

Whitehill & Bordon Healthy New Town

Our journey so far

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South Eastern Hampshire CCG



Introduction

We're here to talk about:

- Chase Community Hospital
- Development of a health hub
- GP Out of Hours Service



Chase Community Hospital now



Background

- The local NHS has been working for a number of years to ensure local people have access to a range of health services
- We initially planned to refurbish Chase Hospital to bring together GP practices and other services but this was unaffordable for the practices
- Then a new healthy hub became a potential opportunity which we are currently working on
- We have been doing everything we can to ensure local people continue to access a range of services in the hospital
 - **The hospital is not closing and offers a range of services**
 - **It will remain open until there is a viable new health hub**



Services at Chase Hospital



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A wide range of services are provided at Chase Community Hospital:

- Adult Mental Health Services
- Contraception and sexual health services
- Education services for patients with long-term conditions, e.g. diabetes
- Frail elderly community clinics
- Falls clinics
- Older peoples mental health
- Memory clinics
- Paediatrics – Community children's clinics
- Children and Adolescent Mental Health Services (CAMHS)
- Rehabilitation and physiotherapy
- Substance misuse
- Voluntary services such as day centre
- Midwifery clinics
- Screening services – AAA and breast screening
- Integrated Care Team
- Speech and language therapy
- Counselling
- Catheter and wound clinic
- Echo clinic
- Heart failure clinic
- Oxygen assessment – community respiratory service
- Parkinson clinic
- Leg ulcer clinic
- Diabetic retinal screening
- MS clinic
- Podiatry
- Integrated Primary Care Access Service



Developing a health hub, our journey so far



Background

and recent changes to the health hub development

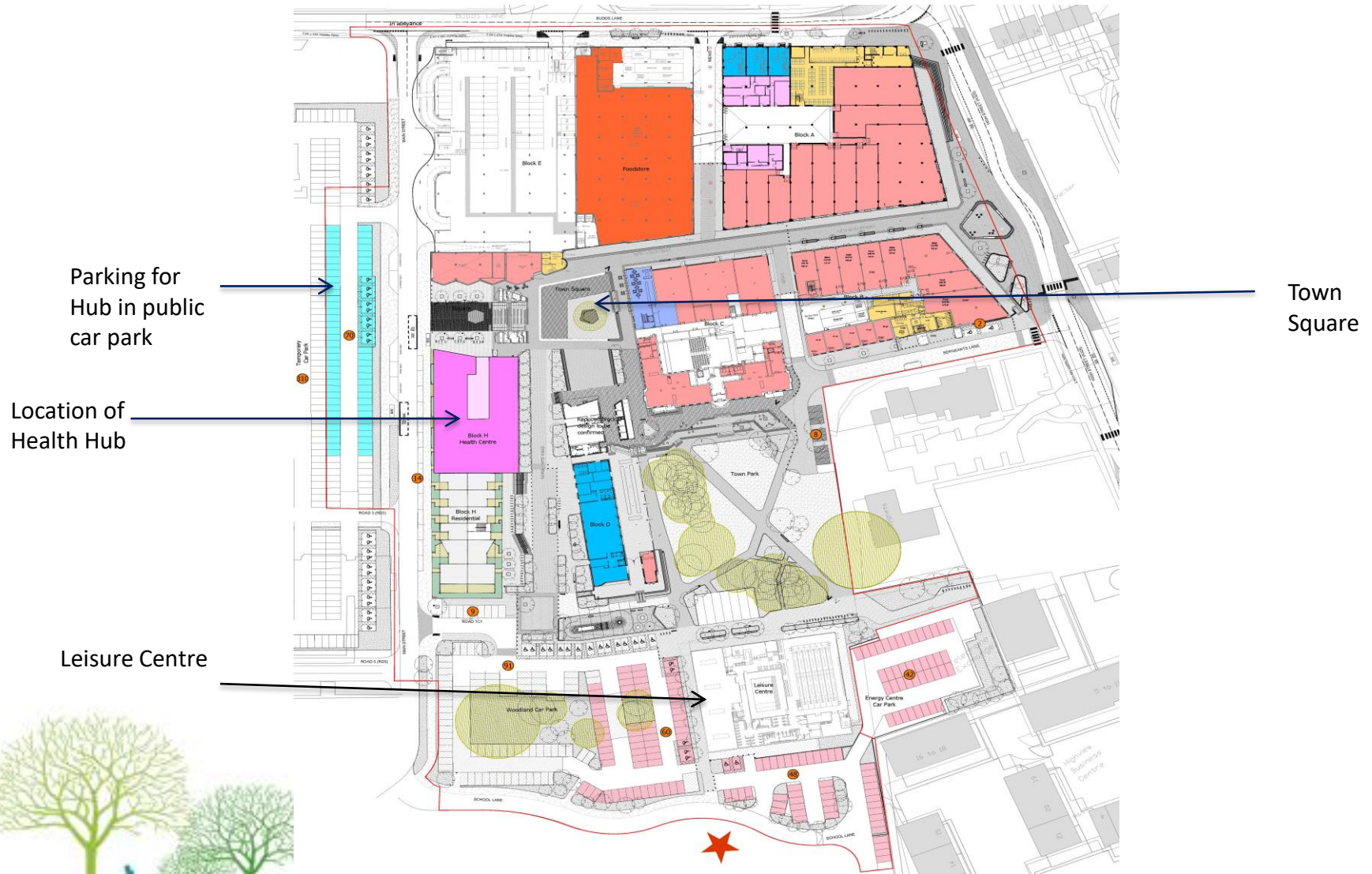
- We applied for NHS capital funding for the health hub. In June 2018 we heard the bid was unsuccessful and are now pursuing a scheme where capital is provided by a third party.
- The location of the Hub was to be moved to a more centralised location in December 2018 by Whitehill and Bordon Regeneration Company
- On 24th January EHDC consulted on the outline planning permission for the health hub (with café and pharmacy) and 70 residential apartments with parking and access roads.
- On 8th March 2019 plans for the health hub were issued by Stride Treglown architecture – the health hub design was put on hold at this point to enable commercial discussions around the financial implications.
- Commercial discussions between the developer and all potential future tenants are ongoing. No agreements to lease are in place, at this time.



Site location



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Next steps

Planning for the hub is complex,
so it will take time

- Continue to work with our partners to explore all funding opportunities
- Finalise discussions with potential tenants
- Finalise costs – to be agreed with tenants and the CCG
- Continue to work with partners to develop local services.



Out of Hours Service



Some background

Before 2017

- There was one service providing urgent GP care when surgeries were closed. It was called GP Out of Hours (OOHs)
- In this area it offered home visits, plus face to face appointments for urgent issues at Cowplain

Since 2017

- In 2017 the government introduced an additional new service called GP Extended Access (GPEA) to provide more routine and urgent appointments
- It was open 6.30pm - 8.30pm in the week and on Saturdays and Sunday mornings
- In this area it was available at Badgerswood surgery on Saturday mornings and Petersfield, Havant and Waterlooville some evenings/weekends
- The OOHs service was also running as before



So why change?

- Local people have consistently told us that they find access urgent care confusing and complicated
- We knew we had two services running in parallel which is not the best use of our GP workforce
- Staffing all the face to face appointments in a number of 'hubs' was proving difficult
- As a result the hubs did not open consistently, which was confusing for patients
- Both contracts were coming to an end in June 2019
 - We therefore decided to consolidate the two services into one integrated service offer



Before June 2019



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Local people could access GP services by:

Weekdays

8.30am to 6.30pm Usual GP practice	6.30pm to 8.00pm Petersfield, Havant, Waterlooville or Out of Hours Service home visits	8.00pm to 8.30am Out of Hours Service at Cowplain (6.30pm to 11pm)/ home visits
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Saturdays

8am to 4.30pm Badgerswood Surgery (until 2pm) Petersfield, Havant, Waterlooville or Out of Hours Service home visits	2pm to 8.30am Out of Hours Service five hours a weekend at Chase Community Hospital/Cowplain (8am to 10pm)/home visits
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Sundays

8am to 1pm Havant, Cowplain or Out of Hours Service home visits	2pm to 8.30am Out of hours Service Cowplain (8am to 10pm)/home visits
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From June 2019



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Local people can access GP services by:

Weekdays

8.30am to 6.30pm
Usual GP practice

6.30pm to 10.30pm
Petersfield
(Tues and Thurs),
Waterlooville
(Mon, Wed, Fri), Chase
Community Hospital (Fri) or
Out of Hours Service home
visits

10.30pm to 8.30am
Out of Hours Service
home visits

Saturdays and Sundays

8am to 10.30pm
Petersfield, Waterlooville or Out of Hours Service home visits

10.30pm to 8.30am
Out of hours Service
home visits

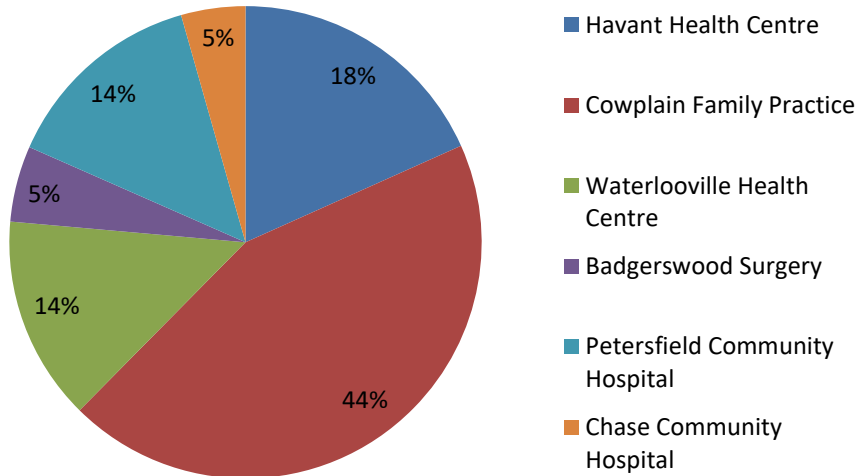


Bringing provision closer

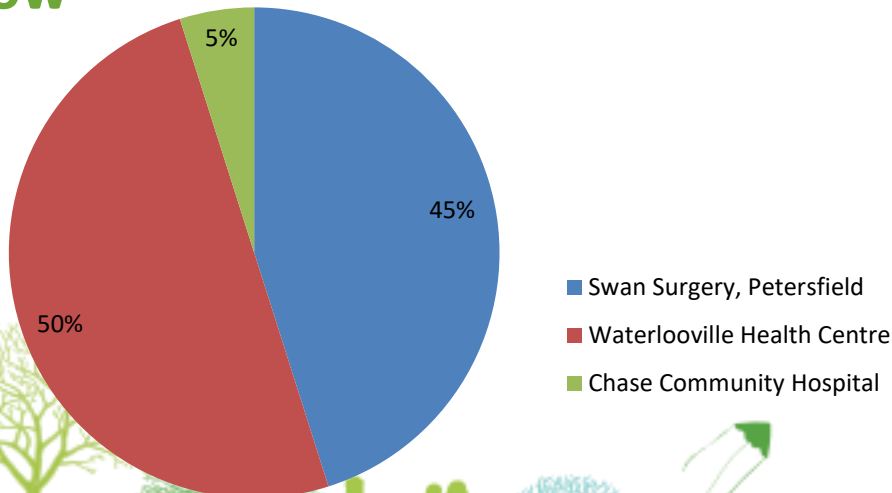


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Before



Now



Under the GPEA/OOHs arrangements:

- **76% of the service hours were provided in the south of the SEH CCG area**
- **24% were provided in the north of the SEH CCG area.**

Under the integrated arrangements the service hours are provided equally between south and north areas.



Your Big Health Conversation – GP services

Seeking local people's views

GP Services Survey

In Fareham, Gosport and south east Hampshire the way in which you can access some of your GP services is changing with the introduction of:

- **Integrated Primary Care Access Service** – Evening and weekend GP appointments for both routine and urgent issues
- **Same Day Access Services** – Urgent same day face to face or phone appointments
- **GP provided phlebotomy tests (blood taking)** – GP practices carrying out blood tests at their own practice or one nearby
- **Online access (eConsult)** – Patients can contact their GP through the practice website by completing a simple form which is then looked at by a GP who will call or email the patient to give advice, arrange a prescription or book an appointment
- **Online appointment booking** – Patients can book or cancel GP or nurse appointments online
- **Online prescription requests** – Patients can order repeat prescriptions online
- **Long term condition clinics** – Where patients have all the different checks for their condition at the same time, in one place
- **Care navigators** – Trained staff who talk to patients to make sure they are directed to the right person or service to help them.

We would welcome hearing your thoughts on these services which you can give through our online survey.

How to share your views

Share your views through our online survey.

Follow the link from
www.farehamandgosportccg.nhs.uk or
www.southeasthampshireccg.nhs.uk.

The deadline for all responses is Friday, October 4.



Your Big Health Conversation



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GP Services Survey

We would welcome hearing your thoughts on these services as we may make changes to how and where they are offered based on what people tell us.

There is a online survey, which was tested with local stakeholders – follow the link from our homepage:

www.southeasternhampshireccg.nhs.uk

We are also arranging to attend some local groups to talk to people.

The deadline for all responses is Friday, October 4.



Introducing your local Primary Care Network



Primary Care Networks (PCNs)

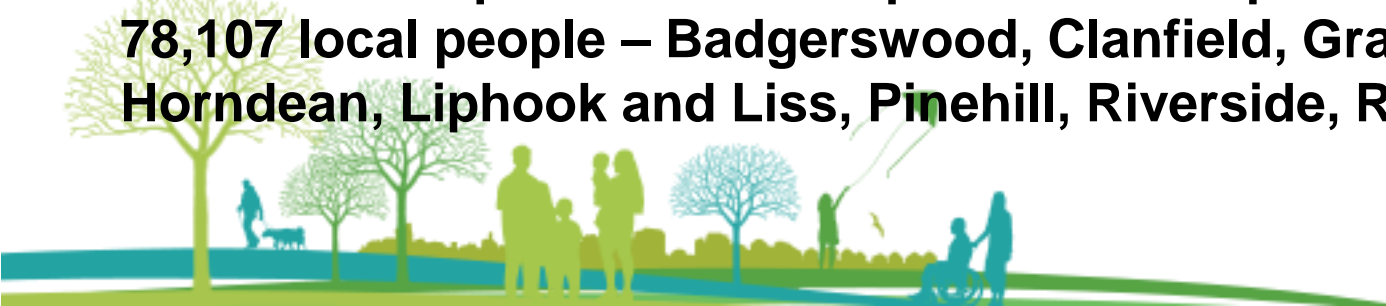


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Newly established PCNs are neighbouring GP practices working together, usually service 30,000 to 50,000 people

- GP **contract changes** allow practices to enter into a 'network contract'
- **Funds** will be designated to 'flow' through these new network contracts
- **Support transformation** work
- 2019/20 is a **preparatory year**, getting ready for 2020/21
- Phased **introduction of key staff groups** – social prescribing link workers, pharmacists, paramedics
- Developing **extended hours**, improving access

The East Hampshire PCN comprises of nine practices serving 78,107 local people – Badgerswood, Clanfield, Grange, Horndean, Liphook and Liss, Pinehill, Riverside, Rowlands, Swan



Thank you

Do you have any questions?

