

Item no. 9.	Classification: Open	Date: 12 December 2017	Meeting Name: Cabinet
Report title:		Response to Southwark GP Practices - Quality of Provision and Local Support Arrangements - A report from the Healthy Communities Scrutiny Sub Committee	
Ward(s) or groups affected:		All	
Cabinet Member		Councillor Maisie Anderson, Public Health and Social Regeneration	

FOREWORD - COUNCILLOR MAISIE ANDERSON, CABINET MEMBER FOR PUBLIC HEALTH AND SOCIAL REGENERATION

In September, Cabinet received a report from the Healthy Communities Scrutiny Sub Committee 'Southwark GP Practices - Quality of Provision and Local Support Arrangements'. Quality healthcare at a local level, provided by GPs as well as in a range of community settings, is hugely important to the residents of Southwark. We welcome the work that the Committee had done in this area and the recommendations made in the report.

In particular, we welcome the focus on both healthcare delivery and on preventative work in the recommendations. It is clear that enabling Southwark residents to live healthy lives, and to stay well for as long as possible, is of great importance. It is also the key to the sustainability of healthcare in our borough going forward. In addition, the Committee has rightly identified the importance of pathways and of designing healthcare delivery from the perspective of residents.

In order to continue to improve the health of Southwark's population - and in particular to reduce health inequalities - the Council and Southwark CCG must take a joint approach. Southwark GPs and the CCG are our important and valued partners in this endeavour.

I am pleased to report back on the initial implementation of the recommendations and I look forward to continuing our work with our local GPs and the CCG going forward. Responses to the recommendations below are separated by organisation, and there are also joint responses from both organisations where appropriate.

RECOMMENDATION

1. That Cabinet agree the proposed response to the Healthy Communities Scrutiny report on Southwark GP Practices and note the progress in taking forward the recommendations.

BACKGROUND INFORMATION

2. The Healthy Communities Scrutiny Sub Committee looked into the quality of provision and local support arrangements for GP surgeries in Southwark. The Overview and Scrutiny Committee received and endorsed the report at its meeting on 19 June 2017 and the recommendations were considered at Cabinet 19 September.

3. This report sets out the response from the Cabinet Member for Public Health and Social Regeneration.

KEY ISSUES FOR CONSIDERATION

4. An update against each of the recommendations from Healthy Communities Scrutiny Sub-Committee is provided below.

Recommendation 1. *The Committee recommends that Southwark look at the Well Centre which currently operates in Lambeth.*

Southwark Council response

- The Lambeth Well Centre is a hub focused on young people's health, based in Streatham. It is a collaboration of a local GP Surgery and the charity RedThread that receive funding through Lambeth CCG. Young people can attend without an appointment and see a GP, youth worker, or other professional to help them with their wellbeing (e.g. sexual health). It sees young people aged 13-20 and has been running for the past 6 years. They see on average 500 young people annually of which 70% are approximately self referrals, the remainder being referred through local GPs, schools, CAMHS and youth offending service.
- Southwark Council has this year commissioned an integrated wellbeing service for the borough's young people (aged 10-25 years), to help them with a range of issues including sexual health, mental wellbeing, and drugs and alcohol. Lessons and best practice from the Well Centre have informed the development of the new service which will have a Southwark hub and provide outreach to a range of young people-friendly settings. This contract commences on 1st December 2017. The council is currently working with Southwark CCG to identify appropriate mechanisms to allow young people to access both GP and specialist mental health support as part of this new service.

Recommendation 2. *The Committee recommends that the Public Health Director look closely at the ways in which we can send a protection message to residents on issues including smoking cessation, obesity, and promote the role of health visitors and school nurses.*

Southwark Council response

- The Healthy Weight Action and Tobacco Action Plans are prioritising improving how prevention messages are delivered in the borough. There is a programme of training being delivered in 2018 which will support the communication of healthy weight and healthy living across the borough including the use of brief advice and brief interventions by frontline staff to raise health issues and sign post to prevention services using consistent, evidence-based messages. There will also be an event organised for GPs on the health improvement services available for referring their patients to. Planned campaigns include work with young people to consume less sugar as part of the Declaration on Sugar Reduction and Healthier Eating. The campaign will draw upon lessons learnt and previous messaging from the GULP (Give Up Loving Pop), Sugar Smart, and Sugar Cubes campaigns from across the country.

- National campaigns such as Stoptober are supported as well as more local initiatives such as Smokefree workplaces and educational campuses. Through enforcement against illegal tobacco and the associated publicity, there is awareness raising on the harms of illegal tobacco and the strong links between illegal tobacco and organised crime.
- School nursing and health visiting are universal services available to all. Public health has recently completed a review of school health needs and will be taking this work forward with the aim of promoting the role of the school nurse in improving health outcomes for children and young people. We also continue to work with our health visiting services to ensure their work is informed by local health and wellbeing needs.

Recommendation 3. The Committee recommends that the Health and Wellbeing Board considers the outcomes from this consultation and the best ways in which a joined up approach can be taken to address issues.

Southwark Council response

- The Health and Wellbeing Board strongly prioritises prevention. The major priorities include smoking, healthy weight, sexual health, alcohol and mental health and wellbeing. It is the main forum for leadership on health and wellbeing and provides the steer and oversight on strategy development as well as receiving performance reports. The functioning of the board is being reviewed and opportunities for strengthening its partnership working will be highlighted and recommendations made.

Recommendation 4. The Committee recommends that the Council consider further ways in which to provide exercise and healthy eating for its residents.

Southwark Council response

- A new Physical Activity and Sport Strategy will be developed for early 2018. The strategy aims to increase physical activity levels generally as well as focusing on residents who are inactive or less active. The Healthy Weight Strategy is also being refreshed. Opportunities for additional ways that the Council supports health eating and physical activity will be recommended in the refreshed strategies.
- Some further actions have already been identified and they include: extending the support for healthy weaning in the borough including supporting local business to be breast feeding friendly through the Breastfeeding Welcome Scheme; piloting the Sport England Physical Activity Clinical Advice Pad with GP practices to 'prescribe' physical activity using a prescription pad; working with CCG partners to commission and deliver Walk Away from Diabetes; extending the support available to early years settings for promoting healthier eating and physical activity; supporting the establishment of a Food Power Alliance to identify ways to improve access to healthy and nutritious food and tackle food poverty.
- The free swim and gym programme is helping to encourage our residents to be more active. We will continue to encourage less active people to use the FSG offer by making improvements to the GP and health check referral system. Over 80,600 are signed up to FSG of which
 - 20% of the people registered(80,640) are under 16.

- 55% of people registered are female.
 - 65% of people registered are BME.
 - 8% of people registered are disabled.
 - 9% of people registered are over 55 years old.
- The physical environment shapes behaviours and in addition to supporting lifestyle and behaviour changes, Southwark Council is creating healthier environments for our residents to live and work in. One of the major strategic policies in the New Southwark Plan (Proposed Submission version) is to promote healthy and active lives. This means that we are intending: to implement hot food takeaway exclusion zones by rejecting new applications within 400m of secondary schools and to prevent clustering (no more than 1 take away in 21 shops); to promote 'active design' principles in our developments and town centres ie design physical space and buildings that encourage people to be active; to encourage active travel by improving cycling and walking routes; to protect our green spaces for recreation and leisure.

Recommendation 5. The Committee recommends that the Council continues to work together with the CCG to promote the medical pathways across the Borough, including local pharmacies, GPs, walk-in centres, A&E and urgent care facilities. This should include promotion through Community Councils and Southwark Life. Further consideration should also be given to the role of MySouthwark and how this can be used to promote GP services.

Southwark Council and CCG response

- This winter, the CCG will be supporting national and local campaigns to raise awareness of extended GP access services and the 111 phone line. The Council and the CCG will be working together on publications such as Southwark Life and tenants newsletters and council-run sites around the borough. This is in addition to the general Stay Well winter messages that target older people with long term conditions with advice on how to stay healthy and when to seek advice from pharmacists.
- The Council and the CCG will continue to work with the e-services team to look at how we can use MySouthwark to promote local health services and linking this to real time information about the nearest and most suitable services for local residents.
- The Community Council meetings provide slots and information stalls on a regular basis to the CCG, Healthwatch and other health organisations including the voluntary and community sector. Topics have included keeping well, One You (health information) as well as specific topics such as mental health, extended primary care services and NHS prescriptions. The Dulwich Community Council together with the CCG have also considered how they can leverage the development of the new Dulwich Health Centre.

Recommendation 6. The Committee recommends that the CCG undertakes mystery shopping into the length of waits of GP appointments, and the extent to which GP surgeries are making people aware of the ability to use the Borough's extended access GP facilities.

Southwark CCG response

- NHS England has commissioned a national survey on access to GP appointments. The CCG is awaiting the findings from the survey which is expected spring 2018. A lot of work is already currently taking place to advertise the extended primary care services including e-advertising, local newspapers and working through patient networks and

voluntary and community groups. The results of the survey will be used to inform additional targeted information for people experiencing difficulties in making appointments.

- There is also an annual GP patient survey conducted across England. Southwark practices average results have remained the same or improved compared to the previous year. Southwark's average result for 'success of getting an appointment', 'overall experience of making an appointment' and 'ease of getting through to the GP surgery on the phone' responses has improved by 2% on the previous period.
- The CCG monitors the patient feedback on access including the annual GP patient service and follows up with individual practices where it is identified that access is an issue.
- The CCG did explore completing a 'mystery shopping' exercise as part of the extended primary care services (EPCS) evaluation but could not complete it due to information governance rules. The Healthwatch access report following an 'enter and view' is providing an in depth look at access across the whole of Southwark by an independent organisation.
- The CCG received the draft Healthwatch Access report from the work they have completed in each Southwark GP practice site. The CCG is in the process of reviewing and responding to the outcomes of the report which will be discussed at an open patient event with Healthwatch on 5 December 2017. The report will be shared with Southwark Council and any concerns from residents at a ward level will be fed back to the CCG.

Recommendation 7. The Committee recommends that there are stronger stipulations for the need for new health facilities as part of future planning agreements to ensure adequate provision is made available for new and existing populations.

Southwark Council response

- The Southwark Social Regeneration Framework has improving the health and wellbeing of residents at its centre. The Social Regeneration Framework has informed the New Southwark Plan to make sure that new health facilities are provided as part of future planning agreements. In the New Southwark Plan, SP5: Healthy, active lives and P42: Healthy developments will help ensure adequate provision is made for new health facilities. Section 106 planning legal agreements will be negotiated where the council has evidence that there are insufficient existing facilities to serve proposed development and a new health facility can be incorporated. Officers have been working with the CCG to estimate population growth linked to new housing and plan for new facilities proactively. This has resulted in an estates strategy produced by the CCG and supporting policy in the proposed submission version of the New Southwark Plan. The evidence and draft policies will make it easier to secure new facilities within planning agreements.

Recommendation 8. The Committee further recommends that the Council works more closely with the CCG at an early stage to understand the likely pressures on general practice and build in adequate provision early in the process.

Southwark Council response

- Public Health and Planning Policy works closely with the CCG to identify demographic trends through the Joint Strategic Needs Assessment and other pieces of health intelligence work to inform service planning. This includes joint working on population projections and potential needs linked to regeneration and new housing and their impact on GP lists.

Recommendation 9. The Committee recommends a Memorandum of Understanding be developed which sets out the key questions to be asked of any new development in terms of addressing future population changes in respect of general practices and other health services.

Southwark Council response

- The New Southwark Plan will require new development to address infrastructure needs, including for health services. The Southwark validation checklist for planning applications indicates that Health Impact Assessments will be sought after the New Southwark Plan is adopted. These should be produced under London Healthy Urban Development Unit (HUDU) guidance. HUDU provide tools to assess the health service requirements and cost impacts of new residential developments.

Recommendation 10. The Committee recommends that the Council should consider negotiating lower rents for general practice as part of any new development to ensure that adequate provision is available for new and existing residents. This could include ring-fencing portions of CIL to provide specifically for GP services.

Southwark Council response

- Planning policy in the New Southwark Plan and the powers to negotiate legal agreements will allow the council to secure new GP facilities when granting planning permission where there is evidence that they are required. Sufficient health floor space would be secured (planning use class D1) for which the NHS would pay a typical rent for D1 floor space. That rent level would be lower than for commercial uses such as retail or office space.
- CIL funds are spent on infrastructure listed in the CIL Regulation 123 list. Health facilities are included on the CIL Regulation 123 list so can be supported by CIL. CIL funding is not further ring-fenced because it is a standard charge on development for the funding of strategic infrastructure required by overall development in the borough. CIL funding is different to financial contributions secured under Section 106 planning legal agreements, which are ring-fenced in the agreement to be spent on infrastructure to offset the specific impacts of the development. The council has funds collected under these agreements from historic permissions available to be spent on health facilities in the vicinity of development sites.

Recommendation 11. The Committee recommends that key worker housing, or affordable housing prioritised for local workers should be seriously considered as part of any large planning agreement.

Southwark Council response

- There is a 50% strategic target for the number of new affordable homes in Southwark. A minimum 35% affordable housing is required of new developments in the New Southwark Plan, with a 70/30 split between social and intermediate housing. Social housing is prioritised because that is the most acute need in the borough. The intermediate affordable housing products to be delivered would be suitable for local workers in the health sector, these include discount market rent, London Living Rent and Community Land Trust housing.
- At December's meeting cabinet will consider a report to consult on an intermediate housing waiting list which includes priority for key workers. Following consultation and review of the feedback the intermediate housing waiting list will come into effect next year.

Recommendation 12. The Committee would therefore recommend that the CCG should monitor compliance with hospital contracts, and more effectively impose financial penalties when the requirements are not being met.

Southwark CCG response

- The CCG monitors and manages its hospital contracts in line with the terms and conditions set out in the NHS national standard contract. The contract includes all national standards and guidance and reporting requirements, as well as additional local deliverables.
- Monthly meetings are held with hospital providers to monitor compliance against contractual requirements, including a monthly Contract Management Board and Clinical Quality Review Group as prescribed in the national standard contract. The CCG oversees the agreement of remedial action plans where contractual variance or non-compliance is an issue, noting that where these plans relate to a material issue or NHS priority they are also signed off with NHS regulatory bodies. Performance penalties related to the NHS constitutional targets are now managed through the nationally assessed and applied Sustainability and Transformation Fund process.

Recommendation 13. The Committee recommends that the CCG develop a clearer understanding of GP practice workforce and needs through the creation and use of a system-wide data set. This would enable them to better understand the issues, and create solutions to support struggling practices.

Southwark CCG response

- The CCG has been working with the GP practices, GP federations and Local Care Networks through the Community Education Provider Network to understand the workforce across the borough and feed into plans to model the work force into geographical teams in order to support multi-professional learning and development as well as respond to commissioning on a population basis.
- Practices submit workforce data as part their annual contract. Practices, as independent providers, are responsible for providing sufficient staffing levels to provide general practice core contractual services. The federations have identified 'good practice'

workforce requirements for practices to use for delivering core general practice services at practice level.

- The access tool that the CCG is developing with practices will support practices to provide services for their specific population including the workforce.
- To understand workforce needs both GP federations have commissioned a tool to monitor mandatory training requirements which enables a standardised approach to ensuring all staff members complete the training in a timely manner.
- The Federation lead nurses have been working with all GP practices to understand the practice nurse workforce and training needs. The CCG Director of Quality and Chief Nurse is overseeing this work and outcomes from this work are used to inform the commissioning of training and development which is funded through Health Education England allocations.
- In response to the NHS England General Practice Nursing (GPN) 10 Point Plan a London Delivery Board has been established and representation on this Board for the SEL STP is via NHS Southwark CCG Director of Quality and Chief Nurse. This board is focussed on the delivery of the 10 Point Plan which centres around developing capacity and ensuring a competency in this GPN workforce

Recommendation 14. *The Committee recommends that the CCG facilitates cross-learning across general practices throughout Southwark.*

Southwark CCG response

- The CCG funds and runs a programme of regular protected learning events. These events are focused on key areas of clinical learning and non-clinical training for administration staff.
- The CCG has worked with both GP federations over the summer to establish a Clinical Effectiveness Approach (CEA) using a package of aligned quality improvement interventions and skills (including data analysis, development of clinical templates and GP facilitation), a clinically-led delivery team will support practices to improve outcomes for patients, “by making the right thing to do, the easy thing to do for busy GPs.” The CEA partnership has been successful in its application to be part of the Health Foundation’s ‘Scaling Up’ initiative.

Policy implications

35. There are no specific policy implications currently arising from the recommendations. In taking forward the recommendations, should any changes to policy arise, they will be further considered at Cabinet.

Community impact statement

36. In taking forward the recommendations, equality of opportunity and assessment of potential impacts, in line with the Equality Duty, at section 149 of the Equality Act, will be considered. The development plans for the provision of new and extended primary care services and facilities and health improvement services such as smoking cessation, cancer screening, health checks, weight management and exercise on referral, have

ben informed by assessments into the needs of the local population, in particular to ensure that all communities, in particular the most 'at risk' communities have good access.

Legal implications

37. There are no legal implications for the report.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Southwark GP Practices - Quality of Provision and Local Support Arrangements - a report from the Healthy Communities Scrutiny	Constitution Team	Julie Timbrell
Link: http://moderngov.southwark.gov.uk/ieListDocuments.aspx?CId=302&MId=5751&Ver=4		
Annual Public Health Reports	Public Health	Chris Williamson
Link: (copy and paste into browser) http://moderngov.southwark.gov.uk/documents/s66351/Appendix%201%20Annual%20Report%20of%20the%20Director%20of%20Public%20Health%202016.pdf		
Joint Strategic Needs Assessments	Public Health	Chris Williamson
www.southwark.gov.uk/jsna		

AUDIT TRAIL

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