

DECISION-MAKER:	HEALTH OVERVIEW AND SCRUTINY PANEL		
SUBJECT:	SOUTHAMPTON CITY CCG CONSULTATION - “GETTING THE BALANCE RIGHT IN COMMUNITY- BASED HEALTH SERVICES”		
DATE OF DECISION:	23 JULY 2015		
REPORT OF:	DIRECTOR OF SYSTEM DELIVERY - SOUTHAMPTON CCG		
<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY

None.

BRIEF SUMMARY

This report describes the consultation process and progress to date on Southampton City CCG’s proposal to close the walk-in service at Bitterne Health Centre in order to maintain quality community-based health services in Southampton.

RECOMMENDATIONS:

That the Panel:

- (i) Discuss the report and review the process to date.
- (ii) Agree any feedback for the CCG to consider.

REASONS FOR REPORT RECOMMENDATIONS

1. The Health Overview and Scrutiny Panel has requested a discussion on the proposal.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2. Not applicable

DETAIL (Including consultation carried out)

Getting the balance right in community-based health services

3. On 15th June 2015, Southampton City CCG launched a 12 week public consultation on the proposal to close the walk-in service at Bitterne Health Centre so that they can maintain quality community-based health services in Southampton. All documents and supporting information is available on the CCG website at www.southamptoncityccg.nhs.uk/consultations. A copy of the consultation document is attached to this report as Appendix 1.

The Case for Change summary

4. Our population has changed over the last 20 years and we are living longer. 86,000 local people (32% of Southampton's population) are currently living with long term conditions. These include conditions like diabetes, dementia, heart disease, epilepsy or breathing difficulties.
Community based services are one of the main forms of support for people with long term conditions, people with disabilities and end of life needs. We need to adapt to ensure we meet the current and future needs of our population and this requires additional investment.
5. There have been a number of changes in health services since the walk-in service opened. These include:
 - NHS111
 - GP practices offer more flexible access
 - GP out of hours services
 - Minor injuries unit at the Royal South Hants Hospital
 - Pharmacies offer more access
 - Ambulance crews treat more people on the spot.
6. The walk-in service at Bitterne costs around £1.2 million per year. The service is open Monday to Friday 6.30 to 9.30 pm and Saturday, Sunday and bank holidays 8.30 am to 9.30 pm. An average of 1,600 people per month use the service and the two most common conditions seen are cough and sore throat. The service is well liked within the local community but duplicates other available services.

The Consultation

7. Since the launch of the consultation on 15th June 2015, the CCG has had fifteen meetings or events. These have included stands on Bitterne Market, Bitterne Leisure Centre and Bitterne Library as well as a public meeting in Bitterne. We have also held focus groups with a variety of stakeholders.
We are constantly adding to our programme of consultation using a variety of different engagement methods to ensure that we give as many people as possible across the city the opportunity to participate.
8. Future plans include a stand at Mela festival, more public meetings, focus groups with Sure Start, Thornhill Health and Wellbeing Network, Consult and Challenge, TRIP (together reducing isolation – Woolston, Bitterne), Pensioners Forum, SVS Older person's forum.
We also have plans to engage with young people across the city, carers and those with sight and hearing impairment.
9. West Hampshire CCG is holding an engagement event in August 2015 specifically for users of the service who live outside of Southampton.

We have promoted the consultation widely in a number of ways including:

- Distribution of the consultation materials to all GP practices and pharmacies, voluntary organisations, service user groups,

membership database of the CCG, local organisations who provide NHS funded care (UHS; Solent; SCAS; Care UK) , local schools and churches.

- The consultation will also be promoted via Southampton City Connect and the People’s Panel.
- A number of organisations are promoting the consultation via their websites and newsletters, including, Healthwatch, Carers in Southampton and SVS, EU Welcome, Awaaz, 101 Unity radio.

Feedback to date

10. Feedback so far has predominately been through written form. Whilst it is still very early in the consultation process, the main areas of concern that have been raised thus far are:

- No services available on the East of the city
- Transport
- Access to GP’s
- People would not know where else to go.

11. Since the launch of the consultation we have been asked numerous questions which we have collated and produced a “Frequently Asked Questions” document which is constantly updated and available on our website and at events and meetings. A copy of the latest FAQs is attached to this report as Appendix 2. The most common questions are:

- Will the whole of Bitterne Health Centre close?
- Won’t more people go to A&E?
- Will there be more GP appointments available?

Can’t you save money elsewhere? Why was the walk-in service selected?

12. Members are asked to consider the information presented at the meeting and following discussions comment on the report.

RESOURCE IMPLICATIONS

Capital/Revenue

13. None.

Property/Other

14. None.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

15. The duty to undertake overview and scrutiny is set out in Section 21 of the Local Government Act 2000 and the Local Government and Public Involvement in Health Act 2007.

Other Legal Implications:

16. None.

POLICY FRAMEWORK IMPLICATIONS

17. None.

KEY DECISION? No

WARDS/COMMUNITIES AFFECTED:	All
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SUPPORTING DOCUMENTATION

Appendices

1.	Consultation document
2.	Frequently Asked Questions

Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out.	YES
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Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at: www.southamptoncityccg.nhs.uk/consultations

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
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1.	None	
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