

**Health & Social Care Board**

<b>Date of meeting</b>	<b>July 2 2009</b>
<b>Name of Report</b>	<b>Transforming Southwark's NHS</b>
<b>Author</b>	<b>Rebecca Dallmeyer, Deputy Director of Primary Care – Commissioning and Development</b>
<b>Approved by</b>	<b>Jane Fryer, Medical Director and acting Director of Primary Care</b>
<b>Audit trail:</b>	<b>Transforming Southwark Programme Board NHS Southwark Board Meeting - 21<sup>st</sup> May 2009</b>

**1. Recommendation to the Board**

- 1.1 To note and support the recommendations for implementation of the next steps identified for Transforming Southwark's NHS.

**2. Background / Context**

- 2.1 In response to recent national and London NHS policy, a Primary and Community Health Care Strategy was developed by NHS Southwark. The strategy for the next ten years identifies the challenges in Southwark, outlines how strengths and achievements of the current local service can be built on and describes how bringing together a range of services will reach out to the whole population of Southwark, delivering care that local people need and deserve. NHS Southwark plans to provide 4 networks of care with health and social care centres based in Peckham, Canada Water/Surrey Quays, Dulwich and Elephant and Castle being at their heart. The centres will be linked to and supported by GP practices, pharmacists, dentists and opticians.
- 2.2 At the end of 2008 Vision Twentyone was commissioned to help develop and to administer a 3 month consultation with people who used healthcare in Southwark. The consultation used a mixed methodology (including telephone, web, focus groups) to ensure all members of the community who were interested in getting involved and whose voice is not usually heard were able to do so.

**3. Key issues for consideration**

- 3.1 There is widespread support for on the direction of travel. The delivery plan will be challenged by the economic climate.

**4. Policy and performance implications**

4.1 The Primary and Community Care Strategy is consistent with the Next Stage Review, Healthcare for London and NHS London's approach to out of hospital care.

## **5. Risk implications and Actions Taken**

5.1 A risk management strategy will be developed by the Programme Board

## **6. Impact statements**

6.1 An impact assessment will be undertaken for each care network

## **7. Results of the consultation**

7.1 Almost 1,400 people responded to the consultation, including patients, public, councillors, hard to reach participants, staff and local professional groups.

### **a) Access to current services**

The majority of the public and patients interviewed had used core primary care services such as GPs, pharmacy, dentistry and urgent care, and accessed outpatient services and simple diagnostic tests. The key issues that people raised were language barriers, difficulties with appointment systems and continuity of service.

### **b) What do service users want?**

The majority of respondents across the different groups broadly agreed with the proposals. In particular fast and convenient access to diagnostics and urgent access to a doctor or nurse, especially for children, were considered very important by the public, patients and staff. Hard to reach participants highlighted more convenient and longer opening times at the doctors and access to a GP of choice.

### **c) Principles for services and their design**

NHS Southwark has eight overarching principles to address existing and expected demands on local health services. The majority of respondents agreed that the principles would improve local healthcare services, although some were sceptical. The majority of respondents were supportive of all the principles, with a focus on detection and prevention, improved quality and safety and management of long term conditions being most positively supported.

### **d) Feedback on networks of care**

Most people were very positive and agreed with the proposals. In general the focus group attendees were supportive of the proposed plans, particular stating that they liked the later opening hours of the centres, the idea of a walk in centre and having a range of primary and community care services all under one roof.

**e) Locations and services**

Most people were supportive of the four locations for the health and social care centres and the four key services proposed for the health and social care centres. Respondents were positive about the opening times, the mix of walk in and bookable appointments and specific service provision for the health and social care centres.

**f) Concerns**

The main concerns raised were about possible duplication of services, impact on existing services on hospital and in the community, resources (staff and money), the imposition of standard centres and possible confusion amongst patients and the public.

**g) Suggestions**

The main suggestions were based on easy and convenient accessibility, effective working with GP surgeries in the network and good publicity to reduce confusion.

**h) Dulwich health and social care centre**

The consultation also focussed on the development of services at the Dulwich site. In general people supported the proposed site and services including services for people with urgent problems and community and social care services including mental health. The CICG focus group were positive towards the idea of having a centre at the Dulwich site but were keen for it to include the continuation of intermediate care beds. The Staff focus group (made up of the intermediate care team) also thought this was an important factor for the Dulwich site and talked about the current service only including step down care. Some people had concerns about the transport links to the site and its close proximity to King's College Hospital.

**8. Update on progress**

8.1 The Transforming NHS Southwark Programme Board has recently been established to oversee the implementation of Primary and Community Care Strategies. The Programme Board has agreed to resource a project manager to develop the commissioning template for each network of care.

**9. Recommendations and next steps**

9.1 Vision Twentyone and the Transforming NHS Southwark Programme Board have identified the following recommendations from the consultation findings:

- work with local people to develop proposals for each care network, being explicit about the role of the health and social care centres and the supporting GPs, community pharmacists, dentists and optometrists and local hospitals

- identify locations for services within each care network, taking account of accessibility and transport links
- identify the services, funding and staffing to implement each care network
- develop and implement care pathway redesign, especially for long term conditions, including referral to other services
- develop an intermediate care strategy
- develop clear, visual plans for how the care network will look and feel, including case histories
- develop clear involvement and communication strategies for people who use or provide health and social care in Southwark
- to task the Programme Board to oversee the implementation of the Primary and Community Care strategies taking account of the views expressed in the consultation and including those recommendations listed above.