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MEETING: JOINT MEETING OF OVERVIEW AND SCRUTINY COMMITTEE (ADULT SOCIAL CARE AND HEALTH) & OVERVIEW AND SCRUTINY COMMITTEE (CHILDREN'S SERVICES AND SAFEGUARDING)

DATE: Tuesday, 16th February 2021

TIME: 6.30 p.m.

VENUE: Remote Meeting

OVERVIEW AND SCRUTINY COMMITTEE (ADULT SOCIAL CARE AND HEALTH)

Member	Substitute
Councillor	Councillor
Cllr Mhairi Doyle, MBE (Chair)	Cllr Clare Carragher
Cllr Diane Roscoe (Vice-Chair)	Cllr Sean Halsall
Cllr Anthony Carr	Cllr Nina Killen
Cllr Linda Cluskey	Cllr Anne Thompson
Cllr Christine Howard	Cllr Michael Roche
Cllr David Irving	Cllr Pat O'Hanlon
Cllr Terry Jones	Cllr Tony Brough
Cllr Greg Myers	Cllr Paul Tweed
Cllr Dr. John Pugh	Cllr Iain Brodie - Browne
Cllr Carran Waterfield	Cllr Veronica Webster
Brian Clark, Healthwatch	
Roger Hutchings, Healthwatch	

OVERVIEW AND SCRUTINY COMMITTEE (CHILDREN'S SERVICES AND SAFEGUARDING)

Member	Substitute
Councillor	Councillor
Cllr Paula Murphy (Chair)	Cllr Janis Blackburne
Cllr Clare Carragher (Vice-Chair)	Cllr Robert Brennan
Cllr Maria Bennett	Cllr David Irving
Cllr Linda Cluskey	Cllr Christine Howard
Cllr Leo Evans	Cllr Iain Brodie-Browne
Cllr Pat Keith	Cllr Daniel Lewis
Cllr Michael Pitt	Cllr Denise Dutton
Cllr Yvonne Sayers	Cllr Liz Dowd
Cllr Carla Thomas	Cllr John Kelly
Cllr Veronica Webster	Cllr Greg Myers
Maurice Byrne, Healthwatch	
Karen Christie, Healthwatch	
Sandra Cain, Independent Advisory Member	
Stuart Harrison, Diocese	

Father Des Seddon, Archdiocese	
Machalla McDermott, PGR	
Claire McDonough, PGR	

COMMITTEE OFFICER: Debbie Campbell, Senior Democratic Services
Officer
Telephone: 0151 934 2034
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E-mail: debbie.campbell@sefton.gov.uk

If you have any special needs that may require arrangements to facilitate your attendance at this meeting, please contact the Committee Officer named above, who will endeavour to assist.

We endeavour to provide a reasonable number of full agendas, including reports at the meeting. If you wish to ensure that you have a copy to refer to at the meeting, please can you print off your own copy of the agenda pack prior to the meeting.

A G E N D A

1. Election of Chair

To elect the Chair for the Joint Meeting

2. Apologies for Absence

3. Declarations of Interest

Members are requested at a meeting where a disclosable pecuniary interest or personal interest arises, which is not already included in their Register of Members' Interests, to declare any interests that relate to an item on the agenda.

Where a Member discloses a Disclosable Pecuniary Interest, he/she must withdraw from the meeting room by switching their camera and microphone off during the whole consideration of any item of business in which he/she has an interest, except where he/she is permitted to remain as a result of a grant of a dispensation.

Where a Member discloses a personal interest he/she must seek advice from the Monitoring Officer or staff member representing the Monitoring Officer, by 12 Noon the day before the meeting, to determine whether the Member should withdraw from the meeting during the whole consideration of any item of business in which he/she has an interest or whether the Member can remain in the meeting or remain in the meeting and vote on the relevant decision.

4. Shaping Care Together Programme

(Pages 5 - 24)

To receive information and a presentation on the Shaping Care Together Programme.

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Scrutiny Briefing Report to: Joint Meeting of Overview and Scrutiny Committee (Adult Social Care and Health) & Overview and Scrutiny Committee (Children's Services and Safeguarding)

Date of Meeting: 16 February 2021

Subject: Shaping Care Together

Organisation: NHS Southport and Formby CCG NHS West Lancashire CCG and Southport and Ormskirk Hospital NHS Trust

Contact Officer: Jackie Moran, Director of Integration and Transformation at the West Lancashire Clinical Commissioning Group

Email: jackie.moran2@nhs.net

Purpose/Summary

Health leaders in Southport, Formby and West Lancashire are inviting people to share their views and experiences of local healthcare by getting involved with Shaping Care Together, a programme of work designed to improve hospital services.

Shaping Care Together is led by NHS Southport and Formby CCG NHS West Lancashire CCG and Southport and Ormskirk Hospital NHS Trust and is the first stage of a process to understand patient experience and views before any proposals to solve the challenges faced are considered. On 11 January 2021, a listening (engagement) exercise was launched to gather the views of patients, staff, the public and stakeholders about what currently works well at Southport and Ormskirk hospitals as well as in primary and community healthcare services

This paper provides an overview of Shaping Care Together for consideration by the Committee.

Recommendation(s)

That the plans to engage stakeholders in the listening phase of the Shaping Care Together Programme be considered and that members of the Committee be assured that the correct process is being undertaken.

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Introduction/Background

Summary/Key Issues:

There are many challenges across our health and care system. Some challenges have been with us for years while the urgency of others has been exposed during the Covid-19 pandemic. Workforce challenges alongside financial sustainability highlighted areas that need urgent change to enable services to be safely delivered and be fit for purpose.

Some work has previously been undertaken involving hospital clinicians to help understand the current challenges the services face and we are at an early stage of exploring where those services could be improved.

To ensure that this work is done collaboratively and inclusively, we need to increase this engagement and listen widely to our staff and key partners, patients, carers and the wider public to ask them about their thoughts and experiences. We are committed to working together as a system, taking into account wider stakeholder views, to reach a safe and long-term solution for our population.

It is vital that the voices of local people are at the heart of our work so we can shape services together. Engagement activity will take place over several months as part of our commitment to having ongoing dialogue with all stakeholders to ensure that their input can influence and help shape the decision-making process.

Views are being sought on what currently works well at Southport and Ormskirk hospitals as well as in primary and community healthcare services and in particular, what steps should be taken to improve the following:

- frail and elderly care
- when you have an urgent or emergency care need
- services for children including those who have complex needs
- services for women who are pregnant and for the new-born
- gynaecology - dealing with women's reproductive system
- sexual health services for all genders
- planned care, such as follow-up outpatient and/or subsequent admissions as part of ongoing treatment.

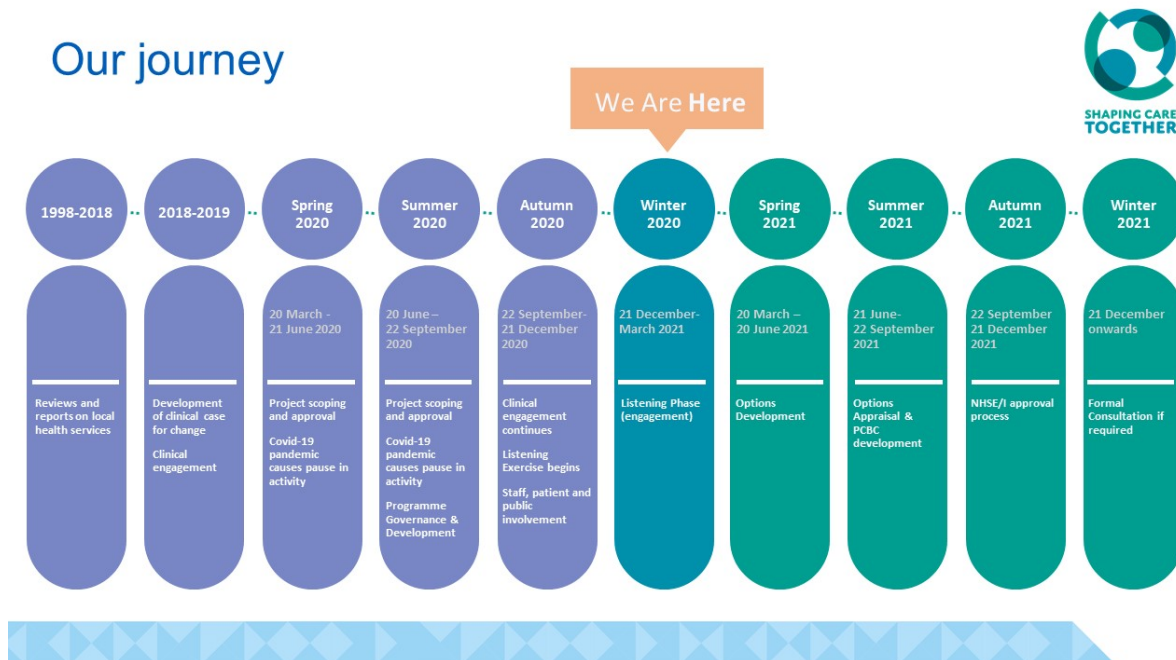
No decisions have been made at this stage of the review. We want to listen to our staff, patients and public to inform and influence any decisions being taken in the future. We need to work with doctors, nurses, other clinicians along with patients, carers, public, Healthwatch organisations, community, voluntary and faith sector, local authorities, social care and those who provide care in community settings to work out what the best solutions to the problems we face might be.

At this stage, we are interested in hearing and capturing views and ideas for improving services. Over the coming months, we are taking a staged approach to engagement. Firstly, we will listen to our stakeholders to capture views and experiences of services as they are now and how things could be improved. A report

based on the feedback will be produced. We will then involve all interested parties' in exploring solutions and create an evaluated list of viable options upon which we will undertake formal consultation should this mean significant service change is required.

It is important to note that this is a listening exercise and not a formal consultation, this programme is at an early stage and no decisions have been made. The purpose of the listening phase is to understand what works well now and what needs to be changed in relation to the services and to gather views and experiences of patients, stakeholders and staff to develop potential solutions to the problems identified.

The diagram below describes the journey we have been on to date and the next steps:



Robust equality and health inequality analysis will be undertaken to consider where there are opportunities to improve outcomes for different profiles of people and to reduce the chance of negative impacts if service changes are made.

The Covid restrictions in place do not allow us to hold public meetings. Therefore, we have to work differently to engage and involve our key stakeholders. We have launched a dedicated website where people can have their say, share their stories and participate in surveys. We will also be flexible in how we engage with residents e.g. attending virtual meetings, 1-2-1 discussions and holding briefing sessions.

We will be promoting these involvement opportunities via established communication channels and networks so we can reach communities across West Lancashire, Southport and Ormskirk and neighbouring areas. We will ask our partners (e.g., Healthwatch, Councils for Voluntary Services, voluntary community and faith organisations, clinical commissioning groups, and Southport and Ormskirk Hospital NHS Trust) to publicise the engagement opportunities using their existing networks, communication channels as well as sharing information at their existing/planned meetings. Your support would be greatly appreciated as we embark on this journey of Shaping Care Together both in your scrutiny role and as elected representatives of local people.

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Southport and Formby Clinical Commissioning Group
Southport and Ormskirk Hospital NHS Trust
West Lancashire Clinical Commissioning Group



**SHAPING CARE
TOGETHER**

Stakeholder Briefing

December 2020



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1. Background

You may be aware that healthcare professionals and NHS commissioners across Southport, Formby and West Lancashire have come together to help shape how hospital services could be delivered in the future to ensure local people continue to receive safe, sustainable and high-quality care.

For over 20 years, Southport and Formby and West Lancashire NHS bodies have been continually reviewing their acute hospital services to ensure that they best fit the needs of the local population. This began with the Shield Report in 1999 which heralded the start of the journey in configuration to address the projected challenges that need to be considered when providing acute hospital services for the future. Many of those recommendations were used to inform subsequent external reviews that have been undertaken by a range of different organisations and expert clinical advisors.

Independent NHS reports completed by two different NHS England Clinical Senates¹ were clear that keeping the current configuration of services is not a viable or safe option. The strong recommendation of all involved is that urgent change is needed to make sure we have safe, affordable, quality services that are future-proofed for local people.

These various and detailed reviews identified a number of challenges across our health and care system. Some challenges have been with us for years while the urgency of others has been exposed during the Covid-19 pandemic. Workforce challenges alongside financial sustainability highlighted areas that need urgent change to enable services to be safely delivered and be fit for purpose.

In response to managing Covid-19 and keeping our patients and staff safe, services have had to adapt and are now being delivered differently e.g., sexual health services, nurse led services, consultant appointments can now be largely undertaken using telephone and video calls.

Some work has previously been undertaken involving hospital clinicians to help understand the current challenges the services face and we are at an early stage of exploring where those services could be improved.

To ensure that this work is done collaboratively and inclusively, we now need to increase this engagement and listen widely to our staff and key partners, patients, carers and the wider public to ask them about their thoughts and experiences. We are committed to working together as a system, taking into account wider stakeholder views, to reach a safe and long-term solution for our population.

2. Working in partnership

The Shaping Care Together programme is led by a partnership of NHS organisations (Southport and Ormskirk Hospital NHS Trust, NHS Southport and Formby CCG and NHS West Lancashire CCG).

We are working as a partnership to look at service transformation as a whole and not as separate parts. This is because we know that working together means a better, more joined up and efficient service that delivers better outcomes for patients.

A programme board which comprises of partners across the NHS system was established in July 2020 to consider how we could improve and deliver better health and care services that are fit for purpose and meet the needs of our population. A joint commissioning committee has also been established and oversees the Shaping Care Together programme and will ensure that we meet our duty to involve patients and our public sector equality duties.

¹ Clinical senates are independent non statutory advisory bodies hosted by NHS England, designed to ensure that proposals for large scale change and reconfiguration are sound and evidence-based, in the best interest of patients and will improve the quality, safety and sustainability of care.

It is important to stress that there are no plans to close either hospital at Southport or Ormskirk and no decisions have been made. We want to keep services as local as possible where it is appropriate and keep our focus on delivering the highest quality clinical care provided by the range of excellent professionals we have working in our local hospitals. At the same time, we also want to explore improved ways of working. We want to create opportunities which puts us in the best position to deliver services and to ensure our existing staff are retained as well as attracting additional staff in the future.

However, hospital services are not standalone services. Our extensive experience in the NHS shows us that long-term hospital care is not always the best way to help people to be as well as they can be. People recover more quickly when care is provided closer to home. While we have lots of good examples of how people are provided with care outside of hospital, these are not widely adopted or routine, which often leads to disjointed care for our residents.

Good examples of care being delivered differently in Southport, Formby and West Lancashire are:

- Local access to care has been improved by providing appointments with services in the community such as doctors and nurses during the evenings and at weekends.
- Local initiatives introduced which are helping to care for people at home and thereby avoiding admissions to hospital. For example, a new medical response car with a paramedic on board is being trialled in Southport, which has already started to have a beneficial impact on patient satisfaction, hospital admissions and length of hospital stay.
- In West Lancashire, a Short Intensive Support Service helps patients to stay at home and avoid hospital admissions by offering intensive support for a 72-hour period.

3. Clinically led service review

The services within the Shaping Care Together Programme are:

- Frailty
- Urgent & Emergency Care (adults)
- Paediatrics (including Urgent and Emergency Care)
- Maternity and Neonatal services
- Gynaecology and Sexual Health services

Throughout September 2018 to October 2019, a series of workshops were held to review and explore the existing models of care in relation to the services within the Shaping Care Together programme. A wide range of stakeholders were engaged and involved, including: North West Ambulance Service, GPs, clinicians, commissioners, nurses, voluntary community faith sector (VCFS), allied health professionals, public health, neighbouring NHS providers and NHS England and NHS Improvement.

The hospitals provide many services that are a critical part of any treatment and care pathway which may influence or be affected by these models of care such as planned care, diagnostics, anaesthetics and critical care. Planned care describes the services which support all of the models of care as many patients require follow-up appointments and/or subsequent admissions as part of their treatment. Our engagement activity will also seek people's views on their experiences of accessing planned care.

No decisions have been made at this stage of the review. We want to listen to our staff, patients and public to inform and influence any decisions being taken in the future. We need to work with doctors, nurses, other clinicians along with patients, carers, public, Healthwatch organisations, community, voluntary and faith sector, local authorities, social care and those who provide care in community settings to work out what the best solutions to the problems we face might be. At this stage, we are interested in hearing and capturing your views and ideas for improving services.

Over the coming months, we are taking a staged approach to engagement. Firstly, we will listen to our stakeholders to capture views and experiences of services as they are now and how things could be improved. A report based on the feedback will be produced. We will then involve all interested parties' in

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exploring solutions and create an evaluated list of viable options upon which we will undertake formal consultation should this mean significant service change is required.

4. Listening to local people and our partners

It is vital that the voices of local people are at the heart of our work so we can shape services together. Engagement activity will take place over several months as part of our commitment to ongoing dialogue with all stakeholders to ensure that their input can influence and shape the decision-making process.

It is important to note that this is a listening exercise and not a formal consultation, this programme is at an early stage and no decisions have been made. The purpose of the listening phase is to understand what works well now and what needs to be changed in relation to the services and to gather views and experiences of patients, stakeholders and staff to develop potential solutions to the problems identified.

The information set out below describes the engagement activity:

- **October:** further engagement with hospital clinical staff began as part of the listening phase
- **November/December:** we started to engage directly with a wider range of staff at the Trust delivering these services via a series of online discussion groups
- **December-April:** hospital staff engagement activity
- **January-August:** public engagement will commence in the form of an online survey. A paper-based survey will be made available to those that request one and/or follow up telephone conversations for those who do not use internet and prefer to talk to us rather than fill in survey forms.
- **January-April:** As part of our conversations with the staff and providers of healthcare, we will also be engaging with GPs, primary care colleagues, community-based providers, social care partners and public health as part of the engagement activity. Details will follow.
- **January-August:** working with the community and voluntary sector to reach groups whose voices are seldom heard
- **January-August:** engaging with children and young people. Targeted work will commence to inform our communication materials and engagement plans.

Robust equality and health inequality analysis will be undertaken to consider where there are opportunities to improve outcomes for different profiles of people and to reduce the chance of negative impacts if service changes are made.

5. Keeping you informed, engaged and involved

We will produce regular briefings so you can read about the latest developments. In the new year we will be letting patients and the public know about how they can get involved. The COVID-19 restrictions in place do not allow us to hold public meetings. Therefore, we have to work differently to engage and involve you as one of our key stakeholders. In the new year, we plan to launch a dedicated website where people can have their say, share their stories and participate in surveys. We will also be flexible in how we engage with you e.g., attending virtual meetings, 1-2-1 discussions and holding briefing sessions.

We will be promoting these involvement opportunities via established communication channels and networks so we can reach communities across West Lancashire, Southport and Ormskirk and neighbouring areas. We will ask our partners (e.g., Healthwatch, Councils for Voluntary Services, voluntary community and faith organisations, clinical commissioning groups, and Southport and Ormskirk Hospital NHS Trust) to advertise the engagement opportunities using their existing networks, communication channels as well as sharing information at their existing/planned meetings.

Your support would be greatly appreciated as we embark on this journey of Shaping Care Together.

If you have any questions: please email us at shaping.caretogether@nhs.net

Sent on behalf of:

Trish Armstrong-Child Chief Executive Officer, Southport and Ormskirk Hospital NHS Trust
Fiona Taylor Chief Officer, NHS South Sefton CCG and NHS Southport and Formby CCG
Jackie Moran Director of Integration and Transformation, NHS West Lancashire CCG





Monday 11 January 2021

In December, we wrote to you about the Shaping Care Together listening exercise, and we are delighted to let you know that the process to gather views and experiences about local health and care services is now open.

We wish to explore how to we can make sure that health and care services are accessible, effective and operated by skilled staff to meet everyone's needs. We aim to ensure that care is integrated with other services so that patients are supported by the services they need as quickly and safely as possible.

Shaping Care Together will explore how health and care services are accessible, effective and operated by skilled staff to meet everyone's needs. Care should be integrated with other services so that patients are supported by the services they need as quickly and safely as possible.

Views are being sought on what currently works well at Southport and Ormskirk hospitals as well as in primary and community healthcare services and in particular, what steps should be taken to improve the following:

- frail and elderly care
- when you have an urgent or emergency care need
- services for children including those who have complex needs
- services for women who are pregnant and for the new-born
- gynaecology - dealing with women's reproductive system
- sexual health service for all genders
- planned care, such as follow-up outpatient and/or subsequent admissions as part of ongoing treatment.

No decisions have been made on how this will be achieved. We are listening to feedback on how services could be improved before we develop any proposals.

Over the coming two months, we will be letting you know about other opportunities to get involved which we would be grateful if you would support us in promoting. We appreciate that people are rightly focused on the pandemic at the moment but the current situation has highlighted more than ever the need to make sure that the right services are in the right place at the right time to meet everyone's needs.

We welcome your thoughts and ask that you encourage others to share their views on the dedicated website: www.yoursayshapingcaretogether.co.uk

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People who do not feel comfortable using the internet can call 01695 588025 to receive paper copies of a questionnaire.

If you have any questions or would like a meeting to discuss the Shaping Care Programme, please contact us at shaping.caretogether@nhs.net

Yours sincerely,

Trish Armstrong-Child - Chief Executive Officer, Southport and Ormskirk Hospital NHS Trust

Fiona Taylor - Chief Officer, NHS South Sefton CCG and NHS Southport and Formby CCG

Jackie Moran - Director of Integration & Transformation, NHS West Lancashire CCG

Shaping Care Together



Welcome to Shaping Care Together



- Healthcare professionals across Southport, Formby and West Lancashire are coming together to shape how hospital services could be delivered in the future to ensure local people receive safe, sustainable and high-quality care.
- Shaping Care Together aims to shape, develop and improve future services for everyone, based on feedback from the patients, carers and staff who use and deliver those services.
- Shaping Care Together is a partnership of NHS organisations - Southport and Ormskirk Hospital NHS Trust, NHS Southport and Formby CCG and NHS West Lancashire CCG.

Our vision

This care will be integrated with other services to make sure that when patients go home they are supported by the services they need as quickly and safely as possible.

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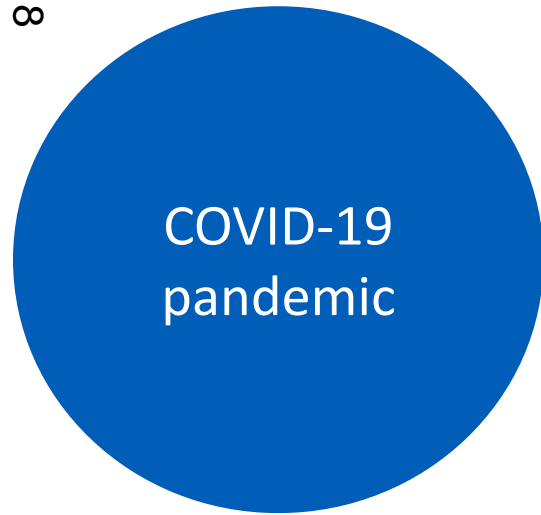
To make sure that people only access the most appropriate services when they need to and that services are accessible and effective with skilled staff available to meet their needs.

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Why is Shaping Care Together important?

We need to redefine how we provide hospital services, help people use them only when they need them, and ensure those services are safe, sustainable and high quality. We need to consider Out of Hospital NHS services eg General Practice and Community based services

We are working together to look at the challenges faced in light of:



Our demographics

- The demographic makeup of our population shows a higher proportion of residents 65 years and over, approximately 26%, compared with a national rate of closer to 18%. Projections over the next 10 years indicate this age group will increase by close to 20%.
- Whilst our residents aged 85 years and over is our smallest age group, the growth over the next 10 years is projected to exceed 18%.
- Our residents live in economically diverse communities, with areas of affluence and pockets of deprivation.
- The areas of highest income deprivation affecting older people are mainly concentrated in central Southport.
- A growing population of older people with more living with multiple long-term conditions such as breathing difficulties and dementia.



Challenges we face

- Hospitals, GPs and other providers of health and social care cannot currently recruit the number of skilled staff we need to deliver those services to meet the needs of the population.
- Although health is improving in a number of areas there remains unacceptable inequalities in health in different parts of the borough and these present clear areas for improvement.
- Although life expectancy overall is close to the national levels unacceptable variation still exists within the least affluent areas.
- Levels of long term health conditions are much higher than the national average especially cardiovascular related diseases. Other factors such as obesity, respiratory diseases and mental health disorders are higher in Sefton than nationally along with dementia.

Areas of focus

Shaping Care Together will explore how health and care services are accessible, effective and operated by skilled staff to meet everyone's needs. We have identified these areas of focus:



Frail and elderly care



When you have an urgent or emergency care need



Services for children including those who have complex needs



Services for women who are pregnant and the newborn



Gynaecology – dealing with women's reproductive system



Sexual health services for all genders

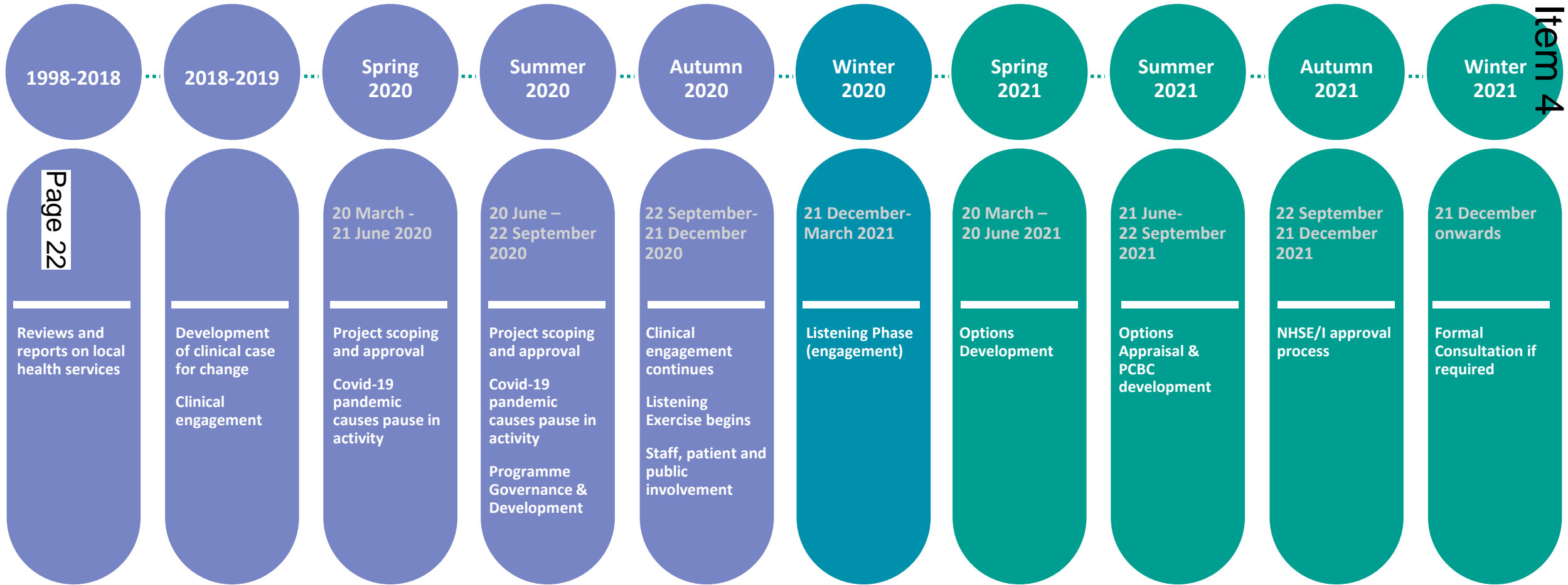


Planned care, such as follow-up outpatient and/or subsequent admissions as part of ongoing treatment

Our journey



We Are Here

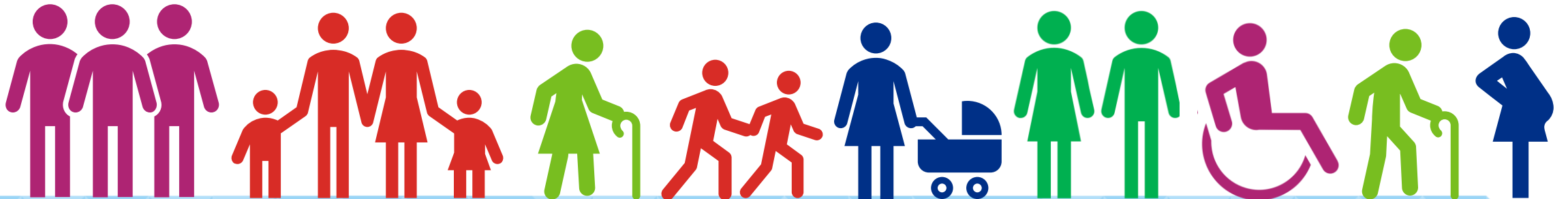


Listening to our stakeholders

This programme will last throughout 2021 and there will be many opportunities for local people to have their say. No decisions have been made and we are seeking views which will inform our thinking and proposals for change.

We will be asking patients, carers, members of the public and health and care staff:

- Page 23
- What works well?
 - What needs to be improved?
 - What is important to them?



Get involved

Visit our interactive **engagement site** to upload stories, share ideas, join forums and complete our survey:

www.yoursayshapingcaretogether.co.uk

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Call **01695 588025** to receive printed information or if you require information in other accessible formats

Attend a virtual **workshop** or **discussion** group

Follow us at **#shapingcaretogether** and join in the conversation



Stories make a difference!
Tell us how you feel about local health and care.
#shapingcaretogether
#health
#getinvolved

SHAPING CARE TOGETHER



We are listening!
Tell us what matters to you and your health and care in Southport and Ormskirk.
#shapingcaretogether
#getinvolved

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