

Information Bulletin

The Information Bulletin is a document that is made available to the public with the published agenda papers. It can include update information requested by the Committee as well as information that a service considers should be made known to the Committee. The items are not intended for discussion at the Committee meeting.

If there are any matters arising from this information that warrant specific aspects being added to the forward work programme or future information items, Members are invited to make the relevant suggestion at the time that the forward work programme is discussed.

This Information Bulletin covers:-

- (a) Patrick Stead Hospital, Halesworth – temporary suspension of inpatient admissions
- (b) Greyfriars walk-in centre
 - i. update on alternative services
 - ii. future service for vulnerable children who are seen by a specialist nurse at Greyfriars GP practice (information provided by the CCG in response to a question asked at 15 July 2016 Joint Health Scrutiny Committee meeting)
- (c) Changes to IVF provision
- (d) Beccles minor injury unit – engagement exercise
- (e) The announcement of the retirement of Andy Evans, Chief Executive of NHS Great Yarmouth and Waveney CCG

a) Patrick Stead Hospital, Halesworth – temporary suspension of inpatient admissions

Great Yarmouth and Waveney CCG forwarded the following briefing, received from East Coast Community Healthcare (ECCH):-

'East Coast Community Healthcare (ECCH) has announced the temporary suspension of new inpatient admissions to Patrick Stead Hospital amid concerns that nursing shortages could affect patient safety.

Inpatient activity at the hospital will be suspended from 1st October.

ECCH and Great Yarmouth and Waveney Clinical Commissioning Group, which commissions the services, will review the position on a monthly basis with a view to readmitting patients to Patrick Stead if the situation improves. ECCH continues to

advertise vacancies on the national NHS Jobs website where clinical staff are likely to look first when seeking new opportunities.

ECCH has tried to book agency staff, offered incentives to all appropriately trained nursing staff working for our other services, contacted the James Paget University Hospital (JPUH) and asked other healthcare partners for assistance. Despite this, they continue to face difficulties recruiting suitably qualified nurses to cover shifts at Patrick Stead.

ECCH will continue to run outpatient services from the Physiotherapy block at the hospital. This includes a variety of James Paget University Hospital consultant clinics as well as phlebotomy services and clinics such as podiatry, ME/Chronic Fatigue Syndrome and continence.

Jonathan Williams, chief executive of ECCH said: "This decision has not been easy to make but the safety of our patients and staff is our number one priority. Staffing at Patrick Stead Hospital has reached a critical level. This is primarily due to the uncertainty around the future of the hospital following last year's public consultation into health services in the area which earmarked the hospital for closure. This has created considerable problems with keeping existing staff and recruiting new staff. "We are very proud of the work our staff have done at Patrick Stead Hospital and we are very grateful to them for their commitment and dedication in an increasingly difficult climate. We will be supporting them and working within the provisions of the legal framework and ECCH policy to maximize the opportunities available for those staff affected while the inpatient activity is suspended."

The staff, including nurses, therapists and healthcare assistants, will be temporarily relocated to other ECCH services providing care for patients across Great Yarmouth and Waveney.'

b) Greyfriars walk-in centre

i. Update on alternative services

1. Introduction

The purpose of this report is to provide HOSC with an update on the services put in place to replace the Greyfriars walk in centre when it closes on 30 September 2016.

2. Replacement of Walk In Centre Services

Services at the Greyfriars walk in service closes on 29 September 2016. Additional capacity will be provided within Out of Hours primary care based at the James Paget University Hospital (JPUH) at weekends and bank holidays (8am until 8pm). This will support any increase in demand following the closure of the walk in centre for those patients who have accessed NHS111 and for whom it is deemed they need primary care (GP level)

intervention or support. IC24 (who provide NHS 111 services to Great Yarmouth and Waveney) and JPUH are currently arranging for the out of hours service to move from the ENT outpatient department to surgical outpatients, which is close by. This will give IC24 more space and clinic rooms.

IC24 are actively filling sessions to provide these services and have a number of clinicians and GPs interested in regular sessions.

This additional capacity will also support the provision of outreach clinics within central Great Yarmouth, at the Greyfriars site at the weekends and bank holidays. An agreement has been reached with the local pharmacy for the use of a clinic room which can be used by IC24.

The additional capacity in out of hours primary care at the JPUH site will also allow for streaming of patients presenting at A&E who attend with a condition more appropriate for primary care. An extra triage clinician will be at JPUH from 8am until 8pm on Saturday, Sundays and Bank Holidays to triage and stream these patients to out of hours primary care where appropriate.

Alongside this increased capacity within out of hours primary care, the CCG has also agreed additional capacity within the NHS111 service during peak periods throughout October to ensure support for any increase in demand.

The CCG will closely monitor activity during this period to establish the impact of the closure of the walk in centre.

The CCG, JPUH and IC24 are also considering longer term plans for those patients presenting at A&E who can be supported / treated by a more appropriate service to ensure A&E only sees those patients who require acute support. This includes piloting the triage system 'Reception Point'.

3. Replacement of Primary Care Services

Registered patients

Greyfriars has a registered list of patients who received primary care services. All patients have now been written to informing them of their newly allocated practice – a process known as 'managed list dispersal'. Practices have registered their new patients and medical records have been sent direct to the practice electronically. The medical notes have been collected by Capita to deliver to the newly assigned practices. Approximately 4,000 medical notes will not be moved and will remain on site for The Lighthouse Medical Centre who are located in the building and received the majority of the patients.

Homeless Service

The contract for provision of a service to homeless people has been awarded to the Lighthouse Medical Centre for one year, starting on 1 October 2016. A handover meeting between the practices has been arranged.

Special Allocation Service

The contract has been awarded to Central Healthcare Centre for six months starting on 1 October 2016. A handover meeting took place 16 September and all patients will be being written to inform them of the new arrangement.

4. Communications

The following communications have been actioned by the CCG:

1. Letters were sent to all patients throughout August by IMH to inform them that their GP practice would be changing.
2. Frequently Asked Questions and a full briefing were provided for PALS to answer any patient queries.
3. 300 A4 posters, 400 A5 flyers have been sent to:
 - Holiday parks
 - Greyfriars surgery
 - Great Yarmouth and Waveney surgeries
 - Local schools
 - JPUH
 - Pharmacies
 - Dentists
4. Two A3 posters have been produced for Greyfriars doors.
5. Letters have been sent to:
 - Schools
 - Pharmacies
 - Holiday parks
 - JPUH
 - Dentists
 - GP practices
6. A poster campaign is running: 11x 6 sheet posters for eight weeks from 5 September 2016, displayed on the Great Yarmouth seafront and en route through the town centre to Greyfriars. Cost £3,500
7. Email requests have been sent to the following to remove Greyfriars from their websites:
 - Heron
 - The Broads Authority
 - Visit Great Yarmouth

8. A map produced showing alternative GP practices across GYW for GP practices to share with temporary residents if required.
9. A press release about Greyfriars closing will be sent the week before Governing Body

Rebecca Driver

Director of Commissioning and Engagement
23 September 2016

ii. **Future service for vulnerable children who are seen by a specialist nurse at Greyfriars GP practice**

Information provided by the CCG in response to an issue raised by Mr Adrian Myers, Great Yarmouth and Waveney Borough Councillor, at Great Yarmouth and Waveney Joint Health Scrutiny on 15 July 2016:-

Information requested:

What service will be provided in future to the vulnerable children at risk of harm who are currently seen by a specialist nurse at the Greyfriars practice?

CCG Response

The Children's Act 1989/2004 and Working together guidance 2015 are clear that safeguarding children is everyone's responsibility this includes health education and social care. Therefore if safeguarding concerns are identified in primary care all GP's have a responsibility, this will remain unchanged.

Greyfriars chose as a business to employ a nurse specifically for safeguarding because they had around 150 children in their practice identified as having safeguarding issues. As the patients are being dispersed over a number of GP practices it is not anticipated that this role will be needed in the future but that all practices would carry out the same role within their existing safeguarding responsibilities.

There are clear processes to follow by all agencies in Norfolk where there are concerns about the safety of children. To support primary care the five Norfolk CCGs have commissioned two specialist GPs who provide support and training to primary care staff for safeguarding children.

Lorraine Rollo

Head of Communications and Engagement
15 September 2016

c) Engagement exercise on the reduction of the number of IVF cycles from three to two

NHS Great Yarmouth and Waveney Clinical Commissioning Group (CCG) is inviting local people to have their say on plans to reduce the number of IVF cycles which couples are offered from three to two.

The CCG will launch an online questionnaire on Monday asking for views on the proposal, which would save around £70,000 each year.

The change would also bring arrangements in Great Yarmouth and Waveney in line with the rest of Norfolk, where two cycles of treatment are offered to women who are unable to conceive after two years.

Fertility services provided by GPs and James Paget University Hospitals would be unaffected by the proposed change.

Cath Byford, chief nurse, said: "Like all other NHS organisations, we are facing unprecedented financial pressure as demand for health services continues to grow. Put simply, we cannot afford to carry on providing the same services in the same way, so need to think carefully about how to do things differently.

"We have a duty to make the best use of our finite resources in a way that maintains quality services and benefits the largest number of patients. Every penny really does count, and this change would save our CCG £70,000 each year while still giving couples the chance to receive two cycles of treatment. "We understand that some people may have concerns about the potential changes to our fertility services, which is why we are encouraging as many people as possible to complete our online questionnaire.

"Our governing body will take the feedback we receive into account when it makes a final decision at its meeting on 29 September."

If the governing body approve the proposal, the change would be introduced by the end of September.

The questionnaire will be available at www.smartsurvey.co.uk/s/IVF_survey_NHSGYWCCG/ from 9am on Monday until 9am on Thursday 22 September.

The number of patients who are referred for IVF treatment in the Great Yarmouth and Waveney area varies every year:

2013/14: 56
2014/15: 47
2015/16: 28

Lorraine Rollo
Head of Communications and Engagement
15 September 2016

d) Beccles minor injury unit – engagement exercise

On 29 September 2016 Great Yarmouth and Waveney Clinical Commissioning Group (CCG) received a paper proposing a three week public engagement process regarding a proposed changes to the way that minor injuries services are provided in Beccles.

The CCG has pointed out that the proposals concern the minor injuries service only. They are not proposing to close Beccles hospital and phlebotomy services will continue to be provide on the site by another provider, yet to be identified, from 1 April 2017.

The Executive Summary from the report to the Governing Body is set out below. The full report can be found on the CCG's website:-

http://www.greatyarmouthandwaveneyccg.nhs.uk/page_sa.asp?fldKey=153
(agenda item 15)

Executive summary

NHS England have published draft guidance (the final version is imminently awaited) for Clinical Commissioning Groups about Urgent and Emergency Care. This has identified that patients are confused with the variety of names used for emergency facilities – this includes 'walk-in centres', 'minor injuries units', 'GP led health centres' etc. The guidance will recommend that all urgent primary and community care facilities are to be named 'Urgent Care Centres' (UCCs). New national clinical standards have been developed for these UCCs.

To prepare for this change in the model of care, the CCG has completed a review of minor injuries units services in Great Yarmouth and Waveney. This has included a review of how minor injuries are looked after in GP practices where a local MIU does not exist.

The CCG has a responsibility to provide minor injury services across the Great Yarmouth and Waveney area. Across the CCG, with the exception of Beccles and Halesworth, this care is provided by GP practices.

To support the new national guidance, and the CCGs recent review work, we want to ask local people what they think about our proposals to change the way minor injuries services are currently provided in Beccles.

The proposal is to change the way minor injuries services are delivered in Beccles. Rather than being seen in the Minor Injuries Unit inside the hospital building, minor injuries services would be provided at the Beccles surgery on the same site, Monday to Friday, during normal GP working hours. On weekends and Bank Holidays, minor injuries care would be provided via the 111 service who will offer advice and support for patients who need it and refer patients into new out of hours clinics which will be provided on the Beccles Hospital site. This will require additional resource for the out of hours service.

The CCG will run an engagement exercise from Friday 30 September to Friday 21 October for three weeks. The outcome of this exercise together with recommendations for future provision of services will be presented to a Governing Body meeting in public on Thursday 27 October.

e) The announcement of the retirement of Andy Evans, Chief Executive of NHS Great Yarmouth and Waveney CCG

Andy Evans, the Chief Executive of NHS Great Yarmouth and Waveney Clinical Commissioning Group (CCG), has announced his retirement. Mr Evans will leave the CCG in March 2017, having worked his required six-month notice period.

Mr Evans, a pharmacist by profession, took up his current post in the CCG in 2012. Since then, he has led the CCG's continued drive to deliver better care closer to people's homes while also focusing on bringing health and social care closer together so that patients can receive joined-up services.

"I have thoroughly enjoyed my 41 years in the NHS," said Mr Evans, who is 63 and lives near Beccles. "During that time, I have been privileged to work alongside some exceptionally dedicated staff who share the vision of delivering the best quality services for patients.

"Over the coming five years, the NHS and social care faces another period of sustained transformational change which will be challenging for everyone. I feel that now is the right time for me to retire and hand the responsibility for leading that change for the health service in Great Yarmouth and Waveney to someone else."

When he retires, Mr Evans plans to spend more time with his family, and to do many things he has not had the time to do before.

Dr John Stammers, Chair of the CCG said: "Andy has been an energetic and visionary leader for Great Yarmouth and Waveney, and we will miss his leadership, enthusiasm and drive for change.

"On behalf of everyone at the CCG, I would like to thank him for the hard work and dedication he has given to his role over the past four years. We look forward to continuing to work with him during the coming months as we commission the best possible services on behalf of the patients we serve."

The CCG's governing body will decide on arrangements to replace Mr Evans in the coming weeks.

Lorraine Rollo

Head of Communications and Engagement

15 September 2016