

Report for Children, Adults, Health and Wellbeing Policy Development and Scrutiny Panel – Monday 14 January 2024

Paediatric Urgent Service Hub Clinics

BaNES based GP federation BaNES Enhanced Medical Services has launched the Paediatric Urgent Service Hub (PUSH) which will run until the end of March 2024.

This service is for children aged five and under with fever symptoms and operates afternoon clinics from surgeries in Midsomer Norton, Paulton, Peasedown St John, Radstock, Coombe Down and Keynsham

Appointments can be made via remote booking and can be same-day bookable. The service offers extra capacity and appointments during the busy winter period. Since the service was launched in December, more than 150 children have been seen in these clinics and further clinics supporting areas of known deprivation will roll out from January.

BaNES Integrated Care Alliance Winter update

BaNES Integrated Care Alliance has developed a joint approach to delivering services and supporting citizens across BaNES during winter 2023/4, with a focus on maximising capacity of our existing services. Progress has been steady and has included:

- Our virtual wards are now well established in B&NES – a step-up model to reduce avoidable admission provided by HCRG Care Group and step-down model provided by the Royal United Hospital to expedite discharge. We continue to see increased occupancy, and both services have received excellent feedback from patients. The Virtual Wards have significantly helped to maintain flow this winter, particularly in supporting the closure of the Homeward unit.
- The Homeward unit closed on 30 November with successful transfer of care of all occupants. Data suggests the impact of this has been mitigated.
- In the RUH, the Non-Criteria to Reside numbers for BaNES, (a key national metric), continued to consistently meet the target of below 20, and in our community hospitals, we have averaged around 15. The system overall remains pressured.
- We have undertaken monthly community MADE (Multiagency discharge events) to track each patient and understand any pathway blockage. Daily social care forums taking place, in line with changes to social care scrutiny – linking with MADE events to reduce any impact on flow. We have reviewed access to domiciliary care for reablement to maximise flow
- Discharge Hub working groups are being implemented BSW-wide to support consistency and best practice sharing across the ICB.

Women's health hubs

Women across BSW and BaNES will benefit from tailored healthcare and support by coordinating services in a new women's health hub model which aims to improve the experience for girls and women in accessing better integrated services.

The hub will look to improve access to services for menstrual problems, contraception, pelvic pain, menopause care and more.

Along with all other ICBs across England, BSW ICB has received over £600,000 in funding until 2025 to expand or establish a women's health hub that focuses on delivering more intermediate care in the community, taking a life course approach that better reflects the lives of girls and women and enables them to access support and care for a range of needs through a one-stop-shop approach.

This approach aims to tackle what have been fairly fragmented services in terms of women's health. To date, women are often expected to attend multiple appointments and go to different places to access these essential services.

The Women's Health Hub will be developed by partners across BSW including the NHS, public health teams, the Voluntary, Community and Social Enterprise (VCSE) sector and engagement with local people.

Work is still ongoing on how to utilise the funding this year to explore women's health hubs and experience for women's health needs. A framework for the decision making is being created to easily put forward proposals and bids, with a central steering group making decisions on projects.

Industrial action

Junior Doctors across hospitals in BSW took part in Industrial Action from 20th to 23rd of December and from January 3rd to 9th.

Coming at the busiest time of year for our local health and care services, the Industrial Action has resulted in disruption, including increased waiting times and a high number of cancelled appointments.

BSW Integrated Care Board and system partners have worked hard to keep local people safe during the strikes, while delivering the best care possible. We worked with partners to ensure the smooth running of services and provided a coordinated communications campaign to let the public know how to access services and where to look for help.

Primary Care Dental Services Update

Since receiving delegated responsibility for community pharmacy, optometry and dental services, work has duly commenced for understanding local plans specifically for the BSW population.

Specifically for dental services, the main focus has and remains to be, on restoring access to dental care for the population.

The outcomes of the 2022 / 2023 dental contract negotiations set out a package of reform, seeking to address the current challenges associated with delivering care to higher-need patients.

In October 2023 NHS England published its flexible commissioning guidance, originally issued in 2021, the updated guidance aims to make the current NHS dental contracts more adaptable by allowing a proportion of the commissioned UDA's to be filled through locally agreed schemes. Its purpose is to prevent poor oral health, protect and expand access and deliver high-quality care as well as aid the restoration of mandatory services such as examination and diagnosis.

The ICB continue to work with Local Authority Public Health colleagues to fully understand the oral health needs of the population and to fully utilise the newly published guidance, making it easier to access NHS care with the current national dental contractual framework also enabling the ICB to tailor services to meet specific population needs, and to take steps to support practices with changes to Units of Dental Activity (UDA) values, where this presents clear value for money. A further presentation is appended to this report.