

NHS Gloucestershire Integrated Care Board Update

Gloucestershire Health Overview and Scrutiny Committee

12 March 2024



**NHS Gloucestershire Integrated Care
Board (ICB) Update**

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Report contents

Section 1 provides a general NHS Gloucestershire commissioner update, incorporating national consultations.

Section 2 provides a commissioner update focussing on NHS primary care including GP medical services, pharmacy, optometry and dentistry

Section 3 provides updates from: Gloucestershire Health and Care NHS Foundation Trust (GHC) and Gloucestershire Hospitals NHS Foundation Trust (GHT).

Section 1: Local NHS Commissioner Update, NHS Gloucestershire ICB

These items are for information and noting. Further detailed may be found on the ICB website at: <https://www.nhsglos.nhs.uk>

1.1 Gloucestershire celebrates new Community Diagnostic Centre opening

Gloucestershire's new diagnostic centre opened its doors in February 2024 and is now welcoming patients for diagnostic tests. The new £15m facility at Quayside in Gloucester will offer more than 80,000 extra diagnostic appointments each year, allowing patients across Gloucestershire to access potentially lifesaving checks more quickly, without having to go to hospital. A wide range of diagnostic tests including X-Rays, MRI, CT, ultrasound, ECHO and DEXA scanning will be available when the centre is fully operational.

The centre has already been providing additional scans to patients from new 'modular units' installed towards the end of last year. These buildings were constructed off-site in controlled conditions before being transported and assembled at Quayside. They are providing around 400 CT and MRI scans, seven days a week, offering patients flexibility around appointment times as they are open 12 hours per day.

It is hoped that the new centre will help to attract and retain more health professionals within Gloucestershire and bring higher levels of job satisfaction. It will also help the county's two main hospitals by reducing the number of diagnostic appointments they provide, enabling busy hospital staff to focus on providing acute care.

Background

While the new facility provides enhanced diagnostic services, patients will still be able to have X-Rays and other imaging procedures carried out at existing hospital sites, including

Gloucestershire Royal Hospital, Cheltenham General Hospital and community hospitals, where appropriate. An additional 81,000 tests a year will be performed at the Diagnostic Centre; 50,000 of these additional tests will be imaging such as MRI, CT, X-Ray and ultrasound.

An ECHO, also known as an echocardiogram, is a scan of the heart. It is similar to ultrasound scanning used in pregnancy because it uses sound waves to build up a picture of the heart. An ECHO is not the same as an electrocardiogram, also known as an ECG, which is a simple and useful test that records the rhythm, rate and electrical activity of the heart.

A DEXA scan is a bone density scan that uses low dose X-rays to see how dense (or strong) someone's bones are. Bone density scans are often used to diagnose or assess risk of osteoporosis, a condition that weakens bones and makes them more likely to break.

1.2 Dementia Strategy

The Dementia Strategy aims to promote dementia positive communities and enable the delivery of a personalised proactive approach to support and care at a local community or neighbourhood level that will help prevent, slow or reduce the impact of dementia.

The ICB has engaged with system partners across the Integrated Care Partnership, people living with dementia, their carers and members of the public. A comprehensive Dementia Needs Assessment was completed, mapped to the Dementia Well Framework and highlighted our draft priorities for the revised Strategy.

A series of workshops with participants from health, social care, public health, community and VCSE (voluntary, community and social enterprise) organisations focused on the current strengths in the One Gloucestershire system, identified gaps in provision and developed priorities. These were reviewed by the "Your Voice Matters Group" comprising people with lived experience of dementia. A public dementia survey was opened between April and June of 2022, designed to raise awareness, and ran alongside Dementia Action Week activities. The Strategy outline was presented to the Gloucestershire Collaborative Partnership Board in February 2023. Alongside this, a service mapping exercise has been carried out, which is helping to identify countywide and locality specific services for those affected by dementia.

Partners engaged with:

- People living with dementia, their carers and members of the public whose lives are affected by dementia
- Gloucestershire County Council
- Gloucestershire Age UK
- ICS Dementia Steering Group
- ICS Cultural & Diversity Dementia Network

- ICS Dementia Training & Education Strategy
- Carers Hub
- Primary Care
- GHFT
- GHC
- VCSE partners (Mindsong, Dementia Action Alliance, Alzheimer’s Society)
- Collaborative Partnership Board.

Key objectives:

- Preventing – Raising public awareness of dementia, specifically focusing on reducing risks and prevention; focus on symptoms for Young Onset Dementia
- Diagnosing – Improving the Dementia Diagnosis Rate and further development of the co-diagnosis model in localities
- Supporting – The Dementia Advisor service has been re-commissioned for the next 3 years, so working with the Alzheimer’s Society to develop the service offer to provide better support at neighbourhood level. Improving and building on support to carers.
- Living – Building on and connecting people in their local communities, in part through our Gloucestershire Dementia Action Alliance
- Dying – Increasing the uptake of advance care planning conversations and completion of ReSPECT (Recommended Summary Plan for Emergency Care & Treatment) forms to increase the percentage of people dying in their place of choice.

The Strategy was considered by the Programme Development Group (PDG) in December 2023 and the Strategy received support from system partners. The Dementia Strategy will now go through the ICB governance processes for approval.

1.3 Special Educational Needs and Disabilities (SEND) Inspection

The Local Area Partnership had its OFSTED and CQC SEND inspection from 27th Nov – 15th Dec 2023. Ofsted and CQC carry out joint inspections of local areas at the request of the Secretary of State for Education under section 20(1)(a) of the Children Act 2004. The purpose of inspection is to:

- provide an independent, external evaluation of the effectiveness of the local area partnership’s arrangements for children and young people with SEND
- where appropriate, recommend what the local area partnership should do to improve the arrangements.

Inspectors evaluate the impact of the local area partnership’s SEND arrangements on the experiences and outcomes of children and young people with SEND, including the extent to which:

- children and young people's needs are identified accurately and assessed in a timely and effective way
- children, young people and their families participate in decision-making about their individual plans and support
- children and young people receive the right help at the right time
- children and young people are well prepared for their next steps, and achieve strong outcomes
- children and young people are valued, visible and included in their communities.

The published report was scheduled to be available around mid-February 2024.

There are three outcomes of the inspection:

1. The local area partnership's SEND arrangements typically lead to positive experiences and outcomes for children and young people with SEND. The local area partnership is taking action where improvements are needed.
2. The local area partnership's arrangements lead to inconsistent experiences and outcomes for children and young people with SEND. The local area partnership must work jointly to make improvements.
3. There are widespread and/or systemic failings leading to significant concerns about the experiences and outcomes of children and young people with SEND, which the local area partnership must address urgently.

1.4 Primary Care Network (PCN) of the Year

Cheltenham Primary Care Network (PCN) has won a top award for its joined-up work to proactively care for a diverse range of patients across its population. Judges at the Pulse General Practice Awards were impressed by Central Cheltenham PCN which won the PCN of the year category.

During the last four years the PCN has transformed from six individual practices working in relative isolation to a hub of collaborative working and innovative practice. The 57,000 patients registered at the practices benefit from new additional services provided by 33 members of staff with a wide skill mix.

The PCN workforce has transformed with the addition of new roles including a PCN Lead Nurse role to support the nurses from across the PCN practices, enabling more peer networking, standardising clinical protocols and nurse training. This is in addition to the specialist care brought into the community such as a diagnostic respiratory service and multidisciplinary team (MDT) diabetes care. These developments have had a positive impact on patient care in the area. By using these different roles in a more creative way the PCN has been able to deliver care to a diverse range of patients, particularly those who are substance misusers, children and young people, and those who are nearing the end of life.

Other initiatives implemented by the PCN include a virtual whiteboard – a digital tool that helps identify patients nearing the end of their lives to uncover any outstanding care needs. In addition, the PCN has set up a first contact practitioner (FCP) musculoskeletal (MSK) service, which has been showcased by the Chartered Society of Physiotherapy. The PCN has also helped support a befriending scheme using community volunteers who receive robust training to provide one-to-one support for vulnerable and socially isolated adults.

There were a number of PCN success stories showcased including a ground-breaking population health management (PHM) project to support children and young people (CYP) at risk of future health and wellbeing problems, offering them bespoke help. More than 50 children are now receiving tailored care to help prevent long-term mental health problems. They are being proactively contacted by a social prescribing link worker employed to work specifically with children and young people and offered a six-week face-to-face course on mental health resilience, including personalised support with issues such as anxiety or educational difficulties. The course also includes topics such as the importance of going outside, appropriate relationships, having fun, healthy eating, managing emotions, friends and family. For parents this can help with parenting skills, routines and boundaries.

1.5 Young Adults Mental Health Service

The ICB recently hosted a visit from Sarah Brown and her colleague Natali Garcia-Gillam from the National Team for Children, Young People & Perinatal Mental Health Services, to showcase our Young Adults Mental Health Service (for 16-25 year olds) as a model of best practice.

The team visited the Young Glos headquarters at Gloucester Docks; which is the shared office space for the Young Adults Service (YAS). The integrated team includes Child and Adolescent Mental Health Service (CAMHS) & Adult Mental Health Practitioners from Gloucestershire Health and Care NHS Foundation Trust co-located with Young Gloucestershire Youth Workers and Counsellors. The service is countywide and works flexibly with 16-25 year olds to achieve personalised goals to improve their mental health and wellbeing. This includes practical support with housing, budgeting, accessing education and more, counselling and mental health practitioner support, in a community location near to where the young person lives, please see here for more details:

<https://www.youtube.com/watch?v=eMRc2BOToxY>

On the day, the National Team had a tour of the Young Glos building and met with a number of colleagues from the service to hear all about our local offer and how it was co-produced with Gloucestershire young people. Most importantly two young people who came to share their positive experiences of being supported by the Young Adults Service (YAS) joined the visit, engaging in open and honest conversations about their needs, goals, and the flexible, personalised support they had experienced from passionate and ambitious mental health practitioners, youth workers and counsellors at the YAS. One young person explained about the fundamental difference the support has made to their life:

“For the first time ever, I have been able to look forward and plan for the future, focusing on what I want from life, rather than all my focus being on having a mental illness.”

This young person is starting University in September 2024, which they never thought was possible before being supported by the service.

The National team congratulated YAS & the ICB on providing *“Engagement driven interventions, and a great transformative, strategic piece of work across our local system.”*

Members of the YAS Team and the ICB have been invited to join the National Young Adults Working Group, and the service will be referenced as a best practice example.

1.6 Update on Go Volunteer Glos (GVG)

Through a partnership between Gloucestershire CCG (as was), Gloucestershire County Council, and the Gloucestershire VCS Alliance, govoluteerglos.org was launched in June 2023. The creation of this website – the digital home of volunteering in Gloucestershire – was a foundational recommendation from a wide-ranging report understanding the landscape of volunteering across the county. GVG is a vital component of the volunteering infrastructure across the county. It brings together organisations seeking volunteers with people looking for volunteering opportunities – all types of opportunities, not just health and care related.

Summary of Progress

GVG has demonstrated month-by-month growth throughout its existence: at the end of November 2023, 1,815 volunteers were signed up, 350 organisations registered, 930 new opportunities posted, and 1821 volunteers signed up to opportunities. For all these factors,

- The most popular organisations/causes are community and family, wellbeing, and health;
- The most popular type of roles are practical activities, supporting others, and promotion/fundraising;
- Alongside the existing manager, a new Project Support Officer has recently been appointed to support the growth of activity;
- Expanded the employer page to include more case studies;

The goal of increasing diversity of volunteers is being well developed, with a considerable proportion of volunteers registered who are younger than the ‘traditional’ older volunteer demographic.

Future Plans

In order to truly be the ‘digital home of volunteering’, the ongoing evolution of GVG is vital. For example, the GVG offer has already been expanded by adding a page especially for ‘Trustees’, encouraging more people to take up this crucial role. Current plans include:

- Need to secure ongoing funding beyond the existing 3 years (i.e. from June 2025) – NHS Gloucestershire ICB will be an integral part of these discussions;
- Running targeted volunteer recruitment campaigns with groups of people who are less represented;
- Undertaking a survey of volunteers to understand impact of volunteering on their lives and wellbeing;
- Creating a space on the website to allow volunteers to reach out directly to the GVG team with questions;
- Developing further resources for organisations to download from GVG.

1.7 Equality Delivery System 2

Each year public sector bodies must demonstrate they have met the requirements of the Public Sector Equality Duty (PSED). This process is supported by the Equality Delivery System (EDS), an improvement framework designed to assist organisations in assessing their performance and identifying future improvement actions.

The PSED includes a requirement that ICBs publish equality information about both the communities they serve and the staff they employ. It also requires ICBs to have one or more published equality objectives, that are specific and measurable and cover a period of up to four years.

There is a requirement that ICBs evidence the process undertaken to review performance against the EDS framework and the eleven outcome areas spread across three Domains:

1. Commissioned or provided services
2. Workforce health and well-being
3. Inclusive leadership.

ICBs are required to undertake a self-assessment of performance and independently verify their position with stakeholders and staff.

Locally, system partners are collaborating on a review of Domain one commissioned/provided services concentrating on maternity services from an ED&I perspective. While Domain 2 on workforce health and wellbeing will focus on the ICB health and wellbeing offers and services aimed at those with protected characteristics (each ICS partners is required to concentrate on their own H&WB offers which are pertinent to their staff). Domain 3 looks at inclusive leadership and will concentrate on Board members and system leaders as well as senior managers in relation to their understanding of, and commitment to, equality and health inequalities.

1.8 Joint Forward Plan

Guidance for the development of the Joint Forward Plan (JFP) has been received and requires relatively minimal changes in approach. Systems are asked to ensure that their JFPs strengthen the links to the relevant ICS Strategy; are clear about the purpose of the JFP; demonstrate that Healthwatch have been involved in the plan's development; and take account of the role of provider collaboratives. All these points will be actively addressed in our One Gloucestershire JFP which will be published by 31 March 2024.

1.9 Project to understand the impact of chronic pain shortlisted for HSJ Partnership Award

A community health project in Cam; which works with people with experience of persistent pain in a bid to understand how the condition affects their lives; has been shortlisted for a national award. GL11 Community Hub and NHS Gloucestershire have been nominated in the 'Best Not for Profit working in partnership with the NHS' category at the HSJ Partnership Awards 2024. The project, which involves engaging with people about how they experience and manage their condition, has been run out of GL11's community hub base in Cam.

Now in its seventh year, 228 entries have been received for this year's Partnership Awards, with 188 projects and individuals meriting inclusion on the final shortlist. The high volume – and exceptional quality – of applications once again mirrors the impressive levels of innovation and care continually being developed across the UK's healthcare system.

The HSJ Partnership Awards will be held in London on Thursday 21 March 2024. To find out more about the awards and the finalists, please visit <https://partnership.hsj.co.uk/finalists-2024>

1.10 People aged over 40 in Gloucestershire urged to start 2024 with a blood pressure check in bid to reduce heart attacks and stroke

The whole system in Gloucestershire under the leadership of the Health and well being partnership encouraged people aged 40 and over to get 2024 off to a healthy start by dropping in at a community location for a blood pressure check.

One Gloucestershire's Information Bus and the Outreach Vaccination and Health Team were out and about in January 2024 at locations across the county. This latest outreach initiative builds on visits to other locations in Gloucestershire last autumn.

People could drop-in for a blood pressure check and a chat with members of the team about how to make positive changes to their health or wellbeing and get further support if needed.

Last year the Community Outreach team gave more than 750 BP checks at drop-in health check events, with around 40 people referred to their GP for further support.

2. Section 2: NHS Gloucestershire ICB primary medical care commissioning update

These items are for information and noting.

2.1 GP Practice Mergers and Boundary Changes

Coleford Family Doctors and Brunston and Lydbrook GP Practices

The ICB Primary Care and Direct Commissioning Committee reviewed and approved the application for a merger of Coleford Family Doctors and Brunston & Lydbrook Practices from 01.04.2024. The new practice will be called: Coleford Medical Practice.

Regent Street Surgery and High Street Medical Centre in Stonehouse

The ICB Primary Care and Direct Commissioning Committee reviewed and approved the application for a merger of Regent Street Surgery and High Street Medical Centre from 01.04.2024. The new practice will be called: The Willow Practice.

Brockworth Surgery change to Practice Area

The ICB Primary Care and Direct Commissioning Committee reviewed and approved the application to change the practice area boundary for Brockworth Surgery. The application proposed to increase the practice boundary into areas that the practice already has registered patients residing in; and, at the request of the ICB, to include some rural sections of land ensuring practice coverage.

2.2 Students share valuable insights into young people's mental health & wellbeing with Surgery team

Students at a school in Wotton-under-Edge have formed a valuable partnership with a GP surgery team in the town linking up health and education to provide insights into young people's mental health and wellbeing.

Year 12 students at Katharine Lady Berkeley's School in Wotton-under-Edge have formed a Youth Patient Participation Group (YPPG) at Chipping Surgery after they were approached to come on board with the existing Patient Participation group (PPG) to ensure the voices of young people are heard.

The YPPG, made up of a group of Year 12 students, looked at the impact of social media on young people's awareness and understanding of mental health issues. The group produced a report that included survey responses from 48 peers in their year group, revealing that 38% would use social media to read about mental health support.

Other findings from the report included:

- 68% of responders felt they were unaware of the full range of support available to them for mental health
- 41% felt they would be unlikely to talk to their GP if they had a mental health concern

Key themes also emerged such as the use of social media to self-diagnose mental health concerns, access to trusted information and ongoing stigma around mental health.

The young people were quick to make helpful suggestions including:

- Make accessing help anonymous
- Running talks or open days in schools about the range of local support available
- Using social media more effectively to spread awareness
- Educating adults/parents on how to have compassionate discussions with young people who are experiencing mental health difficulties

Pharmacy, Optometry and Dentistry Update

2.3 All Gloucestershire pharmacies sign up to new Pharmacy First Service treating patients for seven common conditions

Pharmacies across Gloucestershire have extended the range of clinical services they provide by treating seven common conditions following NHS England's nationwide launch of the Pharmacy First service from 31 January 2024.

Under the service, highly trained pharmacists can assess and treat patients for sinusitis, sore throat, earache, infected insect bites, impetigo, shingles and uncomplicated urinary tract infections in women (under the age of 65), without the need for a GP appointment or prescription. This will give patients quicker access to assessment, advice and treatments for minor illnesses, whilst alleviating the demand for appointments with clinicians in busy general practice and out of hours services.

All 105 of the county's pharmacies have signed up to provide the service. Nationally, it is expected that this expansion of pharmacy services will free up 10 million GP appointments a year. A national campaign, supported locally, to raise awareness of the new services and build trust in pharmacists is underway.

2.4 National Dental Recovery Plan

The ICB welcomed publication of the national NHS Dental Recovery Plan which outlines new measures to improve access to NHS dentistry across England. As in other parts of the country, access to NHS dentistry in Gloucestershire has been very challenging with demand for care outweighing the available appointments currently provided.

The ICB is determined to improve the situation for residents and are actively working with local dentists, with help from patient representatives, to bring more services on board. The ICB is now taking time to consider the National Recovery Dental Plan for Gloucestershire, and how it aligns with existing ambitious local plans.

It is good to note that the local Primary Care Dental Commissioning Plan, supported by a recently appointed Dental Clinical Lead, reflects many of the ambitions set out in the national plan.

Local key aims are to:

- deliver consistent, high quality dental services and care, with a particular focus on improving access to dentistry, particularly in some of the county's most deprived areas
- support providers to recruit, retain and train all dental staff by offering more flexible training and working opportunities
- work with our communities to improve the oral health of people across the county, with a particular focus on health inequalities, children, and older people.

Good progress is being made. Plans are well underway to ensure that anyone who does not have a dentist can access an urgent dental appointment. There are now urgent care appointments available each week at clinics across the county, including weeknight and weekend clinics. Patients can access these appointments by contacting NHS111.

Last year, the ICB invited dental practices to provide additional NHS appointments for patients not registered with a dentist to help them avoid the need for frequent urgent support. Five practices signed up to the service, and these appointments started in September 2023. Nearly 200 additional appointments, which may include follow-up appointments, are now provided each week.

The ICB is continuing to take forward discussions with partners about the potential development of a Centre of Dental Excellence for the county; this facility would improve staff training and recruitment and improve access for patients.

In the short-term, the ICB is finalising proposals for an incentive programme to encourage post-foundation dentists to remain in the county. The ICB Dental Clinical Lead is also taking forward work with dental practices to understand their workforce challenges better, which, with support from NHS England, will help to inform the development of a workforce strategy for the county.

Oral Health

There are two current initiatives which support improvements in oral health.

1. At Home Dental provide a supervised toothbrushing service in some schools for children aged 3 – 5, with children brushing their teeth with fluoride toothpaste every day under staff supervision.

This involves working closely with At Home Dental and Public Health colleagues, who hold the statutory responsibility for Oral Health Improvement, to support the implementation of the programme across Gloucestershire which started in January 2024.

2. First Dental Steps is a new service for babies provided by Health Visiting teams at the baby's 9- and 12-month reviews. It offers parents oral health advice, and they are given a dental pack.

Frequently Asked Questions

A series of frequently asked questions and answers have been developed to support public communications; these can be found at Appendix 1.

3. Section 3: Local Providers' updates

This Section includes updates from Gloucestershire Hospitals NHS Foundation Trust (GHT), Gloucestershire Health and Care Services NHS Foundation Trust (GHC) and South Western Ambulance Service NHS Foundation Trust (SWAST) and Practice Plus Group (PPG).

These items are for information and noting.

3.1 Gloucestershire Hospitals NHS Foundation Trust (GHT)

3.1.1 Reducing waiting times in Emergency Departments

The Trust recognises the impact of flow and waiting times for patient and staff experience and the critical impact on safety and continues to work hard to improve ambulance delays and waiting times in the Emergency Departments.

In response the system is working closely together and with partners from Newton Europe to help improve this position. Many staff have participated in workshops and seminars to help re-shape the delivery of urgent and emergency care system across Gloucestershire. Thanks to that diagnostic work, a pretty broad range of issues and opportunities have been identified in areas where, as a system, performance could improve, and crucially how it could, as a result, deliver better outcomes and experiences for patients. Many elements of this work are now coming online as the ICS look to re-set some of these long-standing issues collectively.

In February 2024 an integrated flow hub went live (pilot scheme). This means there is now an integrated, multi-disciplinary and co-located Hub including Community, Social Care, Virtual Wards and System Partners, to support patient flow from Gloucestershire's acute hospitals. Although it is at the very early stages of understanding the benefits and impacts, it has been possible to draw on experiences of other systems who have implemented the same approach and there has been a noticeable reduction in referrals from an average of 72 hours to less than half a day.

For the acute hospitals this will mean:

- Open door policy for any queries about discharge, call in and see the team in the Courtyard at GRH
- A shorter Single Referral form
- Face-to-face conversations with experts for people in complex circumstances
- Aiming for decisions on pathway the same day

For the Integrated Care System this will mean:

- Escalation of delays to patients
- Real-time support from system partners
- Home First ethos - if not, why not?

This trial is the first step towards ensuring timely pathway decisions and better outcomes for patients. The process will be iterated, and appropriate digital solutions acquired.

Wait times and ambulance handovers have reduced, but there is more to do to ensure safe care for patients and a safe environment for staff. There will be 10 days of focused actions in March 2024 to help improve flow, which have been developed directly from the ideas shared by the 50 clinicians who attended the recent Clinical Vision of Flow workshop.

There is optimism that these new ways of working, combined with a wider range of initiatives across the system, will help improve care, and in particular, the time it takes; whilst acknowledging the very real challenge the NHS is under.

3.1.2 Industrial action

The industrial action in January 2024 involving Junior Doctors, was followed by a further five-day period of industrial action at the end of February 2024. There has been a total of ten periods of Industrial Action involving Junior Doctors over the last year and a total of 17 separate periods of action by different health staff since December 2022.

As part of planning, the Trust prioritised maintaining emergency care and in order to do so temporarily closed Cheltenham's A&E for an extended period during the Industrial Action.

In addition, it stood down certain elements of planned care and outpatients, but with a focus on minimising disruption for specific areas, in particular cancer care, and for those patients who have been on the waiting list a long time.

The number of patients cancelled due to of industrial action in December 2023 and January 2024 was 725 and 955 respectively – 325 procedures and 1355 outpatient appointments.

3.1.3 NHS Staff Survey

A total of 63% (5578 staff) completed the annual NHS Staff Survey in 2023, the highest-ever response rate for the Trust.

The national Staff Survey results are published publicly on 7 March 2024, which will provide comparison with the wider data by NHS England and detailed analysis of trends and changes. The results provide an outline of what colleagues are telling the Trust, areas of improvement and areas to focus on. These are shared with each Division to support learning and future planning.

Encouragingly, both the main two questions of recommending our Trust as a place to work and as a place to receive care have improved slightly:

- Would you recommend this organisation as a place to work? 47% (up from 43% in 2022)
- If a friend or relative needed treatment would be happy with the standard of care? 46% (up from 44% in 2022)

Only four questions overall in the survey have a lower score than the previous year, and for 90% of the questions there has been a modest improvement. There is still a long way to go and much more still do to improve the overall experience of working in GHT, and the Trust is absolutely committed to creating the right culture to support this improvement.

3.1.4 Martha's Rule and Call 4 Concern

NHS England have announced that the first phase of the introduction of Martha's Rule will be implemented across the NHS from April 2024. Once fully implemented, patients, families, carers and staff will have round-the-clock access to a rapid review from a separate care team if they are worried about a person's condition.

Martha Mills died in 2021 after developing sepsis in hospital, where she had been admitted with a pancreatic injury after falling off her bike. Martha's family's concerns about her deteriorating condition were not responded to promptly, and in 2023 a coroner ruled that Martha would probably have survived had she been moved to intensive care earlier. In response to this and other cases related to the management of deterioration NHS England committed to implement 'Martha's Rule'; to ensure the vitally important concerns of the patient and those who know the patient best are listened to and acted upon.

In Gloucestershire, the Trust began a trial for this approach, called Call 4 Concern, over a year ago to ensure staff, patients, families or carers can call for help and advice from the Acute Care Response Team when they feel concerned about a worsening clinical condition. Call 4 Concern has now been widely rolled out across the Trust and will continue to be embedded and communicated.

What does Martha's Rule involve?

- All staff in NHS trusts must have 24/7 access to a rapid review from a critical care outreach team, who they can contact should they have concerns about a patient.
- All patients, their families, carers, and advocates must also have access to the same 24/7 rapid review from a critical care outreach team, which they can contact if they are worried about the patient's condition. This is Martha's Rule.
- The NHS must implement a structured approach to obtain information relating to a patient's condition directly from patients and their families at least daily. In the first instance, this will cover all inpatients in acute and specialist trusts.

The safety of patients remains the main priority for the Trust and staff, and the successful pilot of Call 4 Concern and the implementation of Martha's Rule nationally will add an important step in providing additional support and clinical reviews whenever they are needed.

3.1.5 Centres of excellence

HOSC Members will be aware of the Trust's ambitious vision to develop centres of excellence across both its sites. Many patients are already benefiting from the £100-plus million of funding to establish more highly specialist care for our patients. New improvements already completed are set out below. Other developments coming to fruition include:

Cheltenham General Hospital

- Contractors Kier are expected to hand over two new theatres ready to open at Cheltenham General Hospital (CGH) in March 2024. Combined with the opening of the new Chedworth Surgical Unit last year, at a combined cost of £17.2m, it will mean that we can treat up to 2,500 more day surgery patients each year.

Gloucestershire Royal Hospital

- The Trust has centralised the Cath Labs, cardiology day case and cardiology beds at Gloucestershire Royal Hospital (GRH) and in doing so this helps to establish an Image Guided Interventional Surgery (IGIS*) hub at GRH and spoke at CGH. The full service will be operational next year (2025).

- The Emergency Department (ED) at GRH is now fully operational with Minors and Children's moving into their new dedicated areas. The new ED has a much larger footprint and has been colour-coded into zones. This has been a long time coming and thanks go to the support of teams working in a challenging environment while this project was completed.

*IGIS comprises interventional radiology, interventional cardiology and vascular surgery and involves procedures where the surgeon uses instruments with live images to guide procedures. In establishing IGIS, it will mean patients no longer having to travel out of county for image guided surgery while more patients will benefit from keyhole surgery rather than more traditional, invasive open surgery. It also ensures the Trust can provide emergency heart procedures round the clock, seven days a week. The establishment of IGIS in this way is a major milestone for Gloucestershire's acute hospitals and once completed, will ensure a level of service similar to what one would expect in some of the country's biggest metropolitan acute hospitals.

3.1.6 National Apprenticeship Week

National Apprenticeship Week (February) aims to raise awareness of the many benefits apprenticeships can offer and is an opportunity to raise awareness of the importance and value of apprenticeships. As one of the largest organisations in the county, the Trust provides numerous opportunities for local people to start a rewarding career in the NHS, in both clinical and non-clinical roles.

Apprenticeships route is also not just for new starters or entrants into the NHS, with 42 different apprentice pathways the Trust also offers apprenticeships to current staff as part of professional development - all the way up to masters level.

As part of National Apprenticeship Week (5-11 February) the Trust celebrated its 320 apprentices across the Trust and GMS and the difference they make to the two organisations, as well as the wider NHS. An action-packed week of events, from ward visits and podcasts were held and the event culminated in an awards ceremony led by members of the Executive team.

3.2 Gloucestershire Health and Care NHS Foundation Trust (GHC)

3.2.1 Stroke Unit Celebrates Five Years

The Specialist Stroke Rehabilitation Unit team was joined by commissioners, League of Friends, volunteers, Board members and colleagues to mark the fifth anniversary of the Unit at The Vale Community Hospital, in Dursley.

There has been a specialist stroke service at Gloucestershire Hospitals NHS Foundation Trust for many years, but it was recognised through the Stroke Sentinel National Audit Programme (SSNAP) that there was insufficient provision of rehabilitation in between acute treatment and our community-based Early Supported Discharge (ESD) Team.

After a few years of data collection, scoping and public engagement and consultation it was agreed countywide that Gloucestershire Health and Care NHS Foundation Trust (previously Gloucestershire Care Services NHS Foundation Trust) would host the new unit, and this would be best situated at The Vale Community Hospital on Peak View Ward. 14 of the 20 beds were designated for stroke patients, from anywhere in the county and the remaining six are for the local community.

The multidisciplinary team consists of nurses, healthcare assistants, occupational therapists, physiotherapists, speech and language therapists, psychologists, rehabilitation assistants, discharge co-ordinators, doctors, training and development nurse, dietitian, social care practitioner, administration staff, hotel and facilities staff, pharmacist and volunteers. All are vitally important to ensure a high quality and comprehensive service can be provided.

3.2.2 Care Quality Commission Inspection Outcome – Berkeley House, Stroud

In late February 2024, the Care Quality Commission (CQC) published a report following an unannounced inspection of Berkeley House, in Stroud. Berkeley House is a six-bedded inpatient unit for people with learning disabilities. The inspection took place on 10 and 11 October 2023 and the report confirmed the rating for the service has been downgraded from 'good' to 'inadequate'. While the report does detail some positive elements of care and treatment and positive feedback from families and carers there are, unfortunately, elements highlighted that fall below the standards we aspire to.

The Trust had already identified specific quality of care concerns at the unit in summer 2023, through feedback from Trust colleagues and had informed CQC. Unfortunately, actions to establish and resolve issues had not gained sufficient progress ahead of the unannounced CQC inspection.

The Trust has been working with NHS Gloucestershire ICB as well as Gloucestershire County Council and the NHS England Specialist Learning Disability support team to carry out further reviews and seek additional support on improvements being made. The majority

of CQC recommendations have already been partially or completely resolved. The inspection outcome and downgrading of the unit is clearly deeply regrettable but the Trust is grateful to the CQC for the independent scrutiny they have given the service. The Trust's overall priority will always be the health and wellbeing of the people in its care. It is in regular contact with the families of the six people being cared for at Berkeley House and is supporting them throughout.

The Trust has been working with partners for several years now to address limitations to the environment at Berkeley House which can make it challenging at times to care for those with a high level of need. Over recent months and years, system partners have been working hard to enable individuals to be discharged to more suitable environments as soon as and wherever possible. This work continues, and significant progress is being made, alongside work to redesign the wider support on offer for people with a similar level of need within Gloucestershire over the longer term.

3.2.3 Bedside Meal Ordering Developments

A new bedside meal ordering system has now been rolled out in Stroud General and The Vale Community Hospitals. The project started at the pilot site in Stroud in August 2023, and the Clinical and Estates and Facilities (EFM) team spent four months introducing the system and testing different ways to ensure that bedside meal ordering worked well for patients and colleagues. The next hospital sites to benefit from the new system are Tewkesbury and Cirencester.

The Saffron Bedside Digital Catering system is a bedside meal ordering system which enables clinical and facilities colleagues to take meal orders via a tablet; it's a more efficient way of ordering meals and reduces the risk of error by enabling colleagues to tailor the menu to each individual, taking into account the patient's individual needs. Using a digital tablet, patients are presented with personalised meal options based on their individual dietary requirements. They can view images of each dish along with nutritional analysis to help make an informed choice. Choices can be automatically mapped to patients' care plans or dietary needs, with unsuitable items not available to choose. The system is based around the patient rather than beds which means the patient will receive their chosen meal even if moved. The implementation follows the publication of the national NHS Food and Drink standard published which specified that every hospital must implement a digital meal ordering system. The system, which also reduces food waste, will be rolled out further in the months to come.

3.2.4 New Film Promotes Physical Health Checks

A new film has been produced to encourage people with serious mental illnesses (SMI) to access their annual physical health checks. The film was created as part of the Community Mental Health Transformation Programme. One of the programme's key aims is to reduce the health inequalities which mean people with serious mental health issues do, on average, have a shorter life span than the general population. People with SMI often

develop chronic physical health conditions at a younger age than people without an SMI. These chronic conditions include obesity, asthma, diabetes, chronic obstructive pulmonary disease (COPD), coronary heart disease (CHD), stroke, heart failure and liver disease.

People with an SMI are at increased risk of developing more than one of these chronic conditions. The film, produced in a joint partnership between the NHS and voluntary and community sector, aims to address this. The film was co-produced by Gloucestershire Health and Care NHS Foundation Trust, Inclusion Gloucestershire, The Independence Trust and Art Shape. Annual Physical health checks can be carried out at a GP surgery, community mental health hub or even at home. The film can be viewed here:

<https://vimeo.com/885033000>

3.3 South Western Ambulance Service NHS Foundation Trust – Update

3.3.1 Separate agenda item

Dr John Martin, new Chief Executive of the South Western Ambulance Service NHS Foundation Trust is presenting to the March 2024 HOSC meeting. Therefore, no written update is provided in this report

4. Recommendations

This report is provided for information and HOSC Members are invited to note the contents.

Dame Gill Morgan

Chair

NHS Gloucestershire ICB

Mary Hutton

Chief Executive

NHS Gloucestershire ICB

March 2024

Appendix 1: NHS Dentistry Frequently Asked Questions

How is NHS dentistry funded in Gloucestershire?

NHS Gloucestershire ICB has held the budget for NHS dentistry in the county since April 2023. Our budget for 2023/24 is £32.4m.

Further information is awaited about additional funding to attract new dentists and improve access following the national announcement on the Dental Recovery Plan. This includes top-up and new patient payments for dentists to improve access for those who have not seen a dentist in two years or more and the funding for under-served areas.

Locally, the ICB, together with colleagues from across the South West, has already begun to consider increasing the value of units of dental activity from April 2024, so it welcomes the national plan which will support the ICB to take this forward.

How does dental registration and access currently work?

Dental practices are independent businesses, often providing a combination of NHS and private dentistry. Patients are not registered with a dentist in the same way they are with a General Practitioner (doctor) where there is a catchment area, and individuals can access services at a dental practice located in any area if the practice is accepting new patients. Dental practices can choose whether they provide NHS treatment to patients or limit the amount of services depending on whether they have capacity under the terms of their contract.

To check on NHS dental registration availability, patients should visit www.nhs.uk Practices providing NHS treatments are listed here – each practice updates their information.

What are you doing to improve access to NHS dentistry?

The ICB has been focusing on putting arrangements in place to ensure that anyone who does not have a dentist can access an urgent dental appointment. There are now urgent care appointments available each week at clinics across the county, including weeknight and weekend clinics. Patients can access these appointments by contacting NHS 111.

Last year, the ICB invited dental practices to provide additional appointments for not registered with a dental practice to help them avoid the need for frequent urgent support. Five practices signed up to the service, and these appointments started in September 2023. Nearly 200 additional appointments, which may include follow-up appointments, are now provided each week.

How long are current waiting lists?

The way that NHS dental contracts are regulated and managed means that providers are not mandated to hold a patient register and they are able to move patients from a practice list; this is not the same as when you are registered with a GP Practice. An early priority has been to improve access to urgent appointments and to provide care to patients who are not registered with a dental practice. The ICB also knows how important opening up additional NHS dental places at local practices is to our residents.

Will Gloucestershire receive a Dental Van?

The ICB is pleased to be one of the areas that will receive a dental van to help to reach the most isolated communities; and welcomes all opportunities to increase capacity for local

people and will look at the best way of taking this forward. The initial focus is on improving urgent appointments in a variety of locations across the county.

Additional background information

Gloucestershire Community Dental Service

Gloucestershire Health and Care NHS Foundation Trust (GHC) provides the Gloucestershire Community Dental Service which operates across six specialist sites within the county. Services are available to patients who would benefit from special care dentistry, such as relief from acute dental pain, infection, bleeding or trauma, following referral from a health or dental care professional.

Hospital dental services

Gloucestershire Hospitals NHS Foundation Trust provides oral and maxillofacial surgery, including outpatient orthodontic treatments and inpatient planned and emergency procedures.