

Bromley Borough Director's Update



We are now clearly in wave 2 of the COVID 19 pandemic, and the Government has announced a [second national lockdown](#) for England, from Thursday 5 November until Wednesday 2 December 2020. Across the country we are seeing increasing numbers of people who are COVID-19 positive and an increase in the number of people admitted to hospital and critical care facilities because of this infection.

At local and national level, health and social care partners, as well as colleagues and organisations in the third and statutory sectors are coming back together to ensure that the responses to wave 2 take place robustly, with much learning in place from wave 1. It is absolutely essential that the public is aware that NHS services (including in south east London) remain open, with appropriate measures in place to keep people safe for 'non-COVID care'. We are responding to increasing pressures related to additional COVID presentations and outbreaks, our staff across the health and care systems are continuing to focus on keeping services open and accessible. We know that a lot of patients are not currently seeking help when they need it or are not attending their appointments, which we need to address in order to minimise other health related issues that may result.

We have been running a campaign (through multiple media routes) across south east London to let people know that NHS services including general practice, hospital and community care are open and there for them, to reassure them about the safety measures in place, and to encourage them to access services and attend when required.

At the time of writing we have been informed about initial successes in trials of a COVID 19 vaccine, and we hope that some stocks of the vaccine will be available by the end of the year to be able to offer vaccination to our most vulnerable populations.

South East London Integrated Care System (ICS) and One Bromley

Work is ongoing to further develop ICS governance within South East London with the proposed development of an ICS Partnership Board with the dual roles of co-ordinating transformation activity and collectively managing system performance. It is proposed that the board is supported by an ICS Executive and a number of key groups. One Bromley, our Local Care Partnership, is a part of the SEL ICS, and discussions are ongoing to develop a local governance structure in Bromley that will mirror the ICS and feed in to it. Part of this arrangement will be a newly established One Bromley Programme Board that will provide overall strategic oversight and hold the Bromley system accountable for delivery.

One Bromley goes from strength to strength and has been overseeing and developing many of the areas of work described in the body of this report.

Winter community schemes

The One Bromley local care partnership will be implementing a number of joint community initiatives to provide improved access to health and social care services in the borough. We will increase capacity in our GP hubs to support primary care, including establishing a new hub in Beckenham for the winter. One Bromley will be introducing a community based respiratory service to manage more patients with acute exacerbations of chronic conditions in the community, with the aim of reducing emergency attendances and admissions into the hospital and, where appropriate providing an enhanced level of care in the patient's own home. We will also be building on the existing Bromley Community COVID-19 Management Service to ensure we can continue to support patients with COVID-19 who do not need to have hospital care.

Single Point of Access (SPA)

The SPA (Single Point of Access) will continue and develop to facilitate timely hospital discharge into co-ordinated community health and social care provision, adopting a Home First ethos and continuing to promote recovery and independence. More patients discharged from hospital will access services through the integrated Reablement and Rehabilitation pathway. Once a patient is identified for discharge in hospital, the SPA enables the discharge to happen on the same or next day. The service has been shown to significantly reduce readmissions because it enables more effective clinical hand over and welfare call is made to all patients within 24 Hours of discharge.

Children & Young People (C&YP) Hospital@ Home (H@H)

An integrated C&YP H@H service is being piloted in Bromley from January 2021. This scheme will enable C&YP to receive their treatment and care in the most appropriate setting when acutely unwell, including within their home setting as an alternative to in-patient hospital care. Implementing a H@H scheme will improve in-patient flow with a number of C&YP having care delivered in the community. This is expected to result in a reduced in-patient length of stay and admission avoidance. The scheme is jointly being delivered by King's College Hospital and Bromley Healthcare, demonstrating great integrated working across acute and community care.

The service will be a nurse led service with a mix of skills in community and acute care. Support and oversight will be provided by a hospital paediatric consultant. The service will provide in-reach into the ED department, and members of the team will attend daily inpatient ward rounds at the local Princess Royal University hospital (PRUH) to support and educate clinicians in identifying patients suitable for the H@H service. The service is commissioned for 18 months and will be evaluated to review the outcome of the service and next steps.

Bromley new IT equipment rollout and migration to Office 365

Over the two weeks commencing 12th October 2020, the One Bromley IT support team with support from the South East London CCG IT team successfully rolled out new IT equipment to all available Bromley based staff. Over 85 devices have been rolled out so far and training provided.

This was done at the same time as the borough migration to Office 365 which supports all South East London CCG staff working together and providing access to shared folders and working in a more efficient way.

These together have enabled the Bromley based team to be able to work in an agile way supporting working from any base or from home. It also enables the corporate office to be changed into a bookable environment supporting the increased utilisation of the premises.

Care Home Support

A significant focus for Bromley Council and the CCG's Bromley based team has been to maintain the quality of care and to support the homes throughout the Covid-19 pandemic.

Led by London Borough of Bromley, with health services providing significant support, there has been a 4-6-weekly Care Home Forum and a weekly newsletter that provides important updates to the care homes.

All homes received thorough training from the Public Health Lead and borough based Quality Liaison Nurse on infection prevention control (IPC) and personal protective equipment (PPE), and homes continue to be supported in these areas. Burrows House was successfully established as a 12-bed residential designated setting and the Care Quality Commission (CQC) IPC inspection was recently passed. Drawing on the success of Burrows House, efforts are underway to secure an approved nursing designated setting, jointly with Lewisham colleagues.

Bromleag Care Practice has provided excellent and increased primary care support to care homes through virtual consultations, weekly ward rounds, structural medication reviews, provision of equipment such as pulse oximeters, and training. Palliative and end-of-life care has vastly improved in the care homes with the support of St. Christopher's and there has been a large increase in the number of Coordinate My Care (CMC) records completed. Universal COVID-19 testing was undertaken for all residents and staff in wave 1 of the pandemic and the outcome of this has been published. Since the first tranche of testing and training, the public health department, social care and SEL CCG have continued to provide support for further testing and infection control.

The majority of homes adapted well to new technological ways of working. Assisted technology access is offered throughout all settings and virtual assessments are conducted to reduce the risk of COVID-19 transmission.

Primary Care

Winter and COVID 19 wave 2

As already mentioned, a number of proposals will help to support Bromley general practice to meet the challenge over winter months. This includes the new Respiratory pathway, the COVID-19 Community Management Service, timely and COVID-19-secure phlebotomy services in the community, staff cover for COVID-19-related absence where face to face services are required, and additional capacity for rapid response home visiting.

We will be maintaining our approach to working closely with general practice through our cluster meetings. At these, we will be sharing information, engaging on priorities and the way services are delivered and also in the coming November meetings, sharing the headline results from the July 2020 patient survey on access to general practices during Wave One with. As well as sharing the positive patient feedback we will discuss how we can overcome the ongoing challenges around patient access, such as awareness about what services are available and adjusting to the 'new normal.'

Screening

Headline cervical screening and childhood immunisations uptake data have been shared with practices alongside guidance on increasing uptake as part of our recovery work. Bromley performance on uptake as of 31 July 2020, the Bromley average for cervical screening uptake is 71% for 25-49 year olds and 78% for 50-64 years olds against the national target of 80%, which we consider to be a good baseline for recovery, given the challenges imposed by the pandemic.

Learning Disability Annual Health Checks (LD AHCs)

The borough team has recently promoted resources to support practices in undertaking annual health checks part remotely and part face to face, and to encourage LD patients and their carers to attend. A 'lunch and learn' session for practice staff was laid on, to share a consistent and good quality approach to providing LD AHCs. It enabled staff to ask questions and share good practice. The Bromley borough team is part of the South East London project working with interested PCNs to provide additional expert training and guidance on LD AHCs

QOF 2020-21 support

The updated guidance for QOF 2020/21 advises that practices must agree a plan for QOF population stratification with their commissioner. To support practices with this, a group of CCG and practice staff (including PCN Clinical Directors, a nurse, and a BHC IT EMIS lead) was convened to draw up a draft

plan that practices can adopt and be assured of CCG sign-off. This draft plan has been shared with the SEL 'Common standards with local delivery' group and also with the Bromley LMC for comment.

Primary Care Networks (PCN) Additional Roles Recruitment Strategy (ARRS)

We have discussed PCN five year recruitment plans for the ARRS with our PCN Clinical Directors and identified areas of support going forward, including dedicated time and funding within the existing PCN and practice teams for mentorship and professional development, fostering a better understanding of how the non-clinical roles can support patient care and having a senior person for each new role to also provide some mentorship and development.

Flu vaccinations

We continue to convene a regular Bromley Flu Working Group with GP and Practice Manager colleagues to discuss flu provision and provide updates and advice to all practices as required, working closely with the SEL CCG Flu Network. As of 9th November, Bromley had vaccinated over 67% of patients over 65, over 30% of the under 65s at risk, and 40% of its 3 year olds. Of the residents in care homes looked after by the Bromley Care Practice, around 92% have been vaccinated

Medicines Optimisation

Two medicines management services for patients have been set up over this period to include

- the provision of End of Life Medicines (both in and out-of-hours)
- a community service for the Prescribing and Administration of Denosumab (for prevention of osteoporosis).

The focus for medicines optimisation during the COVID-19 period has been to work collaboratively within Bromley and across South East London to ensure safe access to medicines, while also supporting secondary care to relieve pressure on services where possible.

It has also been important to maintain strong communications and support for primary care during this period, as the Primary Care Networks (PCN) become more established with new roles being developed such as PCN clinical pharmacists. The Medicines Management (MM) Team have provided induction, training and ongoing support to this developing workforce. Adapting to this challenging period and the developing needs of the PCNs, the MM Team have worked to ensure all PCNs/practice received prescribing reviews resulting in agreed action plans. A Prescribing Improvement Scheme has been developed, adapted to allow for the reduced capacity of PCNs this year. This year's scheme aims at improving the quality of review and management of medicines prescribed for patients with Learning Disability and Autism, as well as specific cost improvement targets.

Going forward, the focus will be to review and consider the longer term commissioning of any services set up over the COVID-19 period and to build upon the collaborative working with PCNs and their developing workforce. A key piece of work ongoing with PCNs currently is the provision of Structured Medication Reviews as part of the nationally commissioned Direct Enhanced Service; clinical training sessions are being provided to the PCN workforce to enhance the quality of the reviews and benefit to patients.

Safeguarding

Safeguarding has remained Business Critical during the pandemic; this enabled the Safeguarding team to continue to deliver a strategic, system leadership approach, obtaining assurance through provider safeguarding continuity plans, maintaining close relationships with safeguarding leads and attendance in virtual committees and subgroups. Regular meetings with key partners were established early to identify key safeguarding themes, trends and risks. Leads and Designated Professionals provided a vital source of professional advice across the Health Economy, CCG and to the Bromley Safeguarding Children Partnership (BSCP) and the Bromley Safeguarding Adults Board (BSAB).

Key work areas during this period have included:

- Developing a newsletter for Children Young People (CYP) in Primary Care, shared across South East London Clinical Commissioning Group (SELCCG)
- The Designated Doctor provided guidance on the application of shielding guidance for children and reviewing individual vulnerability. This included a letter on applying the national guidance sent to local schools and health providers, together with developing a process with the Special Educational Needs (SEN) department about managing parental requests for children not to be at school on shielding grounds, when national shielding had ended
- The Designated Nurse CYP and Designated Dr CYP have worked with the National Network of Designated Professionals, identifying skull fractures in local infants during lockdown, resulting in a recommendation for a National Paediatric Intensive Care Unit (PICU) study; the Designated Doctor is leading on this with the Royal College of Paediatric and Child Health
- The Designated Nurse and Doctor for Children Looked After (CLA) have worked closely with health Provider services and the Local Authority to ensure that they meet their statutory obligations to Children Looked After throughout the pandemic, and were instrumental in ensuring that the CLA nursing team were not redeployed. They have also provided guidance where appropriate, including a health advice flowchart supporting emergency fostering for the Local Authority, and information for GPs on health assessments for Foster Carers
- The Safeguarding Adults Manager Mental Capacity Act (MCA) lead worked in conjunction with the Single Point of Access (SPA) team to ensure safe discharge processes were followed whilst complying with the Act and keeping patients safe
- The Care Home Quality Liaison Nurse role, has proved to be a vital part of our Pandemic response, working at pace across organisational boundaries with all One Bromley Stakeholders to offer training, guidance, practical assistance and support to residential Care settings, whilst ensuring compliance with Covid-19 national guidance

The pandemic has highlighted vulnerabilities nationally for children and young people, children looked after and adults at risk; the themes and application of identified learning will be a key priority for the SELCCG (Bromley) safeguarding team.

Dr Angela Bhan
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