

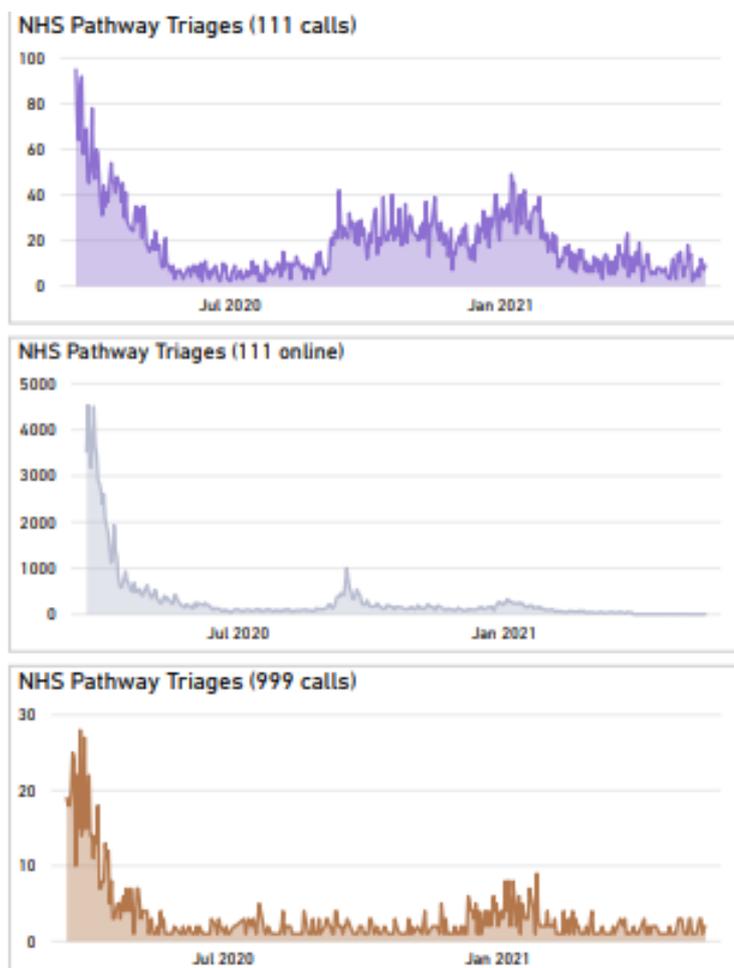
Hampshire and Isle of Wight NHS response to COVID-19 Update Briefing for HIOW Overview and Scrutiny Committees/Panels July 2021

1. Introduction

This paper provides an update on the impact to date of the pandemic on Hampshire and Isle of Wight and planning, the COVID-19 vaccination programme and recovery of services, including increases in planned activity.

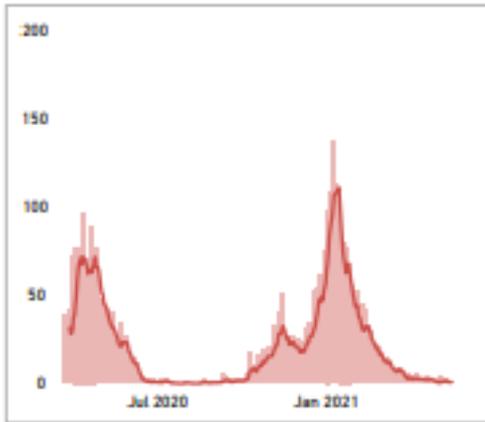
2. Impact of COVID-19 on Hampshire and the Isle of Wight (HIOW)

The following graphs show the number of NHS 111 calls, NHS 111 online contacts and 999 calls with potential COVID-19 symptoms.

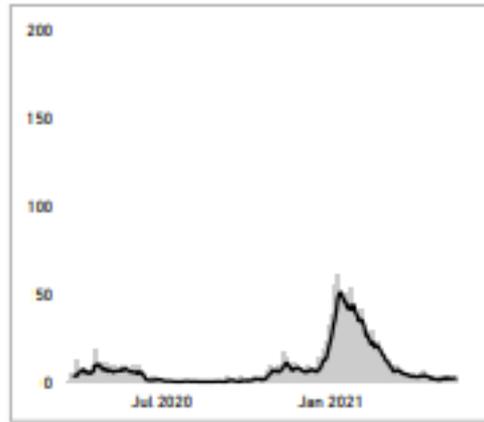


The following graphs show the number of inpatients diagnosed with COVID-19, the number admitted with COVID-19, the number admitted with suspected COVID-19 and the number of patients with COVID-19 discharged.

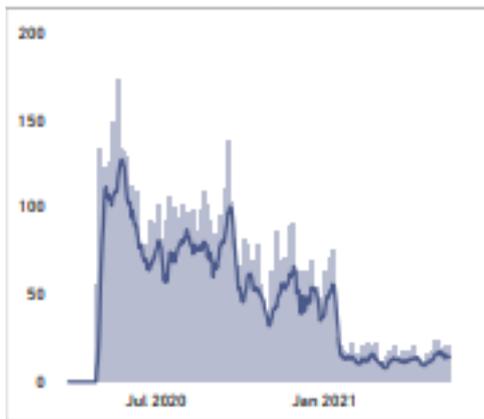
Inpatients Diagnosed with Covid-19



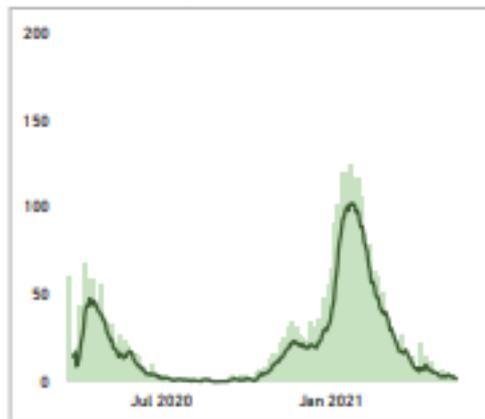
Patients Admitted with Covid-19



Patients Admitted with Suspected Covid-19



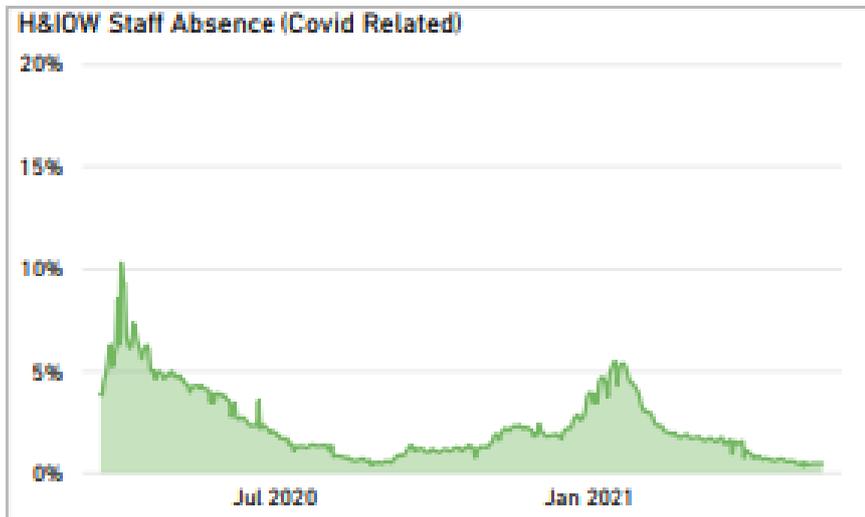
Covid-19 Discharges



The following graphs shows the staff sickness rate across Hampshire and the Isle of Wight including the sickness rate related to COVID-19. Staff absence is at 4.3% for Hampshire and the Isle of Wight overall, down from highs of 8.8%.

H&IOW Staff Absence





We continue to do all we can to ensure that we are supporting our staff. A wide range of support continues to be available, including mental health and wellbeing programmes and bespoke support for all staff groups.

Our primary care colleagues continue to do incredible work to respond to patient need, both COVID-19 and non-COVID-19 related. This is against the background of increasing demand, and while continuing to play a significant role in the delivery of the COVID-19 vaccination programme across Hampshire and the Isle of Wight. Face-to-face appointments are available for those who need them, and primary care continues to provide access via telephone and online via eConsult where appropriate.

Our community mental health teams continue to work closely together to support discharge services, early intervention services and keep our patients safe in the community under incredibly challenging circumstances.

Contingency plans outlined in the February report have allowed health and care systems across Hampshire and the Isle of Wight to manage flows during the peak of infections earlier this year. The number of patients with COVID-19 being cared for in hospital reduced to very low levels by the end of March. As of 9 June there were less than 30 patients with COVID-19 being cared for across all four hospital sites in Hampshire and the Isle of Wight.

We continue to work closely with our health and care partners to respond to COVID-19 while also focusing on the continued recovery of services and local delivery of the vaccination programme. We are monitoring the situation closely and ensuring we are as prepared as possible for any potential future impact of the pandemic in our communities, including new variants.

Across Hampshire and the Isle of Wight we have seen a marked increased non-COVID-19 related demand for care. At present:

- NHS 111 and 999 calls with query COVID-19 symptoms remain comparatively low compared to peak activity during waves 1 and 2 of the pandemic, but 111 calls and 999 calls for non-COVID-19 activity have returned to pre-pandemic levels
- Emergency Department activity volumes made a recovery towards pre-COVID-19 levels in February, and in May and June have risen to peaks above “normal” levels – with some days in May being as busy as a normal January period
- Primary care is also exceptionally busy, with ongoing high patient demand and GP practices continue to GP practices continue to work hard to safely deliver care to the population

3. Recovery of services across Hampshire and the Isle of Wight

High levels of planned care have been maintained in the past months, despite a significant increase in patients with COVID-19 being cared for in hospital during the second peak of the pandemic. Recovered elective activity levels remain higher than the 70% national standard across Hampshire and the Isle of Wight and we are grateful to colleagues across the system for their incredible continued hard work:

- All four main providers have made great progress in returning to “normal” activity levels
- The delivery of planned care is increasing week on week, with a marked step up in patients treated for outpatients and procedures in April and May. Around 95% of elective and 100% of day case activity (compared to 2019/20 baselines) is now being delivered
- MRI, CT, Colonoscopies and Gastro are all exceeding planned levels and national targets
- Cancer activity has returned to normal levels and we have the best performance across the country for cancer waiting times

A significant programme of investment is underway to sustainably transform mental health services over the next three years for the benefit of our communities, with a particular focus on children and young people.

We continue to work with partners to support implementation of innovative ways to reduce waiting lists wherever possible, while continuing to support on the health, wellbeing and recovery of individuals working across the system.

In response to the challenges presented by the pandemic to the elective care programme in Hampshire and the Isle of Wight, the health and care system continues to work in partnership to:

- innovate, share learning and work with patients to make best use of our existing planned care capacity. This work has included:
 - drawing on insight from national productivity and efficiency tools (such as Get It Right First Time) to maximise patient throughput of, for example, theatres
 - using digital approaches to benefit patient experience and reduce non-value adding activity for example virtual consultations, patient-initiated follow-up and digital pre-operative assessment
 - rolling out best practice pathways of care including the use of ‘advice and guidance’ to ensure patients are able to access the optimal outcome as rapidly as possible
- create additional capacity - in a co-ordinated and sustainable way that maximises the return on investment. This work has included:
 - accessing capacity in the Independent Sector, creating multi-organisational treatment hubs, and jointly negotiating with providers of capacity to get best value
 - accelerating the creation of a flexible workforce that will be able to support the hub development, administrative support to enhance take-up of independent sector capacity. The workforce element will enable us to build greater resilience into our delivery programme and build a more secure workforce for the future

NHS England and NHS Improvement has created a number of initiatives to support and incentivise the delivery of increased elective care following wave two of COVID-19 including the Elective Recovery Fund which is open to all systems nationally and invitations to increase community diagnostic capacity.

Last month NHS England and NHS Improvement announced that Hampshire and Isle of Wight Integrated Care System (ICS) had been successful in its bid for additional funding to tackle waiting lists and further reduce waiting times for planned care following a national competitive process.

Hampshire and the Isle of Wight is one of 12 ICSs that will receive the extra funding as part of the Accelerator Systems Programme. The £10m we will receive is welcomed and will assist with our plans to transform services, helping us ensure no patient waits any longer than they have to.

Patients with the most urgent clinical need and those experiencing the longest waits are being prioritised. Areas of the highest priority include dermatology, ear, nose and throat, ophthalmology, urology and orthopaedics and there will be a continued focus on further reducing health inequalities highlighted during the pandemic. We will continue to keep you fully updated as this work progresses.

Primary care on the Isle of Wight

The way people access primary care changed radically as a result of the COVID-19 pandemic. In March 2020, the “General practice in the context of coronavirus (COVID-19)” Standard Operating Procedure (SOP) was published which detailed the new operating model for primary care. This included the requirement for total remote triage, online consultation and only booking face-to-face appointments where appropriate. Therefore, there has been a significant shift from face-to-face appointments and home visits to telephone and eConsult activity.

This SOP was then updated in May 2021 to encourage practices to offer more face-to-face appointments where possible.

The following snapshot in activity does not take into account appointments booked following eConsult and telephone consultations. Work is underway with each practice to identify the true activity, as demand has significantly increased since Jan 2021.

- Overall primary care activity is now at 107% in comparison to pre-pandemic levels
- The changes in access has resulted in:
 - Face-to-face: 66% of the overall activity
 - Telephone calls: 25% of overall activity
 - eConsult: 7% of overall activity
 - Home visits: 1% of overall activity

A number of initiatives have been introduced in response to the COVID-19 pandemic and increased demand. These included an on-the-day resilience service, setting up of hot sites, and a service to support 111 access to GP appointments. Some of these are now coming to an end, however work is ongoing to look at support going forward. All practices have business continuity plans in place and Primary Care Networks have collaborated to ensure stability and cover would be in place if required.

Primary care colleagues have also supported the following on the Isle of Wight:

- The creation of a community Tissue Viability Service
- Phlebotomy service
- EConsult and expanding its workforce creatively to ensure staff are not moved around the system, leaving gaps in other areas
- Medication reviews
- Early cancer diagnosis

4. COVID-19 Vaccination Programme

As of 2 July, latest published figures show that more than 2.2m vaccines have been delivered across the Hampshire and Isle of Wight Integrated Care System (ICS) footprint since the launch of the biggest vaccination programme in the history of the NHS six months ago.

Our joint approach with partners including local authorities, Hampshire Constabulary, Hampshire Fire and Rescue Service, social care, third sector, intelligence units, community leaders and more continues to be successful.

On 14 June, the Prime Minister announced that the target for ensuring that all adults had been offered a first dose of the vaccine would be brought forward to 19 July 2021. Four days later, on Friday 18 June, COVID-19 vaccination bookings opened up to everyone aged 18 and over across England.

In light of this, and while delivery of the programme is dependent on supply, we are redoubling our efforts to do all we can to encourage uptake across Hampshire and the Isle of Wight to meet the new target. We remain on track to ensure all adults across our system have been offered a first dose of the vaccine by 19 July.

We continue to bring forward appointments for a second dose of the COVID-19 vaccine from 12 to eight weeks for anyone in the first nine priority groups who is yet to receive their second vaccination, in-line with guidance from the Government and Joint Committee on Vaccination and Immunisation (JCVI). We are also bringing forward second doses for anyone aged 40 and over following the Government announcement. This means people at greater risk of getting seriously ill due to COVID-19 can get maximum protection sooner. People should continue to attend their second dose appointments and nobody needs to contact the NHS. We are contacting those who should bring their appointment forward.

Delivery of the vaccination programme on the Isle of Wight

Latest figures show that more than 190,000 vaccinations have been delivered as of the start of July. To help further boost numbers we have held a number of walk-in clinics at each location. No appointment is necessary and people aged 18 and over have been able to attend for their first dose. We have also set up roving clinics to vaccinate residents and staff in care homes, nursing homes and residential homes and are doing all we can to encourage uptake to ensure as many people as possible are protected against the virus.

Primary care has been instrumental in supporting the COVID-19 vaccination programme on the island, delivering with 75% of vaccines locally. We would like to say a huge thank you to our primary colleagues, partners and volunteers for their incredible continued efforts in supporting local delivery of this life-saving programme.

Reducing inequalities

As the vaccination programme progresses at pace we continue to work in partnership to understand and tackle inequalities, addressing individual concerns and circumstances. Work is ongoing to identify communities and areas we need to focus on to increase uptake, taking into account demographics such as age, ethnicity and deprivation.

A significant amount of outreach work has been done to reduce barriers for people who may be less likely to take up the offer of a vaccine. We've seen some fantastic work in these areas, from pop-up clinics to work with community leaders and support for some of the most vulnerable people in our communities.

Working with community leaders

Solent NHS Trust has worked with local community leaders and invited them to volunteer at their large vaccination centres. This includes Imam Muhammad Ali from the Medina Mosque who volunteered at

the Oakley Road centre in Southampton. He has also been filmed encouraging others to take up their invitation to receive the vaccine.

Hosting pop-up clinics

Our success to date includes a number of pop-up clinics in community locations, working with local Primary Care Networks (PCNs) and Solent NHS Trust.

Hundreds of people have been vaccinated at clinics in places of worship, not only for the benefit of congregations but also the wider community. This includes the Jami Mosque in Portsmouth, a session run in partnership with the NHS, Portsmouth City Council and Portsmouth HIVE.

Pop-up clinics have been held in the Southampton city centre area, which is particularly diverse and includes a number of areas of deprivation. Throughout March and April clinics were held at Medina Mosque, Taqwar Mosque, Vedic Temple and the Gurwara Singh Sabha. A clinical held at the Mercy Revival Church was also very well attended

Community venues have also been considered and tested as a part of the pop-up clinic pilot. This includes the Heart of Portsmouth Boxing Club which held a pop-up clinic well attended by the local Sudanese community. Portsmouth has one of the largest Sudanese populations in England. We are continuing to evaluate these clinics and to date, our findings show positive feedback from those attending the clinics, increased accessibility to certain groups which suffer the health inequalities in society, improving relationships with the NHS, and wider benefits to community cohesion.

Reaching out to communities

Primary Care Networks (PCNs) have been directly contacting people in priority cohorts who had not yet responded to an invitation. By discussing any concerns one-to-one, it has been possible to subsequently book an appointment straightaway. Many PCNs have done this by phone, but also in innovative ways. For example, Southampton Central PCN has trialled door knocking exercises in St Mary's, Southampton, focusing on those in priority cohorts who have not yet had their vaccine. In Portsmouth, Brunel PCN has been running monthly bus rounds to find people to be vaccinated, and is holding sessions at local soup kitchens to support the homeless community.

Outreach work to our Gypsy Roma and traveller communities is underway to promote the vaccine and understand any barriers to uptake, such as not being registered with a GP. Hampshire County Council is running a successful voluntary Vaccination Champion scheme, in which individuals sign up and receive training from public health professionals to share up-to-date and trusted information with people in their communities about the COVID-19 vaccine. These volunteers are based from home and able to work whenever is most convenient.

Focused work on vulnerable groups

Processes have been put in place to support clients of sexual health and HIV clinics to be vaccinated, with appropriate confidentiality arrangements.

Clinics have been set up for people receiving support for substance misuse to be vaccinated in Eastleigh, Totton, New Milton, Fareham, Gosport, Havant, Aldershot, Basingstoke, Andover and Winchester. PCNs and homeless healthcare teams have worked with local authorities to ensure homeless people are vaccinated.

5. Recommendation

The Committee is asked to note this update briefing.

ENDS