

NHS Lambeth CCG Public forum 3rd May 2017 Notes

	Source	Question	Summary response	Action
1	Gay Lee Lambeth KONP	<p>More information on the closure of the Walk-in Centre (WiC): a request for an update/written report on the transition process, particularly in relation to levels of activity since closure and impact on/how has it affected people who are not registered with a local GP, and in particular homeless people.</p> <p>Thank you to Pamela Handy for her support to the meeting.</p>	<p>The Chair's report which forms part of the Governing Body meeting in public papers, scheduled to take place following the Public Forum meeting, includes an update on the WiC.</p> <p>Two months ago there was a good discussion and a number of arrangements were put in place which helped to ensure that the transition process went smoothly as possible, particularly on first weekend.</p> <p>The CCG has responsibility for both registered and unregistered people in Lambeth and we actively encourage people who are not registered with a Lambeth GP to do so. We commission the Health Inclusion Team (formerly Three Boroughs Team) to support homeless people to access primary care including registering with a local doctor, and this work is being undertaken through Spires and other services for homeless people. At a London level help targeted towards the homeless population is available to guide people through the steps necessary to register with a GP. For example, 'My Right to Healthcare Card'.</p> <p>In relation to access hubs usage, we have had daily contact with the GP Federation who runs the Access Hub. Volumes of activity from the WiC have been absorbed within our hubs, but the hubs are still not fully utilised</p> <p>Data on daily activity indicates that there is extra capacity at the moment, which may be due to the positive way in which the step down was done.</p>	<p>AP to look at provision of a regular update report.</p>

			<p>We have not had any concerns reported/flagged. However, if there are any issues that people are aware of, then please let us know.</p> <p>AP said that an update report would be taken to our committees/relevant CCG committees after the first month and following that, on an ongoing basis.</p>	
1(a)	Frank Purdey, Lambeth resident	Closure of the Walk-in Centre (WiC): what has been the DNA (did –not-attend) rate since closure?	The DNA rate is between 18%-25% across three days/the weekend.	No
2	Gay Lee	Integrated Urgent Care procurement: given the difficulty in procuring/finding appropriate providers to tender for this service, is there any way that the existing good service provider could continue to run the service? This would also save on reprourement costs. There is little point in re-running the same procurement when it is known that a number of potential providers have ruled themselves out.	<p>An IUC item, which will cover models of procurement, is included on the Governing Body Meeting in public agenda for discussion later. At present a review is being done to test whether we need to revisit model of procurement or amend the specification. One of the options could be continue with the current provider, but we cannot predetermine the outcome of the review.</p> <p>It is important to note that whoever provides the service will continue on with the contract arrangement. There will be no gap in the service.</p>	No
2(a)	Frank Purdey, Lambeth resident	Integrated Urgent Care (IUC) procurement: will Lambeth procure alone or with others?	IUC procurement activities will be on a South East London wide basis.	No
3	Elizabeth Rylance Watson, Southwark resident	Local Care Networks: Chief Officer's Report refers to developing a 'scope proposition' for the procurement of LCNs. It would be interesting to hear how we are approaching the LCNs Are you intending to aim for a Section 75 agreement where you might be able to remain within an alliance type arrangement?	National guidance sets out the procurement approach which we are expected to take. The language nationally is confusing. Guidance on MCPs sets out three approaches and confusingly uses an alliance approach which is different to the Lambeth meaning of alliance, which we are pursuing through the Integrated Personal Support Alliance (IPSA) across mental health services.	No

			<p>Our ambition is very clearly to go through an alliance approach. The challenges will be around delivering our ambitions.</p> <p>We are currently going through a national assurance process for our alliance model in mental health (IPSA) and we would have to do the same with work we would want to do on the LCNs.</p> <p>We are the first in London to go through this assurance process.</p> <p>A Section 75 agreement is something different and quite specifically relating to a joint arrangement with the local authority.</p>	
4	Elizabeth Rylance Watson, Southwark resident	<p>Healthwatch attendance and voice in the SE London STP Strategic Partnership Group meetings: I and colleagues from Southwark and Lambeth attended the second meeting of SEL STP SPG and I was surprised that Healthwatch (HW), as a key public voice, was not there.</p> <p>With transformation and change happening at such a pace the governance has to be reviewed continually to see if it is working. Resourcing of HWs has to be such that HW is never absent from those meetings. HWs need to be present.</p>	<p>CP explained that HW Networks' capacity is an issue and therefore Healthwatches are split into areas to cover specific workstreams/issues. Lambeth HW has special interest in mental health and has a lead role in this.</p> <p>Healthwatch Lambeth will attend future SEL STP SPG meetings where possible.</p>	No
5	Nicola Kingston, PPG Network	<p>Resourcing self-management and self-care: this is a theme that we need to address. To look at how we might do this differently going forward. For example, reduce reliance on healthcare models and move towards community care. Communities contribute and it is important to work with patients, carers, voluntary sector, and faith groups to support self-care, who, combined, contribute to a greater extent than statutory services.</p>	<p>We will keep talking about self care and the best ways of continuing to work together as this makes perfect sense as self-care is important, a high value activity and a requirement on us to promote.</p>	No

5(a)	Nicola Kingston, PPG Network	Self-management and self-care and healthcare inequalities in a time of austerity: how was self-care and health inequalities addressed at the recent CCG awayday?	<p>Clearly this is an important issue and this was a theme woven throughout the event. Health inequalities will be a theme across our programmes.</p> <p>We are in a strong position in Lambeth because of the rich data through Datanet, which gives us a better grip on health inequalities than others.</p> <p>We are talking about reducing the gap in Lambeth. Across boroughs, there are interesting challenges that have not fully worked out when done collectively due to differences in approaches. Work with carers and personal budgets for example. We have the South East London Stakeholder Reference Group to help us test plans through the lens of health inequalities and also in relation to the impact on carers.</p>	No
6	Frank Purdey, Lambeth resident	Healthwatch Lambeth report on mental health (published Feb 2017) made troublesome reading. The report has four recommendations for the CCG. How is the CCG responding to issues outlined in this report?	<p>We are aware of this report. It was presented by Healthwatch to the CCG's March public Governing Body meeting and its recommendations are being discussed in meetings of our mental health programme and would also be tracked through our community based care programme, which oversees our work in primary care. We gave a copy of the report to all participants in our latest protected learning time for GPs in Lambeth. An update will also be brought back to a future Governing Body Meeting in Public.</p> <p>In relation to the Living Well Network Alliance work and access to services, some aspects of the recommendations were already happening and others were being addressed or were in other ways in focus.</p> <p>We are proud of our work in mental health in Lambeth. This is an area that the CCG is investing much time and money in. Healthwatch commented that their role is to offer these stories to prompt change.</p>	No