

Governing Body meeting

Questions received from the public with responses from the CCG

MEETING DATE: 16 September 2021

This set of questions was received prior to the meeting taking place, with the response document then published on the CCG's website and also emailed to those who submitted the questions. It has been updated since it was first published to include questions received in the meeting. Where a question was raised on behalf of a group the person's name is listed below; where the person did so as an individual then their name has not been published.

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| Question 1 From a member of the public in Bromley | Following the creation of the SELCCG, when will the standardisation of insulin pumps available to patients across the CCG occur? As an example, I am a patient in Bromley borough and insulin pump options for me are different to those who live in Southwark |
| Response | <p>The CCG has been working across its diabetes service providers, to ensure the standard offer set out by NICE (insulin-pump-therapy-for-diabetes-pdf-374892589 (nice.org.uk)) is adopted and followed within all boroughs of south east London. The services offered by both King's College Hospital NHS Foundation Trust and Guy's and St Thomas' NHS Foundation Trust comply. Unfortunately, progress to standardise across the remaining boroughs was hampered by the pandemic. From April 2021, we have implemented this guidance for all boroughs served by Lewisham and Greenwich NHS Trust.</p> <p>Insulin pumps are available through the Bromley community diabetes service. However, currently those eligible Bromley borough patients who would benefit clinically from the more recently developed pumps and closed loop technology are referred to King's College Hospital, until these products are available routinely within the Bromley service. We have initiated discussions with Bromley Healthcare on how they can meet this standard offer from within their borough service.</p> |

This next set of questions was submitted during the Governing Body meeting. Where a question was raised on behalf of a group the person's name is listed below; where the person did so as an individual then their name has not been published.

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| <p>Question 2</p> <p>Raised by a member of the public from Greenwich</p> | <p>On Thursday 4 April 2019, at a meeting in Eltham, "Goals" called by Greenwich CCG to announce plans for, "The Source" Clinic on Horn Park, Mr. Kennett-Brown said, "to re-open The Source is the best solution".</p> |
| <p>Response</p> | <p>Neil Kennett-Brown responded that every effort was being made to open the service on Sibthorpe Road in November 2021, with a nurse practitioner and two social prescribing sessions provided by Charlton Athletic Community Trust.</p> |
| <p>Question 3</p> <p>Raised by a member of the public from Southwark</p> | <p>Where do Southwark residents who survived Covid-19 and suffering from Long Covid go for help, given that it is practically impossible to access local GP services in Southwark at the moment?</p> |
| <p>Response</p> | <p>Dr Angela Bhan noted that patients in all boroughs should be able to access GP services as normal. Information and support on Long Covid symptoms are available in a number of ways. GPs can direct patients to on-line advice on self-care and the advice published by the Royal College of Occupational Therapists, GPs are also able to provide some management support themselves or refer into specialist clinics run by King's College Hospital NHS FT for further assessment, investigation and management of any symptoms ranging from respiratory to neurological.</p> <p>Sam Hepplewhite added that GPs in Southwark were seeing patients both remotely and face-to-face, and those experiencing Long Covid symptoms were advised to contact their GP, who was best able to carry out a holistic assessment that was best suited to this condition and were fully briefed on the Long Covid pathway that had been put in place. Any problems accessing GP services could be raised with the CCG.</p> |

Question 4

Raised by a member of the public from Greenwich

Now that the pandemic has illustrated more effectively the diversity of the clinical population South East London Integrated Care Board serves, are there any plans to support working age people to manage multiple co-morbidities? The GP Annual Health check is too basic. I am informed in this question with the project report from Lewisham about supporting people with blood oxygen monitoring protocols.

Response

Dr Jonty Heaversedge noted that the pandemic had made it difficult to provide the routine assessments people with long term health conditions and co-morbidity would normally receive. However, the ambition across all boroughs was to improve support to people managing a number of conditions, and the work to develop Primary Care Networks (PCNs) with multidisciplinary teams able to address a wide range of needs was key to this, as well as digital work building on learning from the pandemic.

Dr Jacky McCleod noted that through a variety of technology and platforms, PCNs were *case finding* to identify vulnerable individuals who may have a number of conditions. Some technical solutions, such as remote monitoring, allowed clinicians to contact patients proactively where a deterioration was detected, sometimes in advance of symptoms. The platform used to support people with remote oxygen monitoring was now being trailed as a way of identifying and supporting individuals who were finding it difficult to manage long term conditions. Practices were also taking steps to connect with professionals around the routine monitoring of their health, for example exploring how information about blood pressure and diabetes monitoring could be shared securely from apps. Whilst progress was being made in some of these approaches, local people would need to be engaged so that they could be systematised.

Question 5

Raised by a member of the public from Greenwich

The Public Health England report yesterday about the fall in life expectancy highlighted the vulnerability of people with dementia diagnosis. What are the plans for services supporting people with dementia. Age Concern will support people in their own homes but some people in residential accommodation do not necessarily have support as part of their resident's package. There is a tie in with the possible service offer at Horn Park. It is about addressing Sir Michael Marmot's social determinants of health. Many people on Horn Park are managing multiple co-morbidities and that includes the younger generations.

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| Response | Dr Nancy Kuchemann noted that although much of the work to support people with dementia diagnosis took place in boroughs, all boroughs provided GP support to residential homes. This support was being standardised to ensure each home was provided services by GPs as part of a multidisciplinary team, as well as supporting GPs via the Quality Outcomes Framework to assess and provide care plans for those with dementia. |
| Question 6 Raised by a member of the public from Greenwich | Watching the proposed investment into the Kidbrooke Village Health and Wellness Clinic, Elford Close. This was described as a vibrant new asset and essential to meeting the needs of SEL population. Has Eltham Community Hospital, Passey Place been fully utilised because the funding has never been available to have all its wards and theatre facilities open (this is in the context of reducing surgical wait lists as well). Might the funding be more effectively directed to Eltham Community Hospital, which is far more accessible than Elford Close? |
| Response | We are looking to develop both the new Kidbrooke Village Health & Wellness Clinic, which will open in 2022 in line with our plans with the Royal Borough of Greenwich which have been in development for over a decade. We continue to ensure that all existing facilities deliver the best outcomes for our residents. We are reviewing how we maximise the use and impact of Eltham Community Hospital and expect we will be engaging with key stakeholders on this over the next year. |