
Decision Maker: Health Scrutiny Sub-Committee

Date: 30th January 2024

Decision Type: Non-Urgent Non-Executive Non-Key

Title: SEL ICS/ICB UPDATE

Contact Officer: Dr Angela Bhan, Bromley Place Executive Lead, NHS South East London

Chief Officer: Andrew Bland, ICB Chief Executive Officer

Ward:

1. Reason for decision/report and options

- 1.1 To provide the Health Scrutiny Sub-Committee with an overview of key work, improvements and developments undertaken by SEL ICB and partners within the One Bromley collaborative.
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2. **RECOMMENDATION(S)**

The Committee is asked to note the update.

Impact on Vulnerable Adults and Children

1. Summary of Impact: N/A
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Transformation Policy

1. Policy Status: Not Applicable
2. Making Bromley Even Better Priority (*delete as appropriate*):
 - (1) For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
 - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
 - (3) For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
 - (4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.

(5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

Financial

1. Cost of proposal: Not Applicable:
 2. Ongoing costs: Recurring Cost Non-Recurring Cost Not Applicable: Further Details
 3. Budget head/performance centre:
 4. Total current budget for this head: £
 5. Source of funding:
-

Personnel

1. Number of staff (*current and additional*): Not Applicable
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: None:
 2. Call-in: Not Applicable:
-

Procurement

1. Summary of Procurement Implications: Not Applicable
-

Property

1. Summary of Property Implications: Not Applicable
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Carbon Reduction and Social Value Not Applicable

1. Summary of Carbon Reduction/Sustainability Implications:
-

Impact on the Local Economy Not Applicable

1. Summary of Local Economy Implications:
-

Impact on Health and Wellbeing Not Applicable

1. Summary of Health and Wellbeing Implications:
-

Customer Impact

1. Estimated number of users or customers (*current and projected*): Not Applicable
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:

3. COMMENTARY

SEL ICS/ICB UPDATE

1.1 GP Access

GP access represents both a local and a national priority, forming part of the One Bromley strategy. The Bromley Primary Care team, working with PCNs and practices, is modernising the way patients contact their GP surgery and introducing new technology to improve the patient experience of contact and better manage demand for primary care services.

The workstreams include:

- **Implementing digital telephony** – switching every GP practice onto a digital telephony system, offering call queuing, call backs and more sophisticated call management through integration with clinical systems.
- **Improving patient experience** – collection, analysis and service improvement through locally collected survey data in addition to expanding the coverage of Friends and Family Test surveys.
- **Remote consultations** – expanding use of this as a core digital access channel and utilising at-scale hub models to manage queries efficiently and in a timely manner.
- **Empowering patients through modern technology** – revamped practice websites compliant with national digital accessibility standards; increasing NHS App registrations and maximising use of this functionality for repeat prescriptions, appointment booking, viewing patient records, and more; extending use of messaging systems for call/recall, reminders and health questionnaires; self referrals via online tools and establishing remote monitoring hubs for hypertensive patients.
- **Improved navigation** – triaging patients' needs effectively at the first point of contact, so patients are better signposted where appropriate or booked an appointment in a timely manner with the right clinician or other professional based on their clinical need.
- **Pharmacy First** – enabling community pharmacy to complete episodes of care for common infections through self-care, safety-netting advice and supply of certain medicines, avoiding the need to visit the GP practice.
- **Primary/secondary care interface** - making the best use of clinical time and NHS resources in both settings through improved organisation of care and as a result better patient experience of care.

It should be noted that a major change to the remote consultations tool will be taking place during Spring 2023 as a result of a SEL-wide procurement of a new provider. This will coincide with the roll-out of digital telephony for a number of practices, and the expansion of triaging initial contacts in line with national expectations.

1.2 Immunisations Update

The Winter Vaccination programme commenced in September 2023 for both Flu and Covid, the latter being brought forward in response to a new variant (BA 2.86). This led to an acceleration of the Covid autumn booster campaign.

Update on the Covid autumn booster campaign

Covid vaccine delivery partners and estate for the Autumn 2023 campaign comprised of:

- 1 borough-wide service: One Bromley Health Hub at The Glades
- 3 GP-led services: Orpington (Chelsfield), Penge (Oaks Park) and London Lane
- 20 Community Pharmacies across the borough
- 4 pop-up clinic events
- 12 outreach clinics at Orpington Health and Wellbeing Centre

This provision involved some changes to previous campaigns. This included additional community pharmacy services, a new GP-led service at Chelsfield, and a transfer of clinical provider at the One Bromley Health Hub, which was run by a clinical team from the Bromley GP Alliance.

The main public Covid Autumn booster campaign ended on 15 December 2023, with an extended period for outreach activity for under-served groups until 31 January 2024.

Despite a challenging campaign, with the support of One Bromley partners over 55,000 eligible patients received their Covid booster by the 15 December public campaign deadline. The indicative figures (which continue to be subject to change) are below:

Covid 2023 Booster Uptake:

Patient cohort	Uptake
Over 75	75%
65-74	63%
Immunosuppressed/At-risk	26%
Housebound	69%
Care Homes	84%

Source: Bromley Primary Care Data 18.12.2023

The One Bromley Vaccination Taskforce met regularly throughout the campaign to enable service providers, the ICB and Public Health to collaborate, assist each other with delivery issues and identify actions to improve uptake and address obstacles. Taskforce members are contributing to a lessons learned exercise so that the experiences and learnings can be shared at ICS level and beyond to help understand the issues and improve future campaigns.

Seasonal Flu 2023/24 campaign

To date, One Bromley partners have administered over 73,000 Flu vaccines, with the Bromley team supporting practices, community pharmacies and partners with a 'final push' before the campaign ends on 31 March 2024. This includes offering reminders to patients and promoting partner services at community pharmacies and catch-up clinics for school age children.

The current uptake figures (which are subject to change ahead of the final end of the campaign) are below:

Winter 2023/24 Flu uptake:

Patient cohort	Uptake
Over 65	75%
18-64 (at risk)	44%
2-3	48%
>18 months	48%

Source: Bromley Primary Care Data 01.01.2024

1.3 Bromley Health and Wellbeing Centre Revenue Business Case

The Bromley Health and Wellbeing Centre project is progressing well with significant achievements made over the last few months. The key highlights are:

- The RIBA Stage 4 design is now complete, and all documents are being prepared to go out to tender for the construction contractor shortly.
- Expressions of interest for contractors have been issued and 5 out of 7 suppliers were interested.
- Both the Revenue and Capital NHS Business cases have been drafted. The Revenue Business case went to the Primary Care Group on the 11th of January 2024 and was given approval. The Capital Business Case draft has been shared with NHS England for initial comment.
- The DV value for money report has been completed and received. It has recommended this project as representing value for money.
- Building Control approved the application of the 1st floor fit out to a Health and Wellbeing Centre on the 8th of January 2024.
- The Travel plan is being drafted.
- The NHS FM Services procurement for the Health Centre is underway.
- A public Webinar was held on the 14th of December 2023. We received positive feedback from attendees and have taken forward the various comments and suggestions. The slides and further information can be found here [The Bromley Health and Wellbeing Centre - South East London ICS \(selondonics.org\)](https://selondonics.org)
- Further engagement events are being arranged.

Finally, although there has been some programme slippage, it is not predicted to impact on end date and the centre is still due to open at the end of 2024 as planned, subject to final approvals.

1.4 Bromley All-Age Continuing Care Partnership Service

Over the last two years, Bromley has been transforming its All-Age Continuing Care service to better meet the needs of Bromley's growing population. One element of this work has been the successful procurement of a new partner agency to support an improved service. The ICB team in Bromley is pleased to announce that NHS Midlands and Lancashire Commissioning Support Unit (CSU) has been awarded this contract and will start running our continuing healthcare (CHC) nursing function from 1st April 2024. The CSU already delivers these services in Liverpool, Derbyshire and other parts of England, as well as working with NHS England on national CHC guidance.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

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5. TRANSFORMATION/POLICY IMPLICATIONS

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6. FINANCIAL IMPLICATIONS

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7. PERSONNEL IMPLICATIONS

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8. LEGAL IMPLICATIONS

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9. PROCUREMENT IMPLICATIONS

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10. PROPERTY IMPLICATIONS

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11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

Detail here any environmental, social or economic implications that have been considered as part of this proposal. This section should consider requirements of the 2012 Public Services (Social Value) Act if procuring goods or services. Authors should detail how the recommendations in this report will lead to a positive impact in terms of the Council's Carbon Reduction ambitions.

12. IMPACT ON THE LOCAL ECONOMY

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13. IMPACT ON HEALTH AND WELLBEING

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14. CUSTOMER IMPACT

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15. WARD COUNCILLOR VIEWS

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Non-Applicable Headings:	4 to 15
Background Documents: (Access via Contact Officer)	[List any documents used in preparation of this report - Title of document and date]