

HEALTH AND WELLBEING BOARD			
Briefing:	NHS Lewisham CCG: Winter Resilience Plans		
Author/s:	Lewisham Clinical Commissioning Group	Item No.	10b
Class:	Part 1	Date:	15 November 2016
Strategic Context:	Our Healthier South East London Strategy and Sustainability Transformation Plan (STP)		

1. Purpose

- 1.1 NHS Lewisham along with Bexley and Greenwich CCGs and Lewisham & Greenwich Trust has submitted a sector-wide Winter Resilience Plan to NHS England to support delivery of the A&E 4 hour constitutional standard.
- 1.2 The purpose of this briefing is to provide an overview of the NHS Lewisham Clinical Commissioning Groups (CCG) preparations, plans and investments made to support Winter Resilience.

2. Recommendation

- 2.1 The Health & Wellbeing Board is asked to note the CCGs Winter Resilience Plans.

3. CCG Winter Resilience Plan

- 3.1 NHS Lewisham CCG will undertake sustained communications over the winter period to encourage our local communities to look after their health. Where appropriate, seek the most appropriate health services if they become unwell, while ensuring that hospital services are used only by patients who really need them.
- 3.2 This year, Department of Health, Public Health England and NHS England will again lead on the national integrated 'Stay Well this Winter' campaign. CCGs have again been asked to support the campaign messaging at a local level.
- 3.3 The National campaign brief is: *'To ensure that people who are at most risk of preventable emergency admission to hospital are aware of and, where possible, are motivated to take, actions that may avoid admission this winter'*.
- 3.4 *Stay Well this Winter*
 The National 'Stay Well this Winter' campaign seeks to educate at-risk groups (C2DE Adults aged 65+ years, Long-term conditions and Carers) about the actions they can take to stay healthy this winter, while also increasing take up of the flu vaccine. With an emphasis on pregnant women, parents with children aged 2 – 7 years and those with long term conditions (LTCs) for this element of the campaign. The campaign will recommend a range of actions that at-risk groups can take so that they do not end up needing hospital services (rather than directly preventing them attending hospital), including;
 - Seeking immediate advice and help from a pharmacist as soon as they feel unwell, before it gets too serious
 - Getting prescriptions before 24th December 2016

- Completing the course of prescription medicines
- Keeping as warm as they can
- Getting a flu vaccination
- Stocking up on winter food supplies
- Keeping an eye on elderly or frail friends, neighbours and relatives.

3.5 The campaign will have a number of phases as set out below. Nationally, the campaign will be rolled out from 10 October 2016 and run to the end of February 2017.

A	Flu	10 th to 31 st October 2016 (on-going)
B	First Signs	7 th November 2016 to 12 th December 2016
C	Self-Care – ‘stock up’ messages	12 th to 26 th December 2016
B	First Signs (‘Catch it, Bin it, Kill it’)	26 th December 2016 to 28 th February 2017

3.6 *Health Help Now*

Health Help Now is an innovative digital tool (See Appendix 1) developed by South East Commissioning Support Unit. It aims to help people find the right local health services to meet their health needs, especially when they are not sure what to do or who to contact. The product, a website and app aims to signpost local communities to relevant health care services helping to reduce unnecessary and avoidable attendances to A&E.

3.7 NHS Lewisham CCG jointly commissioned Health Help Now along with SEL CCGs. The website and app will go live early in November 2016.

3.8 Health Help Now aims to;

- help reduce minor attendances at A&E
- support patients and carers when they don’t know what to do or who to contact, particularly parents of young children, people aged 18 to 34 years, and working age adults with a minor injury, groups who tend to use A&E when another service might be able to help them
- make it easy for people to find the right service for their needs
- give clinically approved advice linked to symptoms
- support health messages and promote the call to action for campaigns throughout the year for example heat waves and winter resilience

3.9 *Lewisham Life*

The CCG will continue to maximise Lewisham Life – with the winter edition, promoting the *Stay Well this Winter* campaign, the Health Help Now website and app and the Diabetes Prevention Programme.

4. **Primary Care**

4.1 *Lewisham Winter Assessment Team*

The Lewisham Winter Assessment Team pilot was commissioned to provide additional support during the winter in 2015/16 and due to the positive feedback from GPs and patients this service has been extended. The pilot provides a Lewisham Winter Assessment Team for all Lewisham registered patients including Lewisham

commissioned care homes (nursing and residential) and extra care housing facilities to assist with demands across the system during this period. The CCG intends to commission this service on a more permanent basis going forwards. The service supports GP practices and care homes (nursing and residential), by providing an immediate assessment service of patients who may benefit from urgent review, treatment or care in their own home or within a care home. Therefore, supporting patients to be and treated in the most appropriate setting. In September 2016, 159 patients were seen by the service. The service is currently provided by Bromley Healthcare Community Interest Company (CiC).

4.2 *Urgent Care Centre*

The CCG has commissioned GPs to provide additional support in the Urgent Care Centre and the Emergency Department. This pilot commenced on 3rd October 2016 and is GP led supported by Health Care Assistants who provide navigation support to patients. This service aims to assess, treat where appropriate and support patients to self-care. The service operates 7 days per weeks from 10:00 to 22:00. During October the GPs saw 469 patients, of which 205 were treated by the GP and 49 patients were provided with self-care advice or supported to access the pharmacist.

4.3 *Flu and Pneumonia*

For the past two years the CCG has commissioned GP Federations to deliver additional pneumonia and flu coverage across the borough. Pneumonia and flu continues to be the number one ambulatory sensitive condition for an admission to Lewisham & Greenwich Trust for Lewisham residents. For the Flu vaccination Federations will target some of the most vulnerable residents those who are; (i) over 65 years; (ii) adults 'at risk' (e.g. those with long term conditions); and (iii) pregnant women. For pneumococcal vaccinations this targeted coverage will be for those; (i) over 65 years; and (ii) adults 'at risk'. For those over 65 years of age, Lewisham CCG had the highest vaccination coverage rate for pneumonia in 2015/16 and it is envisaged that our local Federations will continue to build on these successes.

4.4 *Multiple attendances and admissions*

The CCG has commissioned the four Lewisham GP Federations to proactively support, co-ordinate and manage patients who frequently attend A&E or are admitted to hospital. A borough-wide clinical team led by a GP with nursing support is being developed. To ensure that there is an integrated and system wide approach to supporting these patients, the clinical team is working with Lewisham & Greenwich Trust. Patients with the most complex needs have been contacted by letter and the team will commence coordinating their care from November 2016.

5. Financial Implications

There are no specific financial implications arising from this report.

6. Legal Implications

There are no specific legal implications arising from this report.

7. Crime and Disorder Implications

There are no specific crime and disorder implications arising from this report.

8. Equalities Implications

There are no specific equalities implications arising from this report, however addressing health inequalities is a key element of the Lewisham Clinical Commissioning Group and Lewisham Borough Council's 'joint' Commissioning Intentions for Integrated Care in Lewisham 2015 to 2017.

9. Environmental Implications

There are no specific environmental implications arising from this report

10. Contact

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Appendix 1: HEALTH help NoW.

HEALTH help NOW. AAA **NHS**

Symptoms Services Advice About Contact Download Health Help Now

Symptoms Services Advice

Need medical help fast?
Call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Life-threatening emergency?
If the illness or injury is life-threatening, don't hesitate. Call 999 straight away.

NHS

Whatever the time, wherever you are, find the right service in south east London for you.

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