

HAMPSHIRE COUNTY COUNCIL**Report**

Committee:	Health Overview and Scrutiny Committee
Date of Meeting:	29 January 2013
Report Title:	Inquiries Received and Action Taken
Reference:	4638
Report From:	Director of Policy & Governance

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1. Summary and Purpose

- 1.1. This report provides Members with information about the issues brought to the attention of the Committee and the response to these referrals. It sets out the inquiries received, the source of this inquiry and any action taken. Where appropriate comments have been included and copies of briefings or other information attached.
- 1.2. The approach adopted provides the route through which Local Involvement Networks (LINKs) and other partner organisations (Hampshire district councils, NHS organisations, voluntary and independent sector providers and organisations that are representative of social care service users and carers) can raise issues with the Committee.
- 1.3. Where inquiries raised with the Committee are already subject to monitoring or other performance management activities the action taken will be focused on the local resolution of inquiries through appropriate sign-posting to the agency best placed to respond.
- 1.4. Where an issue cannot be satisfactorily resolved between the parties concerned then the Committee can consider options for further action.
- 1.5. New issues raised with the Committee, and those that are subject to on-going reporting are set out in Table One of this report.
- 1.6. The recommendations included in this report support the Corporate Strategy aim of maximising wellbeing through the overview and scrutiny of health services in the Hampshire County Council area.

Table One: Inquiries Received and Action Taken

Topic/inquiry	Source	Action Taken	Comment
Provision of short break services for children and young people with complex health needs	Hampshire County Council / NHS Hampshire	<p>Notice has been given of Southampton Clinical Commissioning Group’s intention to close Westwood House, a provider of short breaks services for children and young people with complex health needs, and transfer the commissioning of short breaks services to social care. Several Hampshire children receive this service from Westwood House, which has resulted in HCC Children’s Services and NHS Hampshire seeking to commission alternative plans for these children.</p> <p>Representatives from NHS Hampshire will be present to answer questions, and a paper can be found at Appendix 1 (page 6).</p>	
<p>Recommendations:</p> <p>That Members confirm:</p> <ol style="list-style-type: none"> 1. If they require any further information or a further update. 			
Topic/inquiry	Source	Action Taken	Comment
NHS 111 Roll out update	Southampton Hampshire Isle of Wight and Portsmouth Primary Care Trust Cluster and South Central Ambulance	Notice has been given that NHS 111 is due to go live in January 2013. A paper providing an update can be found at Appendix 2 (page 10).	This item last appeared before the HOSC in July 2012.

Topic/inquiry	Source	Action Taken	Comment
	Service Foundation Trust		
Recommendations: That Members confirm: <ol style="list-style-type: none">1. If they require any further information or a further update.			

CORPORATE OR LEGAL INFORMATION:

Links to the Corporate Strategy

Hampshire safer and more secure for all:	yes
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	yes
Corporate Improvement plan link number (if appropriate):	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document

Location

None

IMPACT ASSESSMENTS:

Equalities Impact Assessment:

No implications arising from this report

Impact on Crime and Disorder:

No implications arising from this report

Climate Change:

- How does what is being proposed impact on our carbon footprint / energy consumption?
No implications arising from this report

- How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?
No implications arising from this report



Westwood House
Summary paper for Health and Overview Scrutiny Committee

1. BACKGROUND

- 1.1. Westwood House is an NHS short break provision managed by Solent NHS Trust. It provides a range of short breaks for children/young people with complex health needs aged up to 18 years registered with a GP in either Southampton City or SW Hampshire. Short breaks are provided as overnight residential care, outreach into the home or day-care.
- 1.2. The service is currently commissioned by Southampton City CCG and West Hampshire CCG (50:50). In total 23 Hampshire and 18 Southampton City children/young people are currently using the service. The service has for a long time operated at a reduced level, only open for overnight short breaks at alternate weekends and on 2 days during the week. Unit costs are significantly higher than comparable providers in the market.
- 1.3. Statutory responsibility for the assessment of need and the provision of short breaks for children with disabilities rests with social care.
- 1.4. During 2011/12 and 2012/13, Southampton City CCG in discussion with Southampton City Council proposed to review and transfer lead responsibility for the short breaks currently provided at Westwood House to Local Authority commissioned provision. It was understood that this review could potentially lead to the decommissioning of Westwood House.
- 1.5. The West Hampshire CCG had not yet undertaken a similar review with Hampshire County Council so while understanding the proposal, were not undertaking a similar review at the time. However, it was agreed that West Hampshire CCG would work in partnership with Southampton City CCG to ensure smooth transition for children and their families if commissioning arrangements were to change.
- 1.6. West Hampshire CCG also committed to ensure that if there were changes in short break arrangements that Hampshire families would continue to receive their current short break allocation.
- 1.7. During 2012/13, Southampton City CCG and West Hampshire CCG conducted an initial needs assessment of current children to consider whether the children using Westwood could be supported in other short break provision. This review concluded that the majority of children/young people currently using Westwood could be supported in alternative arrangements (including current local provision). For a small number of children and young people, the needs assessment showed that there may be a need to arrange additional health support for them to access short breaks e.g. peripatetic nursing service. It was agreed that this would be considered during the planning if Westwood House was to be decommissioned.

2. ENGAGEMENT AND CONSULTATION

- 2.1. Southampton City CCG undertook a formal consultation with Southampton families from 9th October and December 14th 2012 to consult with them on transferring short breaks currently provided at Westwood House to Southampton City Council. Prior to undertaking the consultation exercise, they had undertaken a pre-consultation engagement exercise with families during August 2012, which they report informed the consultation process.
- 2.2. During the Southampton consultation exercise, West Hampshire CCG undertook an engagement exercise with Hampshire families to inform them of the Southampton consultation; to review the current service received and what families value from the short break.
- 2.3. Initial letters were sent to all parents informing them of the Hampshire engagement exercise and requesting families to meet individually with a local Hampshire project lead.
- 2.4. Contact was made with all Hampshire families; three indicated they were no longer accessing short breaks from Westwood. The majority of Hampshire families received a home visit by the project lead. Only two of the eligible families did not receive a home visit by the project lead (although offered), one due to their child being sick in hospital and the other did not confirm appropriate date and time.
- 2.5. All families were given the contact name and details of the named lead should they wish to have further discussions on an on-going basis.
- 2.6. The key messages from the parent engagement were that parents valued the high quality of provision at Westwood House, including Westwood being a source for information and support. Some families received care from a number of sources and would like the opportunity to bring these packages together more cohesively or in a different way, including the potential of using personal budget/direct payments.

3. SOUTHAMPTON CONSULTATION OUTCOME

- 3.1. On December 14th 2012, Southampton City CCG concluded their short breaks consultation.
- 3.2. It was recommended by Southampton City CCG that Westwood House be decommissioned and that current Westwood service users receive alternative short break provision in the social care sector on a like for like basis in terms of the amount of care currently received.
- 3.3. It was also proposed that Southampton City CCG would commission a peripatetic nursing service from Solent NHS Trust to provide additional clinical support for those children with very complex health needs receiving support in the City short break provision.
- 3.4. The proposal has been presented to and supported by the Southampton HOSC, Southampton CCG and the SHIP PCT Cluster Board.

4. WEST HAMPSHIRE CCG RESPONSE

- 4.1 West Hampshire CCG has written to Hampshire families early January 2013 to inform them of the decision by Southampton City CCG to decommission Westwood House.
- 4.2 Families have been advised that West Hampshire CCG will work in close partnership with them to ensure that they get access to alternative short break provision in a timely manner and they will receive the same amount of short breaks under the new arrangements.
- 4.3 The West Hampshire CCG has also advised that they will work in close partnership with Southampton City CCG to ensure that we are working to the same timescales and planning processes for the transition to alternative short breaks. West Hampshire CCG has agreed to explore commissioning a shared peripatetic nursing model as need dictates for the Hampshire families in partnership with Southampton City CCG.
- 4.4 Both CCGs have appointed the same project lead to take forward the transition with both Southampton and Hampshire families to optimise joint working arrangements and ensure consistent alignment of processes.
- 4.5 Hampshire County Council children's service team has allocated a social worker to work with the Hampshire transition team. The first meeting of the transition team will take place on 24th January 2013 and engagement with families will take place during January and February.
- 4.6 As well as a project lead, West Hampshire CCG has allocated a commissioning manager to have oversight of the process for the Hampshire families.
- 4.7 Southampton City CCG intend to negotiate with Solent NHS Trust the decommissioning of the overnight short breaks by July 2013 and a phased transfer of the outreach provision over 2013/14. West Hampshire CCG is in discussion with Solent NHS Trust to ensure commissioning processes are aligned as far as possible with Southampton City CCG.
- 4.9 Solent NHS Trust is currently consulting with their staff on changes to the Westwood service.
- 4.8 In the light of Southampton City CCG decommissioning Westwood house, it is no longer viable for Solent NHS Trust and West Hampshire CCG to provide or commission short breaks from Westwood House.

5.SUMMARY

The West Hampshire CCG Chief Officer and Clinical Director for children and families are fully apprised of the recent developments and are fully committed to ensuring a smooth transition for children and their families. An update paper will be taken to the CCG Board late January 2012 with an agreed project transition plan.

The HOSC is asked:

- To note the commissioning intention by Southampton City CCG to decommission Westwood House and transfer the lead responsibility for the short breaks currently provided at Westwood House to Southampton City Council commissioned provision.

- To note the West Hampshire CCG commitment to working in close partnership with Hampshire families affected by change through robust project and commissioning support to ensure families are supported to access alternative high quality short breaks.
- To note the West Hampshire CCG intention to align timescales and processes for undertaking the change with the Southampton City CCG proposals to minimise confusion for families and where appropriate jointly commission a peripatetic nursing model to ensure quality of service provision is maintained.

Tracy McFall Austin
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NHS Hampshire

January 2013



Southampton, Hampshire
Isle of Wight & Portsmouth

NHS 111 Briefing for Hampshire County Council Health Overview and Scrutiny Committee Members

Introduction

Members will recall previous briefing papers from the SHIP PCT Cluster; the first in July to announce the result of the procurement process and subsequent award of the contract to the South Central Ambulance Service and the second in September to update on the communications around 111.

This paper presents the latest information on 111, following its 'soft launch' on January 22 2013.

What is 111?

- 111 is a memorable, free number giving people better access to all non-emergency NHS services 24 hours a day, 365 days of the year.
- The service will absorb all of the calls currently going to NHS Direct and Out of Hours services, directing them more efficiently along the correct care pathway towards the appropriate service.
- Additionally, GPs and other health professionals will be able to phone 111 to arrange access to urgent care services or the Directory of Services from a computer to also get real time information on services available.

What are 111's objectives?

Internal facing	Public facing
<ul style="list-style-type: none"> • Increased efficiencies through better integration of services. This will allow services providers to forward information and book appointments. • Improved data capture which will help identify where services are under or over utilised. • Increased efficiency of 999 ambulance services. 111 aims to filter out the avoidable emergency ambulance journeys. 	<ul style="list-style-type: none"> • A memorable, free number giving people better access, via one point of contact, for all non-emergency NHS services 24 hours a day. • Increased efficiency – people will be directed to the appropriate health care service. • Provision of consistent clinical assessment and advice. • Increased public satisfaction and confidence in the NHS.

What level of usage is anticipated?

- In June 2012, the BBC reported that the 111 service has recorded its “one millionth” caller.
- In November 2012, the OOH 111 service for the Portsmouth, South Eastern Hampshire, Fareham and Gosport, Southampton and West CCG areas, received 19,523 calls, 17,670 of these were answered, 11,120 required OOH services and 876 ambulances were despatched off of the back of this information.
- In December 2012, the number of calls reached 30,000.
- For SHIP we have estimated that 10% of the population (c.1.8m) will use the 111 service over the course of its first year.

Who are we speaking to?

We understand that key messages about 111 must be clear and consistent, highlighting a ‘Call to Action’. Therefore, we have designed an integrated marketing campaign which encompasses the extensive use of various media channels including: radio, online, printed press, billboard advertising. This activity will begin in February 2013 and focus on the whole of Hampshire, Portsmouth and Southampton.

The Isle of Wight is already running a 111 service and has run a publicity campaign. At this point in time, we have not had access to evaluation information from the Isle of Wight. Marketing will focus on educating the general public, while additional activity will be focused on engaging key stakeholders within the NHS and community support services.

When will the key message effect change?

- 111 go live Tuesday 22nd January 2013
- Publicity campaign begins 11th February 2013 for a four week period. The service operates 24/7, 365 days a year

What reasons are there to be positive?

- Statistics released by the DoH suggested that between April and October 2011, **92%** of callers were very or fairly satisfied with their NHS 111 experience.
- Robust nationwide testing program for the ‘Pathways’ system was successfully completed by GP’s.
- University of Sheffield research (29/12/12) suggests that there was no significant change in emergency ambulance calls, A&E attendances or urgent care attendances.
- Oxfordshire insist that any rises in A&E attendances are linked to season demands on the service and are not outside the norm for this time of year.

Monitoring Performance

The contract with SCAS for the provision of the service will currently be monitored by the SHIP PCT Cluster until March 31, 2013. The contract will then be held and monitored on behalf of all Hampshire CCGs by Portsmouth CCG. The contract management will link to other contracts such as 999.

Case Study: Emm2904 said on 05 February 2012:

That was quite impressive. I've just finished talking to the 111 operator. After a very thorough and comprehensive interview, I was given a huge amount of advice - mainly to do with what further symptoms to look out for and what action to take if such symptoms occur and advised to contact my surgery to get an emergency appointment within 24 hours.

I can see that this service, if maintained at a high level, Nationally, could be an invaluable addition to the NHS and should help ease the congestion at A&E departments and the demands on emergency services, such as on-call GP's and the Ambulance service. It beggars the question, "Why wasn't this done before?"

What are the go live dates for other parts of the South?

