

NHS Devon Clinical Commissioning Group
Chair's Report
Devon Health and Wellbeing Board

1. Introduction

1.1. This month on top of all the current challenges and pressures we have had to deal with, I have found some real encouragement in the wealth of multi-disciplinary clinicians we have working within Devon. This was all too evident in the Academic Health Science Network (AHSN) annual report, the Allied Health Professional celebration week, and the presentation at Clinical Cabinet from the Mental Health Professionals. Our Integrated Care System will be stronger, more resilient and more able to meet the complex needs of our patients because of them.

2. NHS Clinical Commissioners – The CCG Legacy

2.1. It was a privilege to be part of an NHS Clinical Commissioners panel on 6 October to contribute to a document they are creating to capture the great work that CCGs have achieved in the last few years. This in part will be a celebration and recognition of all the hard work of all of my colleagues within NHS commissioning, and in part, a chance to capture all we have learnt about commissioning and clinical leadership that we must not lose as we establish Integrated Care Systems. I look forward to sharing the product of this work in the near future.

3. South West AHSN

3.1. The AHSN have undertaken an annual review. This is now available on their website and I'd encourage you to read it and see some of the pieces of work they've been involved in over the last 12 months:
<https://www.swahsn.com/wp-content/uploads/2021/09/SWAHSN-Annual-Review-2021-PUBLISHED.pdf>

4. AHP Celebration Week

4.1. 14 October was National AHP week and to celebrate our AHP Council put on a series of lunchtime presentations showcasing some of the great work that colleagues are doing around the county. Joining them at the beginning of the week I was inspired to hear how Occupational Therapy is becoming embedded in one of our primary care teams, technology is being used to support diabetic patients with foot conditions managed by podiatrists and the work that the AHP faculty is doing. This certainly demonstrates the great care and innovative practice our AHP teams provide and how it will be essential in the Integrated Care System that we work much more collaboratively with our colleagues from all clinical and professional backgrounds.

5. Clinical and Professional Cabinet

5.1. Clinical and Professional Cabinet (CPC) met on 14 October. Key agenda items included an update on our Long Term Plan, clinical criteria for orthopaedic surgery at the previous Nightingale Hospital site and an insight into the 'day in the life of an approved mental health professional'.

6. James Wooldridge

6.1. I would like to pay tribute and remember James Wooldridge who has been a valued member of our Governing Body as an Associate Non-Executive for the last two years. He sadly died earlier this month and for us in the CCG leaves behind a legacy of prioritising health and wellbeing (our own as much as our patients'), parity of mental health and an open and honest approach. He will be missed by many in the CCG and our thoughts are very much with his wife.

7. Health services remain under intense pressure

- COVID-19 impacts and increased demand for services means that Devon's health and care system remains under pressure. Those in most urgent need are being prioritised, but some patients will wait longer for treatment.
- Hospitals across Devon are working together to address the significant challenges they are facing with rising demand for care across routine, urgent and emergency services.
- Along with the rest of the NHS, there are high numbers of people attending our emergency departments; many are ill and need to be admitted, some are using ED inappropriately for minor conditions.
- Services across the health and care system are affected by staffing issues which are also affecting social care providers ability to resource care packages which makes it harder to discharge patients from hospital.
- In order to keep caring for those most in need, the NHS has had to temporarily stop undertaking some routine work, including operations, outpatient appointments and some follow-up appointments for patients with long-term conditions. We know that this means people will be waiting longer for care and we are deeply sorry. These decisions are not taken lightly.
- Colleagues in primary care, social care and community care are also seeing increased demand for care and are extremely busy. We know that the actions we are having to take are also impacting on their staff and services and we will continue to work in partnership with them to care for as many people as we can.
- Long treatment waits have risen substantially because some services were halted during the pandemic to allow the NHS to focus on treating Covid-19 patients and maintaining emergency and urgent cancer care.
- We know long waits cause anxiety and impact on people's lives and all NHS partners in Devon are working together to focus on treating the most urgent patients and those waiting longest. We are also working on how best to support people on waiting lists and will keep them informed.

8. Improving children's mental health services together

- A series of newly-approved projects to boost child and adolescent mental health services (CAMHS) in Devon will see NHS teams working with schools and other partners.
- Devon Partnership NHS Trust has received funding and approval for three schemes that will improve access help people with eating disorders and deliver crisis response.
- The Mental Health Support Team project builds on current services and allows it to expand with an additional two teams in Torbay and South Devon to support a wider cohort of children and young people in the county. MHST is funded jointly by NHS England and NHS Improvement and the Department for Education.
- Teams are based in education settings and provide early intervention on mental health and emotional wellbeing issues including mild to moderate anxiety and helping school or college staff provide a 'whole school approach' to mental health and wellbeing.
- The developments and improvements to the existing CAMHS eating disorder service will enable the trust to meet the growing demands on the service, develop the workforce around the unique needs of our local population and meet the waiting time standards set out within the NHS Long Term Plan. Each area will provide a comprehensive crisis service, comprising assessment, home treatment and intensive intervention.

9. Local primary care communications campaign

- The CCG's communications team is working with GP practices in Devon on a local campaign to bust myths around access to GP appointments and highlight the pressures currently being faced by the sector. The aim is to address the increasingly negative coverage in national media and correct the misinformation that is shared about access to GPs.
- Many practices in the county are now regularly facing abuse and aggression from people, while dealing with a significant increase in demand for their services and helping to deliver hundreds of thousands of flu and COVID-19 vaccines to local people.

10. As part of the campaign, the CCG is:

- Writing to local MPs outlining the challenges and factors that are currently impacting on primary care and inviting local MPs to spend time in practices to gain first-hand experience of current pressures
- Developing resources for general practice that can be easily shared with the media, on websites, on social media, in waiting areas, etc. (see graphic below)
- Raising awareness of the increased abuse that frontline staff are experiencing through a system-wide campaign
- Running a social media campaign supporting GPs, highlighting key information including high levels of patient satisfaction

- Working with BBC and ITV and on social media to show local people what life is like in local practices
- Working with the LMC identifying suitable case studies for use locally as part of the campaign, highlighting innovation in general practice, positive experiences of online consultations, as well as examples of abuse and poor behaviour aimed towards general practice teams



11. Pulling together to help families who fled Afghanistan

- Local authorities, the NHS and local communities are working together to support Afghan families who are temporarily staying in a seafront hotel in Devon.
- The UK Home Office has placed 12 Afghan families in Exmouth – the families had worked with and for the UK forces in Afghanistan.
- They had been staying in Covid-19 quarantine facilities in London before being temporarily placed in 'bridging' accommodation in Exmouth. The families will be staying in the town in the short term until they are found permanent, long term accommodation in locations across the country.
- Dr Paul Johnson, chair of NHS Devon Clinical Commissioning Group, said: "We're proud to welcome refugee families from Afghanistan to Devon. We know many people left their home in traumatic circumstances and we will work closely with the Home Office and other local partners to provide medical services and help where needed."

12. Listening to communities to facilitate vaccine take-up

- The NHS and public health teams are working with local communities who may experience health inequalities to encourage Covid-19 vaccine take-up.
- The current focus of the work is specifically with groups who are often impacted by health inequalities:
 - Ethnic minority communities
 - People with learning disabilities
 - Gypsy, Roma and Traveller communities
 - People with mental illness / Neurodiversity
 - People experiencing homelessness
 - Those from deprived or low-income communities
 - Younger people
 - LGBTQ+
 - Refugees and undocumented migrants
- Recent work has included working with faith leaders to understand the needs of different communities (including joint work with the Piety mosque, Plymouth, and Plymouth Mosques and Islamic Centre – see picture), attending

community events (including Crediton Diversity Festival, Exeter Respect and Bicton College's freshers' fair), developing materials in different languages and formats and working in partnership with Living Options to understand needs and hesitancy among people with disabilities and deaf people.

- Devon County Council has also partnered with the NHS to use mobile testing vehicles to deliver vaccinations and Covid lateral flow tests, to areas where there is low vaccine uptake.

13. Staff and teams across the CCG are being encouraged to take part in the Race Ahead campaign as part of Black History Month.

- Celebrating Black History month is part of our journey to achieve racial equality across Devon
- Racial justice and equality has come into stark focus over the past 18 months and over the next few weeks, every team in the CCG is asked to make time to discuss how they can promote racial equality in the NHS under three headings:
 - What can I do to tackle racism and promote racial equality in the NHS?
 - What can we as a team do to tackle racism and promote racial equality in the NHS?
 - What can our organisation do to tackle racism and promote racial equality in the NHS?
- Conversations about race aren't always easy and we sometimes shy away from it for fear of saying the 'wrong thing'. The purpose of these sessions is to talk, share ideas, and get used to talking about race openly.
- Throughout October, a range of events are also taking place in Devon and beyond to explore how everyone can work together on this important issue. Black History Month takes place every October to honour the achievements, culture and history of black people