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Southend-on-Sea Borough Council

Legal & Democratic Services

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14 January 2020

Dear Councillor

PEOPLE SCRUTINY COMMITTEE - MONDAY, 20TH JANUARY, 2020

Please find enclosed, for consideration at the next meeting of the People Scrutiny Committee taking place on Monday, 20th January, 2020, the following report(s) that were unavailable when the agenda was printed.

Agenda No	Item
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| 5. | <u>Sexual Health Service (Pages 1 - 4)</u>
Briefing paper from Provide and SUHFT; |
| 6. | <u>Update on proposed changes to Clinical Commissioning Groups in Mid and South Essex - briefing (Pages 5 - 6)</u>
Briefing paper from Terry Huff, CCG Accountable Officer |

Please also note that Agenda Item No. 4 entitled East of England Ambulance Trust - Shoeburyness Ambulance Station will now comprise a presentation. Copies of the slides will be circulated in due course.

Yours faithfully

Tim Row
Principal Democratic Services Officer

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Briefing Paper – Southend Sexual Health Service

January 2020

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Service:	Southend Sexual Health Service
Providers:	Provide Community Interest Company (Provide) Southend University Hospital NHS Foundation Trust (Southend Hospital)
Author(s):	Sonya Wooldridge, Kez Spelman, Traci Maton, Andrew Brown

1. Abstract:

Southend sexual health services have been provided by Provide and Southend Hospital since 1 April 2019. This paper aims to summarise key features of the new service model, performance from April to December 2019 and innovations in the service.

This paper will also detail some of the premises issues which have been experienced, and the temporary closure of Thamesgate House.

2. Service Background

Sexual health services were provided by the *SHORE partnership*, delivered by Essex Partnership University NHS Foundation Trust and Southend Hospital until 31 March 2019. This was delivered from two sites, The Carlingford Centre at Southend Hospital and the Kingsley Ward Centre.

Provide and Southend Hospital have been commissioned to jointly provide the *Southend Sexual Health Service* since 1 April 2019 for a period of 2 years and have moved all staff and clinics to a newly renovated site in a community setting at Thamesgate House.

3. Southend Sexual Health Model:

The Southend Sexual Health Service model aims to change the culture of sexual health service delivery, by ensuring that we safely link need to the right level of service. Service delivery is consistently integrated so that process steps are reduced and people that attend have a variety of sexual health needs met by one person at one place at one time.

The service aims to move away from dependency by liberating the skills and knowledge of service users and promoted self-management wherever safe and appropriate.

Open and rapid access to sexual health services remains a vital part of the effective management of sexually transmitted infections (STI). Whilst walk in services had been used in the SHORE partnership, the Southend Sexual Health Service model uses a triage and appointment system in order to ensure the right level of need is linked to the right appointment.

This new model of service continues to provide open access through urgent access appointment slots available each day for specific need e.g. emergency hormonal contraception, under 16s or post-exposure prophylaxis.

To ease the transition between a walk-in model and a triage & appointment model, Southend Sexual Health Services are trialling an *Urgent Access Walk In* every Monday to ensure that service users are able to adjust to the changes.

4. Performance:

The Southend Sexual Health Service has 22 Key Performance Indicators (KPIs) with targets against them to achieve. Of the 22 KPIs, 18 are above target including:-

- ✓ Appointments offered within 48 hours for all urgent appointments
- ✓ Partner notification targets
- ✓ Time from consultation to test result within 8 days
- ✓ HIV test offered
- ✓ Chlamydia diagnostic rate

The four KPIs where the target has not been met year to date are shown below:-

KPI	Target	YTD	Narrative and Action
% of positives receiving treatment within 6 weeks of test	95%	82%	<p>Whilst 99% of service users received notification of positivity within 8 days, a lower number presented within 6 weeks of treatment.</p> <p>There is an element of personal choice and responsibility in terms of service users responding to positive result notification. Whilst the majority of people will understand the urgency to attend, some will not or may choose to attend a clinic out of the area.</p> <p>We are assured that all positive results are followed up in accordance with the British Association of Sexual Health and HIV (BASHH).</p>
Safeguarding Assessments for under 16s	100%	99%	<p>This relates to one service user whose assessment was not registered on the clinical record. A refresher training plan is being completed with the staff member.</p> <p>All staff have completed level 3 mandatory safeguarding children's training. This compliance gives us assurance that safeguarding principles are being applied to all interactions.</p>
Safeguarding Assessments for 16 – 18s	100%	81%	<p>We have identified a recording issue where safeguarding assessments are not being marked as complete where young people have been seen by more than one clinician, although the assessment has been completed.</p> <p>Until we can be sure that this is solely a reporting issue, a refresher training plan is being completed with all staff members as mitigation.</p> <p>All staff have completed level 3 mandatory safeguarding children's training. This compliance gives us assurance that safeguarding principles are being applied to all interactions.</p>
Urgent appointments attended within 48 hours	80%	78%	<p>Whilst 100% of service users were offered urgent appointments within 48 hours only 78% attended within this time frame.</p> <p>Further work needs to be undertaken to identify if personal circumstances meant that service users chose to delay an appointment to a slightly later date</p>

5. Estates Issues:

The Southend Sexual Health Service moved to premises at Thamesgate House on 1st April 2019, replacing Southend Hospital's Occupational Health Team who had resided here prior.

Issues regarding the premises emerged, with the landlord preventing access to the building after 6pm via the main door and for signage to be placed outside of the building. These are currently being negotiated between Southend Hospital's and the Landlord's Solicitors.

On 24 October 2019 the landlord issued a forfeiture of lease notice due to non-payment of rental invoices and staff were locked out of Thamesgate House that day. From the 25th October to 21 November 2019 alternative provision was made for service users to be seen at Clinic 22, Southend Hospital Outpatients and Southgate House in Basildon and a service was carried out each day.

All urgent service users, were clinically triaged, and were given an appointment during the closure of Thamesgate House, and the non-urgent service users whose appointments had been delayed were offered alternative appointments, with additional Saturday clinics at Queensway Medical Centre to ensure any backlog was addressed.

A full Root Cause Analysis (RCA) has been carried out by Southend Hospital.

6. Innovations

Test at Home

The Test at Home system was introduced in September 2019 which provides the Southend population access to STI testing for the most common sexually transmitted infections (chlamydia, gonorrhoea, syphilis and HIV) and is available 24 hours a day 7 days a week. In addition this method of access maximises privacy, discretion and convenience and is fully backed up by a clinical team to manage queries from users, plus direct referral to face to face care and other services when indicated.

As of December 2019, over 1,000 test kits have been sent to the residents of Southend.

Feedback from users of the test at home service has reinforced its benefits, see the examples below:

"It's really helped me feel normal about wanting to check myself now! I was super nervous before, but the service has helped me to realise it's all about my health! With it being so quick and easy and discreet, I would without a doubt use this service again if needs be! "

"Can't fault the system, I was too worried to go to doctors so this was a brilliant idea"

"This is an extremely valuable service to me. It is very embarrassing and inconvenient going to a clinic sometimes and this service combats that"

Triage via Intelligence Centre

The triage process was developed using a combination of clinical guidelines with input from specialist doctors and nurses to create a process which allows non-clinical staff to safely assess level of need and offer an appropriate level of service. This gives clients many more options for access to the service.

Text Message Reminders

Text message reminders have been implemented which have a self-managed cancellation function built in. This will remind the service user of an appointment they may have forgotten, and also aims to reduce rates of non-attendance and unused appointments.

Remote Medical Support of Treatment

A wider network of specialist medical staff are able to provide remote support to the Southend Sexual Health Service clinical team to assist with clinical decisions and care planning.

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Special People Scrutiny Committee

20th January 2020

CCG Merger Briefing Paper

Presented by: Terry Huff Accountable Officer

Status: For Noting

Background

At the September 2019 Governing Body meeting Southend CCG noted the requirements of the NHS national Long Term Plan and approved a recommendation to: *commence work on an application for merger of the 5 mid and south Essex CCGs to be submitted following engagement with stakeholders and final Governing Body approval prior to submission.*

This briefing note provides an update to the Scrutiny Committee on the progress to date in considering a merger application and the formal process with which stakeholders, including Southend BC, will be engaged in the process.

Progress

The CCGs have commenced a merger project with the aim of having a completed merger application ready for submission to NHS England for consideration at July 2020 Governing Body meetings. This will only happen if CCG Member Practices have formally voted in favour of a merger which is scheduled for June. The member practice vote will be informed by the engagement with stakeholders which will run from late January/early February to late March/early April.

Engagement with stakeholders, public and patients was delayed due to the General Election period in November and December. Documents explaining the merger proposal and the application process for a general public engagement exercise are being drafted and will be available on CCG websites from early February. The key thrust of this engagement is to seek the views of the wider patient and public population and to understand any concerns they have over the merger proposals.

A further programme of formal engagement is planned with stakeholder organisations later in February. In addition to formal engagement processes the Accountable Officer of Southend CCG meets regularly with key individuals within the Council to keep them abreast of developments and to ensure the council's views are reflected in any joint discussions regarding a single CCG management team and proposed merger application.

The aim of the engagement exercise is to inform the merger proposals. The application proposal should form the core of the information provided to CCG member practices and needs to reflect how the CCGs have considered what stakeholders, patients and public have told them about the merger. The final application must explain what local authority views are on the merger proposal, and what the CCGs' observations on those views are. They should also show how the CCGs have/will put in place suitable arrangements with local authorities to support integration at 'place' level (population of between 250,000 and 500,000).

The final application must also demonstrate that a new merged CCG has the ability to engage with local communities: assurance is required by NHS England that the move to a larger geographical footprint will not be at the expense of the proposed new CCG's ability to engage with - and consider the needs of - local communities. The CCGs will need to complete a Public Sector Equality Duty assessment as part of the application.

Southend Council and Southend CCG have integrated commissioning teams and the Director of Integrated Commissioning, a shared post across both organisations, is a member of the project team helping to draft the merger application. The project team will work on both the merger application and, if approved, on the organisational changes required to deliver a merger as well. All CCG Boards will have updates on the merger application process at their public meetings throughout the year starting in January 2020.

Terry Huff
Accountable Officer
Southend CCG