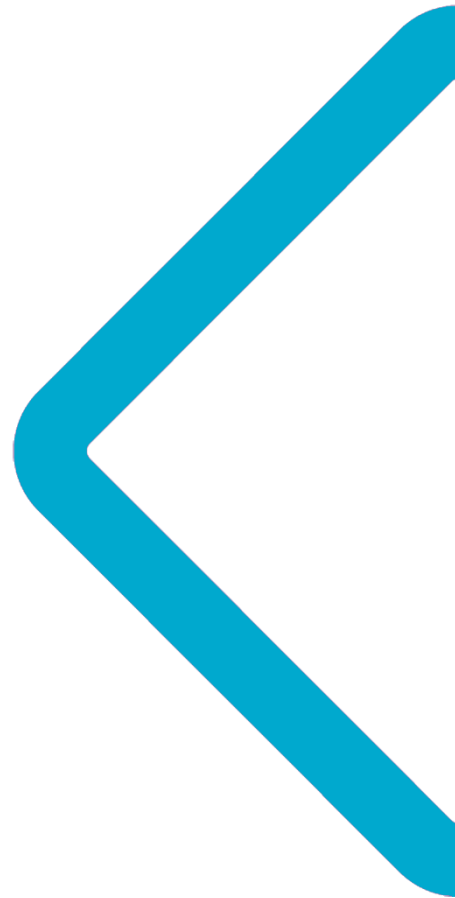


Update for Overview and Scrutiny Committee (Adult Social Care)

September 2022

If you would like more information about any of the items contained in this update, if you have any questions about local health services, or any particular issues you would like to raise, please call 07557 205 544.





Introduction to Deborah Butcher, Sefton Place Director

Sefton Partnership was formally established on 1 July as one of nine place-based partnerships within the Cheshire and Merseyside Integrated Care System. These partnerships are leading on shaping health and care in their areas and clinical commissioning groups have been replaced by NHS Cheshire and Merseyside Integrated Care Board, the new statutory NHS body.

For Sefton this means a continuation of long-standing work to bring health and care closer together, to improve and shape services around the needs of local people.

Sefton Partnership is a collaboration between the NHS, Sefton Council, Sefton CVS, Healthwatch and other local organisations. It is chaired by Cabinet Member Ian Moncur.

Deborah Butcher, executive director for adult social care and health for Sefton Council has now taken on the post as Place Director at NHS Cheshire and Merseyside in Sefton and brings a wealth of experience gained from working in a number of senior positions in local government in Plymouth and Cumbria.

In her previous role, Deborah was responsible for leadership across social work, occupational therapy, professional standards, safeguarding adults and integrated commissioning and she has worked closely with health partners on joint work throughout her time in the borough.

Deborah has been the senior responsible officer for developing Sefton's local place-based partnership working closely with colleagues across Sefton's two clinical commissioning groups (CCGs) and supported by a talented team from across the Council and CCGs.

Deborah's role is a joint appointment between the NHS and Sefton Council.

Sefton Partnership Board meetings

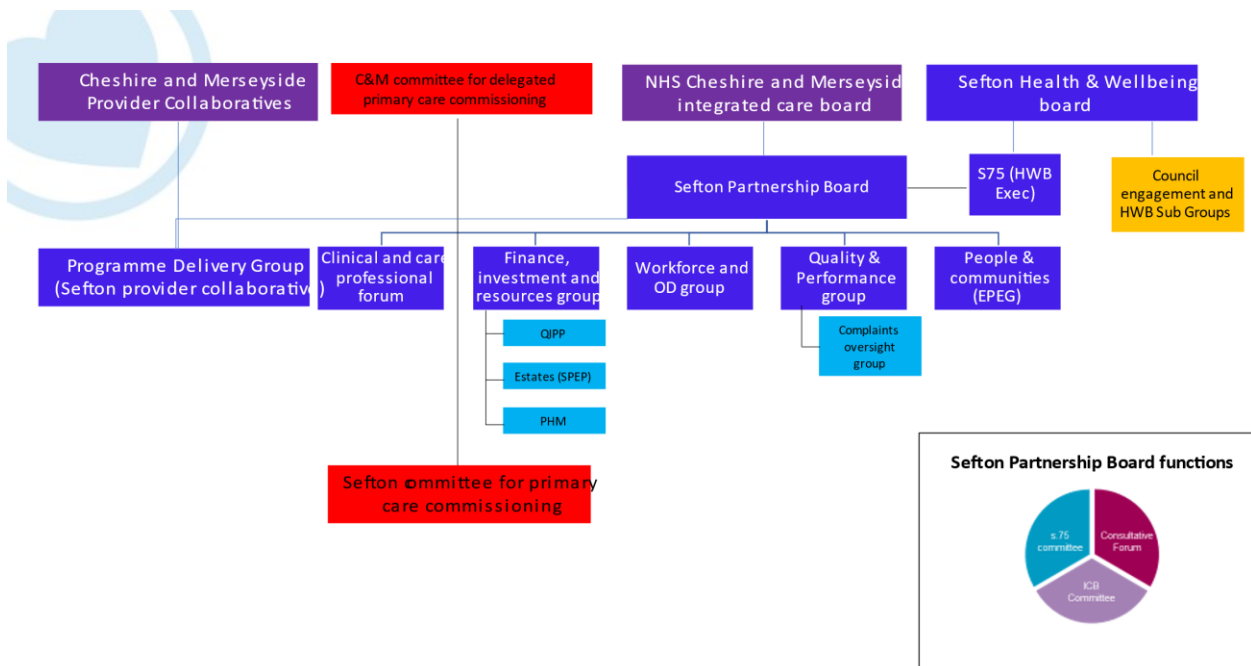
The first Sefton Partnership Board held its first meeting on 21 July. Board meetings will be held monthly, chaired by Councillor Ian Moncur, to monitor health and care performance in Sefton and the ongoing work to support the Partnership in achieving its vision.

In July, the Board discussed arrangements for how Sefton Partnership will be run and approved a collaborative agreement outlining how partners will work together that each organisation has signed up to.

The second meeting was held on 15 August and the Board agreed the objectives for the Partnership that have been set in cooperation with the Integrated Care Board and examined plans for transforming outdated primary care estate in line with wider proposals for regenerating parts of Sefton and the economic strategy for the borough.

Sefton Partnership governance

The following Governance Structure is agreed and is now in operation in the main, however some groups will not be brought online until required:



The Primary Care Committee and Quality Performance Group are now fully established with new terms of references and the other groups will follow with revised terms of reference and membership if and where required.

ICB Board meeting – September

The next ICB Board meeting will be on Thursday 29 September – venue TBC. The meeting which will comprise of a private and a public aspect on the agenda including a patient video to showcase some of our collaborative work across the partnership in Sefton. We have a small planning team focussed on ensuring the smooth running of the event and we are working with St Helens colleagues to share any learning from the event they hosted on 4 August.

There will also be a market place where we will have some of the services we support and our providers who will be happy to talk to the Board and any members of the public about what they can offer to our Sefton residents. For more information please visit:

www.cheshireandmerseyside.nhs.uk/get-involved

Update on Shaping Care Together engagement

Over the past 18 months, Shaping Care Together (SCT) has been asking local people what they think of health and care services provided across Southport, Formby and West Lancashire. So far, it has received almost 3,000 responses through online questionnaires and hard copy feedback forms. It has run a series of online and face-to-face in-depth discussion groups with local community organisations and delivered electronic newsletters and information videos about the programme.

What is happening now?

SCT has come to the end of the listening phase of the engagement programme and are now reviewing and analysing all of the responses we've received.

SCT is also working on a document that captures all ideas for the improvement of health and care services in Southport, Formby and West Lancashire as received from patients, public, staff and local stakeholders throughout the programme's listening phase. All of these ideas will be considered by local health and care providers as they continue to explore new ways of working and delivering services for each speciality. The main objective for the document is to clearly demonstrate all recommendations submitted and how these will be addressed in the weeks, months and years to come. The programme will look to share this with you in due course.

What happens next?

The community of Southport, Formby and West Lancashire is integral to the process in which we change, and SCT will of course continue to be led by everyone's recommendations and advice, including those of clinicians and experts.

Depending on the options that are developed, the programme will undertake a thorough and robust options appraisal process that evaluates all the options put forward, where patients, key stakeholders and clinicians will then analyse in detail the options for change. The timescale for this is being developed and once SCT has developed the options based on the outputs of extensive public engagement and clinical views, this would then help to decide what solutions would be taken forward to public consultation.

In the meantime, patients, members of the public, stakeholders and staff will continue to receive updates through newsletters, social media posts, information posters and leaflets, and the programme plans to update all Overview Scrutiny functions in due course, as it has done previously.

What's the role of Integrated Care System?

Following the transition of Clinical Commissioning Groups (CCGs) to Integrated Care Boards (ICB), the ICB for Cheshire and Merseyside and Lancashire and South Cumbria took on the statutory responsibilities previously performed by its predecessor CCGs with Cheshire and Merseyside ICB taking the lead for Shaping Care Together as the 'lead commissioner'. Subsequently SCT are now reviewing all programme governance and contractual continuity of the programme delivery team in line with guidance published by the ICB.

A further, more detailed update will be delivered during the next update to the committee.

Keeping updated and getting involved

SCT will continue to keep you updated through all traditional communication methods alongside regular updates to the [Shaping Care Together](#) website.

Please do continue to share your views with the programme at yoursayshapingcaretogether.co.uk/your-views or get in touch with the programme via email, shaping.caretogether@nhs.net.

We look forward to carrying on *Shaping Care Together*.

GP Out of Hours Services – Business Continuity

In early August, Advanced, a third-party software supplier, was subject to an external cyber incident. The attack was not targeted against the NHS, rather the third-party software provider. While Advanced works to resolve their software problems, the NHS immediately put in robust defences to protect its own networks – this is in line with cyber security advice that has been widely circulated to data leads, digital teams and cyber security teams

The National Cyber Security Centre is supporting Advanced with the investigation and response to the cyber-attack. The priority for the NHS is the knock-on impact of the systems being offline, particularly where this relates to referrals, access to patient records and financial systems. A number of NHS services, including NHS 111, some Urgent Treatment Centres (UTCs) and some mental health providers, use software that have been taken offline. This presents a significant challenge to these services.

Interim measures taken are often more labour intensive and as a result services, including NHS 111 and GP out of hours services, are currently extremely busy and we may not be able to answer calls as quickly as we would like at all times. The impact on our local services is that as a result of business continuity measures our local out of hours provider has consolidated access to four sites, this means that the centre at Southport is currently closed. Anyone contacting the services who requires a face to face assessment will be offered either access at another site or a home visit.

Our message for patients is NHS 111 is available but is currently extremely busy and we are unable to answer calls as quickly as we would like to. If you are able, you may find it quicker to use 111 online accessible at 111.nhs.uk, the online service is only for people aged 5 and over. If you feel that you are safely able to look after yourself without speaking to someone then guidance on self-treatment is available at www.nhs.uk. You can also get advice at your local pharmacy or GP when open. As ever if it is an emergency, please call 999.

GP access survey - next steps

We are currently working on the results of our local GP access survey that had over 10,500 responses. GP practices have been sent their individual reports and are currently working up action plans to talk through with their Patient Participation Groups (PPGs) to see what improvements can be made. We will be working with our Primary Care Committee to oversee these plans going forward and the wider report will be sent to key stakeholders and partners in the due course.

This follows the national GP patient survey that had over 4,900 responses from Sefton residents, both of which see similar themes in terms of access showing the scale of the challenge we face nationally and locally due to increased demand. Common themes include patients finding it difficult to get through on the phones as well as differing views on digital, telephone and video appointments.

For a small number of practices, we asked further questions on the ongoing temporary site closures. The results of this survey have been shared with the provider, PC24 and we are working with them on a plan for those practices which will be shared with committee members in due course.

Building on the work we have done to support residents to understand the pressures to primary care and how to access their GP practice since the pandemic we are looking to expand on the work we have done to highlight the different roles in primary care. This will include the importance of triage to ensure patients are seen by the professional most suited to their needs,

as well as raising awareness of some new roles under the Additional Roles Reimbursement Scheme¹, such as social prescribers, paramedics, out of hours service, care co-ordinators, physiotherapists, and pharmacists to our public. This will be promoted to residents and partners in Sefton to spread the word about the roles and how they can help.

You can see a playlist of some of those primary care roles we have covered so far here:

<http://bit.ly/3AcXvmb>

Patient Participation support with Healthwatch Sefton

Working with Healthwatch Sefton we have built up a patient participation network group to support general practice and our Primary Care Networks with recruitment and promotion of their Patient Participation Groups (PPG). This has included the creation of PPG support packs for patients and practices and the sharing of good practice and lessons learnt between current PPGs.

Most recently a breadth of speakers joined the network meeting to talk about their roles in primary care and the support that is available to patients as an alternative to seeing the traditional GP, such as social prescribers, paramedics and the out of hours service, a piece of work we are looking to share wider.

A&E pressures/Winter plans and national position

With Accident and Emergency (A&E) performance being nationally lower than the expected target due to ongoing pressures within urgent care services, we are working together with our system partners to try to minimise overcrowding in A&E departments and to release ambulance crews as quickly as possible.

The focus of strategic planning for winter is to strengthen service provision for hospital avoidance services, supporting the acute trusts with internal patient flow and improving discharge services to enable patients to return to their own homes soon after an episode of care.

Dermatology

VITA Health Group have been appointed as the new provider of the Sefton Community Dermatology service and will take over from DMC Healthcare Ltd on the 1 September. The local commissioning team have been working alongside both providers to facilitate a phased approach to mobilisation. As part of this approach, patients on the existing waiting list are expected to be triaged and an action plan will be developed to manage the outcome for patients to ensure a safe transition, taking into account their clinical need.

Estates configuration

Sefton Partnership is keen to develop an integrated approach to its health and care estate in Sefton and is looking at opportunities, both in the shorter and longer term, to co-locate

¹ <https://www.england.nhs.uk/publication/network-contract-directed-enhanced-service-additional-roles-reimbursement-scheme-guidance/>

services to support a more collaborative approach to service delivery. The Council's headquarters at Magdalen House in Bootle will also provide an office base for staff from Sefton's former CCGs. Work is also being undertaken to consider options with the Strand Shopping Centre in Bootle and other sites across the borough to co-locate services.

Enhanced access

Our Primary Care Networks (PCNs) are working on their plans for the GP enhanced access service which launches in October. This is a national change to services, however locally in Sefton services will continue to run from Litherland Town Hall in south Sefton and from The Family Surgery in Southport and Formby. The new specification requires enhanced access appointments to be available between the hours of 6.30pm to 8pm Mondays to Fridays and between 9am and 5pm on Saturdays. As with the existing service appointments are booked via your usual GP practice.

The PCNs have been engaging with current patients who have previously used this service to get their feedback and let them know about the revised service and are creating a communications plan with Sefton Partnership to raise awareness of enhanced access going forward. This will include leaflets for patients in GP practices, short videos from those in the service to be promoted on social media and a press release explaining to patients to ask their GP practice about the service if they are interested who can book them an appointment.

Crisis Café case studies

A series of short videos are being produced telling the lived experience stories of users of the Crisis Cafes in Southport and Crosby and the positive impact the cafes have had on their lives. Various members of Sefton Partnership have been involved in establishing the Crisis Cafes and these case studies demonstrate the benefits that collaboration between health and care partners can have on Sefton residents.

Health checks and COVID vaccination bus

The 'Living Well' bus came to Netherton Activity Centre on 23 August to give Sefton residents a great opportunity to keep healthy and well with a free holistic health check and the opportunity to get any COVID-19 vaccinations they may have missed, without needing to book an appointment.

The team from Cheshire and Wirral Partnership NHS Foundation Trust also attended a stall at Bootle Strands marketplace on Friday 29 July offering the same health checks and vaccinations.

Many routine appointments were postponed during the pandemic so if you are invited for a health check or you see an offer such as this one in Sefton, we would encourage you to take it up and have your health check.

Long COVID service

In November 2021 we commissioned the new Long COVID service for adults, provided by Mersey Care NHS Foundation Trust for Sefton, Liverpool, Knowsley and St Helens, working in partnership with Liverpool University Hospitals Foundation Trust, Liverpool Heart and Chest Hospital, primary care and third sector providers. Figures at the end of June show that we had 263 referrals of patients in Sefton to the service.

Recently the team at Mersey Care have been out to local supermarkets and community venues to speak to members of the public about the service and provided virtual drop in sessions with our GP practice staff to explain about the service and how to refer patients.

Details of how some people are affected by Long COVID are still emerging, but research suggests around one in five people who test positive for COVID-19 have symptoms for five weeks or longer. For around one in ten people, they last 12 weeks or longer.

These long-term effects are often reported by people who didn't need to go to hospital during the acute phase of COVID. Long COVID symptoms commonly experienced by patients include:

- fatigue
- breathlessness
- anxiety and depression
- palpitations
- chest pains
- joint or muscle pain
- not being able to think straight or focus ('brain fog')
- dizziness
- persistent cough
- loss of taste or sense of smell.
-

If people think they may have long COVID or know somebody who does, they should speak to their GP practice who can refer them to Mersey Care.

For more information please visit: www.merseycare.nhs.uk/our-services/liverpool/long-covid-service

Follow Sefton Partnership on Twitter [@SeftonPartners](https://twitter.com/SeftonPartners) and on [Facebook](https://www.facebook.com/SeftonPartners) or see a range of short films on You Tube for [Sefton Partnership](https://www.youtube.com/SeftonPartners)

Visit the NHS Cheshire and Merseyside website here:

www.cheshireandmerseyside.nhs.uk