

## **Health Forum Agenda Wednesday 6<sup>th</sup> December 2023 10am-12pm**

### 1) Welcome and Introductions/Minutes of the last meeting

There were 37 people in attendance.

The minutes were agreed as accurate.

### 2) Update from the WHPCN/HERE/HKP resident led health event - Claire Hines

Claire provided an update about the Being Well in the West event held at St Richards in October (separate outcomes report attached). This was a huge success and a great example of partnership working. Claire expressed her thanks to all the residents and health providers that supported the event. Several outcomes resulted in referrals for hypertension and newly diagnosed diabetes to GPs, as well as several MSK physio patients seen from the waiting list and some new referrals. Feedback from the community was extremely positive with some calling for more frequent events than annually.

### 3) Surgery and PCN updates

#### Hove Medical Centre - Rick Jones

- Replaced a GP that left several months ago with two Drs covering the list
- There is another GP leaving in the new year, but there should be a replacement starting at the end of February. The Partners will double up to cover in the meantime.
- The issue with the phones is being resolved with the phone company. The callback facility was not properly set up.
- Two new reception staff. Processes have changed so there are more people answering phones until 9.30am.
- There is currently a lot of sickness in team.

#### Portslade - Tracy James

- Submitted a successful bid to create 6 additional clinical rooms and building work started on Monday.
- Administration and back-office staff will move to the first floor.
- Three of the new clinical rooms will be for PCN and three will be shared with Hove Medical Centre.
- Disruption to patients is being kept to a minimum with lots of work out of hours. The aim is to be operational by the end of March.
- Working with Claire Hines to implement a digital workshop to encourage use of NHS app to order prescriptions etc. They would welcome support from anyone with good IT skills to help.
- One of the partners is retiring at the end of this year – although they will continue to work 60 sessions across the year to help with holiday periods.

Claire Hines updated that the IT Health Digital Drop-in at St Richards on Fridays, 11am – 1pm, with our IT tutor David Purkiss (and a volunteer) will continue until at least the end of March. Claire will also be setting up a similar service at Portslade Health Centre within the surgery.

Mile Oak Medical Centre already has a volunteer doing IT drop-ins. There is no space at Hove Medical Centre, so St Richards has worked well for their patients, its also very convenient for Benfield.

Dipti commented that libraries have the capacity to support people in communities with IT support.

Caroline expressed concern that approximately 80% of the adults they work with in social care are struggling to access digital services to GPs. The staff spend a considerable amount of time trying to access GP services and vice versa, to provide the right support for patients. Also, there still needs to be a better way for social care and GP surgeries to communicate with each other because they spend so much time on phones trying to make contact.

Jo agreed that digital access is still a big issue, hence the need for the IT suite with free access to equipment, printer and wifi.

Jo also said that Dr Rowan had raised the issue of easy comms with social care – this is something practical for us to resolve locally as part of better integration.

#### Wish Park – Emma Bourlet

- Stabilised in the last year, three GPs are still on maternity leave - due back in April.
- Have employed an eight session GP, with other GPs covering leave. Employed a fulltime medical practitioner in April, have an advanced care practitioner, full nursing team, MSK every other Wednesday and Friday, and can take prescription requests at certain times of day, phones are working well.

#### Links Road

- Two long standing GPs are not there – one is leaving to go abroad, and the other is on long term sick leave. This is a challenge which we are managing
- Heavily reliant on locums - one is now taking over the patient list.
- Have offered a GP today.
- Moving forward there will be a fulltime paramedic practitioner, MSK physio practitioners and new health care assistant.

Benfield Well BN – Louise was unable to attend today's meeting and sent apols.

Dawn expressed her feelings regarding her son's recent experience in attempting to gain a face-to-face appointment at Benfield surgery following a burn injury. Delays resulted in emergency treatment and after a trip to a and e, a need for skin graft surgery.

Action: Jo will raise the complaint directly with surgery and urged anyone with a complaint to raise it through their GP surgeries directly.

Maureen also raised a concern on behalf of a friend that at Links Road there was a notice saying, 'Closed emergencies only.' Action: Emma was not aware of this and will investigate.

#### 4) Mental Health Coordinators

The mental health team representatives were not able to attend due to illness.

#### 5) SPFT research – Joanna Pooley

Joanna Pooley, Clinical Research Co-ordinator, NHS Sussex Partnership Foundation Trust gave an overview of the mental health research programmes they carry out across East and West Sussex, through a variety of different research teams (e.g. mood anxiety, learning disabilities, brain and body, dementia, emergency, and complex cases).

Delivering research helps to improve care, treatment, and services for patients and communities. The aim of the research is to build knowledge for new safe and effective treatments, experimental research studies, randomised controlled trials, and observational studies.

Patients are at the centre of their work, with the aim that all patients using services can hear and get involved in research studies. Embedding research into clinical practice is important as it significantly improves outcomes.

Joanna wanted to use the forum to widen knowledge of their Research & Development teams and connect for the future. Signing up to the research network is the best way to get involved. For more information <https://www.sussexpartnership.nhs.uk/our-research>

#### 6) Pharmacy offer - Henrietta

Henrietta from Burwash Pharmacy explained that in August they increased to four clinic rooms. She wanted to make the forum aware of additional services offered there e.g. ear wax removal via micro suction and phlebotomy – blood taking services. As well as Henrietta's consulting room there are three level 3 qualified phlebotomists.

Anshil explained he had been part of a project in Coventry where all the local blood collection had been centralised to free up space in the GP practices. This also expanded to include housebound patients. Therefore, he wanted to explore the interest levels of operating a similar centralised blood collection service in proximity to the Burwash pharmacy (opposite Burwash Road in Hangleton). Action: Anshil to arrange to speak with Tory at the PCN level to explore this idea.

Gill mentioned that appointments must now be made at the Polyclinic as the central service point has stopped. Action: Cat agreed to identify what has happened at the Polyclinic and report back to Jo

Mick had used the ear wax micro suction service and felt it was good to have the choice of a cheaper option than Sussex Audiology.

#### 7) Integrated Community Teams (ICT) – update Jo M and Tory

Jo explained that Integrated Community Teams are the national way of reorganising the health service. Previously there were 8 clinical commissioning groups locally, which eventually became NHS Sussex.

NHS Sussex now commissions East and West Sussex and Brighton & Hove which is 'place level – the same as the Unitary or County Councils that run social care

ICTs are a further division to 'neighbourhood level' and 16 have been created – across East and West Sussex the footprint is the boroughs and district councils and in Brighton & Hove there are 4 ICT's – North East Central and us in West

This BH footprint mirrors the locations for adult social care, council housing and family hubs work.

ICTs are trying to achieve integration and joint working between health and social care. The Community and Voluntary Sector (CVS) and communities are being given a much stronger voice to bring their perspective and services to local health need.

HKP has worked closely with primary care and developed good links between CVS, local people and primary care e.g. supporting people to access cancer screening, BP checks with events, menopause/diabetes support, digital support access etc. The health forum has guided HKP's work and helped determine local priorities and is ultimately where we report to the community together.

The Sussex Voluntary Sector Alliance are a group of VCS Chief Execs mandated by the NHS to work with the Integrated Care Board (ICB). Jo was elected to represent East and West Sx and Brighton & Hove at the ICT Board within the governance of NHS Sussex.

This group oversees the strategic development of Integrated Communities Teams across the whole system.

The first step has been to identify areas and produce population health data for each. The data pack for West is attached.

Jo is also involved at place level in Brighton & Hove with Chas Walker (Integrated Director for Communities) who is tasked with working out what ICTs could mean for BH.

The West area was chosen as the front runner because it is in a 'state of readiness' with the existing health forum and strong local partnerships. Between Jan -March 2024 Dr Rowan, Tory and Jo will be involved in a piece of work with all the key health and social care providers to identify our local priorities, how the ICT will work for us and give people greater control over priorities and resources.

Sharon (Portslade PPG and rep on PCN) has agreed to lead on the resident aspect of the programme to ensure that residents/patients in Hangleton & Knoll are involved at the

earliest stages and as part of the front runner piece of work. Sharon will be involving as many people as possible from the health forum that are interested, to discuss and analyse the data and try to influence the system upwards.

Sharon explained that the West area is critically important because it is seen as part of the system that is working well. This forum will be key to this process - to have oversight and endorse ideas.

Tory explained that the delivery group comprised of 6 initial steering groups, the first being about data. The second is running next Wednesday. There should be an update on pilot projects by the next health forum.

#### 8) AOB

Ann has applied for a grant to get a bleed kit/cabinet for St Richards, because knife crime is generally on the increase. The kit contains everything needed for immediate action and police training is given. The meeting all agreed this would be extremely worthwhile.

Action: If the funding bid is unsuccessful, Jo will follow up to facilitate getting one.

Meeting 2024: 27<sup>th</sup> March 10-12 St Richards