

## **AGENDA ITEM 13 – ITEM 3.4 REFERS**



### **Update for People Scrutiny Committee**

**April 2015**

#### **Southend CCG Primary Care Strategy**

Thank you for inviting us to provide members with an update on the progress of our primary care strategy. Please find this below structured under each of the headings presented to you in December 2014.

We are currently recruiting 2 new full time members of the primary care team to enable us to move forward our primary care work with increased pace. We expect to have a full team in place by the summer.

#### **Access to GP Practices**

One of our practices Queensway has extended its opening hours in the last month and is now fully open from 8.00am to 6.30pm. We hope this is a start to improving access however there is a great deal more to do. The CCG GP leaders are talking with their peers about opening for longer. Sometimes practices' opening times reflect historic arrangements but the practices are considering carefully how they can change certain elements. Improving access is a priority area for Southend CCG and we will continue to work with the practices and listen to patients' views.

#### **Care Quality Commission Monitoring of GP Practices**

A number of our practices have been inspected by the CQC under the new regime. The following practices received an overall 'good' rating:

- Southend Medical Centre (Drs Siddique and Agha)
- Scott Park Surgery (Dr Ng)
- Queensway Surgery (Dr Jack and partners)
- West Road Surgery (Drs Khan and Marasco)
- The Practice Northumberland Avenue and Luker Road
- The Leigh Surgery (Dr Jayatilaka)

Westborough Road Health Centre (Dr Bhattacharjee) received a 'requires improvement' rating and the CCG Head of Quality is liaising with NHS England through the primary care quality group on how improvement will be monitored.

### **St Luke's Health Centre and Urgent Care Services**

Work has continued to review data on how patients access urgent care services in Southend to support further development of the options for south east Essex patients. Additional funding has also been provided to a number of schemes designed to reduce demand on A&E as part of our winter resilience operational plans and these have been evaluated for effectiveness.

A project group has been formed with colleagues from Castlepoint and Rochford CCG to progress work in partnership, recognising that the walk in element of the St Luke's service is provided on behalf of south east Essex residents. NHS England also forms part of the group and continue to progress plans for the permanent GP practice for St Luke's.

As previously advised, urgent care services, including St Luke's walk in services, will be considered by both CCG governing bodies in May.

### **Primary Care Services in Shoebury**

The CCG has been invited to attend the AGM of the Shoebury Residents Association on 14 May. The association is keen to understand how the CCG can support the local provision of primary and community services which had to be relocated following the closure of Shoebury House by the PCT some years ago.

The CCG is working with the Shoebury practices and other local providers to seek provide services, such as phlebotomy locally for Shoebury residents. Other services will be dependent on new premises for Shoebury.

NHS England is leading the development of a replacement building for Shoebury Health Centre, supported by NHS Property Services and with the involvement of the CCG. This is now in the options appraisal stage.

### **Providing Care to Residents of Care Homes (working with Southend Borough Council)**

This project consists of several strands. Data is being collated and triangulated to enable us to focus on a small number of care homes which appear to have higher than average emergency admissions and ambulance call-outs. A small multi-disciplinary team will test out visiting these care homes to understand whether there is any support that can be provided for the staff or their residents.

Our new joint directorate of acute commissioning (with Castlepoint and Rochford CCG) will be progressing the implementation of a community geriatrician service to support the care of vulnerable elderly patients with complex health issues.

A project to ensure patients in residential care can easily register with GP practices is being developed. This is currently in its early stages and a further update will be provided later in the year

### **Wider Primary Care at Scale**

One of the Better Care Fund schemes is the development of a primary care hub to provide integrated services to a given patient population. We have researched different emerging models from across England and the project is currently in the options appraisal stage and will be developed

in conjunction with the new joint associate director of integrated commissioning (a joint post between the council and the CCG). We aim to begin testing of the hub model by the end of this year. Depending on the area and GP practices involved, this could bring services together in an existing building, or it may be more 'virtual' with services integrating to serve the population from their existing locations.

### **Co-commissioning with NHS England**

There has been no change to the position reported at the December meeting – the CCG is involved in NHS England meetings and discussions around primary care in Southend but has not taken on any more formal shared arrangements, in line with most of Essex. Only Castlepoint and Rochford CCG has taken on full delegated arrangements from NHS England in Essex.

Our new primary care development posts will enable the CCG to begin to prepare for co-commissioning should it become mandatory in the future, in the meantime we will continue to develop and implement the primary care strategy to ensure improvements in the quality of primary care locally.

Sadie Parker  
Head of primary care and engagement  
April 2015