNA and including the council, Hospital Trusts, Public Health and Healthwatch to look specifically at the ways in which we can support those people with long-term conditions in the community, and reduce presentations at A&E wards.	NHS Southwark CCG Southwark Council Provider trusts Healthwatch	<p>The CCG suggests that existing groups are already in place in the integration programme that are working well on these issues, so there is not a need to establish a new group to deliver this recommendation.</p> <p>The current integration programme includes workstreams to:</p> <ul style="list-style-type: none"> ▪ Increase funding in initiatives to help people to self-manage their long term conditions better, including specialist courses for people with diabetes and respiratory conditions ▪ Provide Enhanced Rapid Response services to older people identified as at risk of admission ▪ Provide enhanced health support for people at home so they do not need to stay in hospital (@home) ▪ Expand the numbers receiving telecare ▪ Provide extra services to carers ▪ Increase the quality of home care ▪ Increase 7 day working ▪ Improve end of life care ▪ Develop neighbourhood based multi-disciplinary working based on data sharing and care co-ordination ▪ Improve falls prevention ▪ Improve dementia services.
15	Accident and Emergency Departments	We recommend that the Mental Health sub-group of the Lambeth and Southwark Urgent Care Board presents its final Action Plan to the sub-committee for further comment.	NHS Southwark CCG	The action plan will be made available to the Healthy Communities Overview and Scrutiny sub-committee once completed.

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16	Accident and Emergency Departments	We recommend that the final draft of the Joint Mental Health Strategy is presented to the sub-committee ahead of publication for further scrutiny.	NHS Southwark CCG Southwark Council	The current draft of the Joint Mental Health Strategy will be presented to a future meeting of the Healthy Communities sub-committee.
20	Access to GP Services	We recommend that the CCG and Hospital Trusts work together to reduce the time taken for GP surgeries to receive outpatient reports. We also recommend the CCG look into the ways in which they can provide template forms and support to GPs to help them reduce the time taken on administrative tasks related to patient consultations.	King's Health Partners organisations NHS Southwark CCG	Reducing the time taken for local hospital trusts to return reports of outpatient consultation is primarily an issue to be led by the trusts' management teams. The CCG will endeavour to support this work in any way it can. The CCG has invested £2.9m in 2014/15 to enhance the number of consultations available to patients in Southwark. This investment will support the CCG's Primary and Community Care Strategy, which aims to develop a model of care that improves access for patients, reduces inefficiencies and supports and equitable, integrated set of services available to patients in the community.
22	Access to GP Services	This sub-committee has actively followed and partaken in the consultation around the future provision of health services at the Dulwich Hospital site. We have welcomed the work done by the CCG, and the sub-committee recommends that the CCG provides an update as necessary.	NHS Southwark CCG	The CCG welcomes this recommendation and will provide an update to the Healthy Communities Overview and Scrutiny Committee at a date advised by the OSC Chair.

Recommendation Number	Topic	Recommendation	Responsible organisation for the topic area	CCG Response
23	Access to GP Services	We recommend that the CCG report back to the sub-committee on the Lister Urgent Care Centre once more work has been done on the preferred option for the provision of urgent care services in the south of the borough	NHS Southwark CCG	<p>The CCG is able to provide a detailed report back on the proposed enhanced access to primary care services in Southwark, which includes the changing services at the Lister Centre. As part of the Prime Minister's <i>Challenge Fund</i>, from the middle of November 2014 the CCG will commission primary care access to services from 8am to 8pm for 7 days per week across the South of the borough. This involved working with all 20 general practices plus a new 'access clinic' at the Lister health centre to improve peoples' choice of access times and reduce the need for emergency hospital services.</p> <p>A similar model of primary healthcare will be commissioned in the north of the borough from the end of January 2015. The CCG will be happy to provide a full report on the improvements to the sub-committee.</p>

2. NHS Southwark CCG's commissioner comment on the recommendations for partner organisations as included in the Health, Adult Social Care, Communities and Citizenship Scrutiny Sub-Committee's Access to Health Services in Southwark report.

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4	Accident and Emergency Departments	We recommend that the Trusts regularly report to the sub-committee on current staffing levels and the ways in which they are working to ensure that they are adequate.	King's Health Partners organisations	All KHP trusts regularly provide detailed workforce information to the CCG through our monthly quality assurance reviews (clinical quality review groups) and the CCG regards these assurances as sufficient and is happy to make it available.
5	Accident and Emergency Departments	The sub-committee recommends that Hospital Trusts should report quarterly on the number of beds available to A&E patients and how this compares to the number of beds needed, with particular reference to emergency admissions for older people and people in mental health crisis.	King's Health Partners organisations	The CCG and local providers have undertaken detailed modelling as part of recent Operational Resilience planning, which has been completed across Southwark and south east London.
17	Accident and Emergency Departments	We welcome the decision by SLAM to collate information on classifications of presentations to Emergency Departments and would recommend that this information is shared as part of the Joint Mental Health Strategy that is being developed.	South London and Maudsley NHS Foundation Trust	The CCG supports this recommendation.

Recommendation Number	Topic	Recommendation	Responsible organisation for the topic area	CCG Response
18	Accident and Emergency Departments	We recommend that King's College Hospital and Guy's and St Thomas' place the provision of safe, secure spaces for the treatment of patients presenting with mental health conditions as a key priority in their workplans for 2014.	King's College Hospital NHS Foundation Trust Guy's and St Thomas' NHS Foundation Trust	The CCG supports this recommendation.
19	Accident and Emergency Departments	The sub-committee welcomes the services that are currently provided by SLaM to support those with mental health conditions in Southwark. We recommend that priority is placed by SLaM on supporting people with mental health in the community, and intervening ahead of any admissions to A&E wards.	South London and Maudsley NHS Foundation Trust	The CCG supports this recommendation.
24	Access to GP Services	We recommend that GP services promote the SELDOC service within their local practices, to signpost patients to out of hours services.	NHS England	The CCG supports this recommendation and will additionally communicate this message to our member practices, ensuring relevant information is available to patients at GP practices in an appropriate format.
25	Access to GP Services	We recommend that NHS England report to the sub-committee with an update on proposed opening hours of GP surgeries.	NHS England	The CCG in partnership with NHS England will be able to provide the sub-committee with a detailed analysis of the proposed opening hours of all 44 practices in Southwark. In addition, from the middle of November 2014, the CCG will be able to report on extended primary care access in the South of Southwark from 8am to 8pm over 7 days per week. The same service will be available in the north of the borough in a planned phased approach from the end of January 2015.

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26	Access to GP Services	We recommend that NHS England, with the support of the Clinical Commissioning Group, undertake a study into the best method for providing appointments consistently across the borough and consider a Southwark offer that ensures minimum standards of access for patients in Southwark in regards to contact with a GP if appropriate following NHS England's Call for Action response.	NHS England	Reducing the current variability in the quality of primary care Southwark and improving access to services are both core parts of the CCG's Primary and Community Care Strategy. The CCG would be pleased to present and update to the Healthy Communities Overview and Scrutiny Committee on our current progress implementing this strategy at a date advised by the OSC Chair.

3. NHS Southwark CCG’s response to the recommendations agreed by Southwark Council cabinet in relation to the Health, Adult Social Care, Communities and Citizenship Scrutiny Sub-Committee’s Review of Prevalence of Psychosis and Access to Mental Health Services for the BME Community in Southwark¹

Recommendation Number	Recommendation	Responsible organisation for the topic area	Council Cabinet Response	Additional CCG Response
1	At this time, the sub-committee has carried out some initial evidence and we strongly recommend that the next iteration of the Health Scrutiny Sub-Committee carries out a more in-depth look at access to mental health services by all service users, with a specific focus within the report on BME community access.	Healthy Communities OSC Southwark Council Public Health Department	Cabinet support the recommendation for the sub-committee to undertake a more in-depth look at access to mental health services with a focus on BAME communities and would encourage an interface with the proposed consultation to review mental health services for BAME and Minority groups being led by the local authority supported by the CCG, Public Health and Mind user council. The review aims to embed more equitable access and support across the borough with a focus on BAME and marginalised groups.	The CCG will support the local authority and the Southwark Healthy Communities Overview and Scrutiny sub-committee to complete a further ‘in-depth’ review. The project plan for the review of <i>Equality of Access to services for BAME and Marginalised Groups</i> will be made available to the Southwark Healthy Communities Overview and Scrutiny sub-committee.

¹ The response to the recommendations in this section reflects the report to the Cabinet of Southwark Council, 16 September 2014. This response was completed as a single response for Cabinet consideration with contribution for all partner organisations (SLaM, King’s College Hospital NHSFT, Guy’s & St. Thomas’ NHSFT, NHS Southwark CCG, and Southwark Council) to inform the Cabinet response.

Recommendation Number	Recommendation	Responsible organisation for the topic area	Council Cabinet Response	Additional CCG Response
2	The sub-committee notes with concern that there are a large range of factors given for the increase prevalence of mental health conditions in the BME community. We recommend that Public Health carry out further work to understand the key drivers behind this increased prevalence, using Southwark specific data where possible to look at the borough's BME communities in more detail.	Southwark Council Public Health Department	Lambeth & Southwark Public Health team lead on the health needs assessment, which is a key part of the Southwark Mental Health Strategy. Identifying inequality is an important part of this work. Subject to data availability, the Public Health team will provide in depth analysis of Southwark data which will be triangulated with stakeholder engagement to provide a robust understanding of the key drivers of poor mental health in BME and minority groups.	The CCG will contribute to providing and identifying appropriate data and supporting this analysis as directed by the public health team.
3	The sub-committee recommends that Health watch Southwark should collect more information of real life cases through a number of means including Kindred Minds- a Southwark black and minority ethnic (BME) user-led mental health project and other relevant sources and organisations in Southwark	Healthwatch Southwark	Cabinet acknowledge the engagement of Southwark Mind's User Council in the review and consultation on mental health services for BME and other minority groups which includes developing pen pictures, case studies and service user journey maps to further understand the barriers to accessing services and the challenges faced by minority communities.	No further response.

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4	The sub-committee notes that there is minimal understanding of the ways in which members of the BME community present with mental health conditions, other than from research. We recommend that Public Health undertake further work to understand the pathways which Southwark residents take to access mental health services. Where relevant, this should be undertaken jointly with SLaM and the Hospital Trusts	Southwark Council Public Health Department	As above, as part of the proposed review and consultation on mental health services for BME and minority groups, Southwark Mind User Council will be undertaking a specific piece of work to understand service user journeys into and through mental health services. In addition stakeholder consultation will also provide further in-depth knowledge in to the presentation and access to services from BME and minority groups.	The CCG will contribute to this analysis as directed by the public health team.
5	We welcome the decision by SLAM to collate information on classifications of presentations to Emergency Departments and would recommend that this information is shared as part of the Joint Mental Health Strategy that is being developed.	NHS Southwark CCG Southwark Council Public Health Department	Ethnicity data forms part of the Mental Health Needs Assessment which directly influences the strategic objectives and commissioning intentions laid out in the Joint Mental Health Strategy. Subject to the data being available the Public Health team will incorporate this information into the needs assessment work as part of the Southwark Mental Health Strategy.	This data will support the further development of the Joint Mental Health Strategy, a draft of which will be made available to the Health Communities OSC.

Recommendation Number	Recommendation	Responsible organisation for the topic area	Council Cabinet Response	Additional CCG Response
6	We recommend that Kings College Hospital and Guys and St Thomas' place the provision of safe, secure spaces for the treatment of patients presenting with mental health conditions as a key priority in their workplans for 2014.	King's College Hospital NHS Foundation Trust Guy's and St Thomas' NHS Foundation Trust	<p>As part of the work of the Urgent Care Mental Health Sub Group both Kings College Hospital and Guys and St Thomas' have committed to identifying safe and secure spaces for the treatment of patients presenting at A&E in acute distress during 2014/15. To date GSTT have identified a safe place within A&E and King's have recently identified two specific treatment rooms to be used as a safe space for people attending A&E in crisis. Further work will continue to reorganise how people in crisis are supported in A&E departments with a focus on redirecting people in crisis away from A&E to the Home Treatment Teams, ensuring that existing service users have up to date crisis plans that are followed, and exploration of alternative crisis centres in the borough. The dedicated project group will continue to develop and lead plans for a more responsive crisis response in the borough.</p> <p>SLaM are conducting a 3 month audit into the high volume of patients known to the system who present frequently to A&E at both King's and St Thomas's. Part of the analysis will include recording of ethnic origin alongside other relevant data to understand the holistic needs of the cohort in detail. This is covered in the action plan of The Urgent Care Mental Health Sub Group and will be a headline agenda item at the next meeting which is scheduled to take place on 1st 7September 2014. The outcome of which will influence the work of the aforementioned project group.</p>	The result of SLaM's 3 month audit will be made available to the Southwark Healthy Communities Overview and Scrutiny sub-committee.

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7	We recommend that the Mental Health sub-group of the Lambeth and Southwark Emergency Care Network presents its final Action Plan to the sub-committee for further comment. We recommend that the final draft of the Joint Mental Health Strategy is presented to the sub-committee ahead of publication for further scrutiny.	Southwark Emergency Care Network NHS Southwark CCG	As part of the governance for the approval of the Joint Mental Health Strategy, the draft document will be presented to the Healthy Communities Sub-Committee on 11 November 2014. In addition, in response to the recommendation for the Lambeth and Southwark Emergency Care Network presents its final Action Plan to the sub-committee, the Action Plan will also be presented as part of the recommendations feedback to scrutiny on the 11 November 2014.	No further response.
8	The sub-committee welcomes the services that are currently provided by SLaM to support those people with mental health conditions in Southwark. We recommend that priority is placed by SLaM on supporting people with mental health in the community, and intervening ahead of any admissions to A&E wards.	South London and Maudsley NHS Foundation Trust NHS Southwark CCG	Intervening early to prevent escalation of need is an essential aspect of delivering more responsive mental health care in the borough. Southwark CCG will ensure as part of the developing Mental Health Strategy and the transformation programme across SLaM, there is easier and more equitable access to effective, community based specialist mental health services. The reconfigured crisis care pathway will also reduce reliance on urgent care services and the CCG and its partners will continue to consider the resource and capacity implications of increased support in primary care for people with mental health issues as part of the Primary and Community Care Strategy.	The CCG welcomes this recommendation and will provide an update to the Healthy Communities Overview and Scrutiny Committee on the implementation of the CCG Primary and Community Care Strategy at a date advised by the OSC Chair.

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9	Given the success of the Black Majority Churches Pilot, the sub-committee recommends that Southwark CCG and Southwark Council jointly consider commissioning a bespoke pastoral mental health awareness training programme across established BMCs in Southwark adapting SLaM's faith and mental health model.	NHS Southwark CCG Southwark Council	In 2014-15 SLAM are commissioned by Southwark CCG to deliver one Spirituality in Pastoral Care course in Southwark as well as some community development work such as mental health awareness training. Commitment to extend this work and fund a two year programme for training and development to raise capacity and awareness within faith and minority groups to identify and appropriately responds to mental health issues in minority groups has been provided by the CCG. The work will be led by the Equality and Human Rights Manager in the CCG and will build on the existing good practice and work in this area. A specific element of the programme will be focused on Pastoral training across a range of different faith groups.	No further response
10	The sub-committee further suggests that Southwark CCG and Southwark Council jointly consider commissioning further Mental Health First Aid training specifically aimed at established BMCs across Southwark.	NHS Southwark CCG Southwark Council	Mental Health First Aid Training is currently offered to Southwark and is targeted at the voluntary and community sector as well as faith communities. It is free at the point of access for these individuals. In addition, Southwark Council make Mental Health Awareness training available through the internal training programme on My Learning Source for staff, many of whom are also Southwark residents. Consideration to the interface and availability of the programme as part of the training and development programme for BME, faith and minority groups (see response to recommendation 9) will take place to ensure the training is appropriately targeted, delivered and accessible for church and faith groups.	No further response