

## **APPENDIX 1**

### ***Sexual Health Service***

1. Sexual health is a complex area due to the clinical risk and the need for partnership with the ICS and NHS England to ensure an integrated service with termination, vasectomy, and HIV services.
2. On 1 April 2020 the IOW Sexual Health Service (SHS), previously provided by IOW NHS Trust, transitioned to Solent NHS Trust. This was a challenging time as the mobilisation occurred during the COVID-19 pandemic, but due to the flexibility and commitment from the staff on the IOW as well as the staff within the Sexual Health Service in Solent the transition was successful.
3. Transitioning to Solent has meant the team have the support from a wider clinical, operational and leadership team. The benefits to both staff and patients include:

#### **Stronger Leadership**

- (a) Wider leadership and management team to support senior leadership in the IOW service, including more access to management supervision and support from corporate teams leading to strengthened governance, quality systems and processes. Access to a wider clinical expertise for clinical supervision and 8-weekly education days for all staff, clinical and non-clinical to provide cross cover for leave, sickness, and training. There is a new culture of reporting and learning from incidents, including near misses.

#### **Improved access to services**

- (b) Access to treatment by post for non-complex Chlamydia treatment, combined hormonal contraception and progesterone only contraception, herpes suppression therapy and HIV Pre-Exposure Prophylaxis (PrEP) follow-up.
- (c) Specialised lead nurse roles to support the delivery of patient care including safeguarding and practice and development and an Outreach nurse for young vulnerable people.
- (d) Full Sexually Transmitted Infections (STI) testing service online, including testing for men who have sex with men.
- (e) Permanent services include Consultant cover for HIV patients and complex genitourinary conditions. Deep implant removal clinic which means patients no longer have to travel to the mainland to access this. Ultrasound clinic reducing referrals to secondary care.

## Electronic access to services

- (f) Electronic requesting for laboratory tests and electronic results making the turnaround time for patients shorter and stopping manual entry of results. Electronic patient record that is integrated with the mainland, improving continuity of care if the patient attends any of the clinics in Hampshire or the IOW; with planned improvements to introduce a patient health record which will allow patients to log in to their own health record to access results, book appointments and request online STI screening.

## **Substance Misuse Service**

- 4. Substance misuse services are another complex and challenging area with clinical risk and the need for strong partnerships with other services. The previous substance misuse service provider, IRIS, had faced a number of challenges which had led to the need for a new service provider. A new provider, Inclusion (part of Midlands Partnership NHS Trust), is now commissioned by the Council as part of its Public Health responsibilities and has been running since 1 December 2019.
- 5. The IOW service has undergone a considerable period of consolidation and more recently, expansion. This has happened in a gradual transition from the service start, the first year of which was strongly focussed on improving internal systems, training and support for staff and ensuring the clinical safety and resilience of the service. More recently the focus has been on becoming more outward looking, focussed on partnerships and meeting the needs of the range of localised communities across the island geography.
- 6. During the first waves of the pandemic the service transformed its provision to be a mix of online and face to face based on the needs of the clients in the service. The service is now re-established as a face-to-face service and delivering in a covid-secure way.
- 7. The benefits to both staff and patients include:
  - Improved staffing capability
  - (a) The service has developed volunteers and attracted new staff to work at the service via a staff bank, this has enabled the service to respond quickly and benefit from additional government funds, expanding the team quickly at the start of the COVID-19 pandemic to cope with additional demands at no cost to local commissioners or authorities. This approach also enabled the protection of vulnerable staff who worked from home and led the partial transformation to telephone and on-line working.
  - (b) The service has also been able to recruit to Criminal Justice Worker, Harm Reduction Worker, Volunteer Coordinator and Recovery Activities Lead roles as a result of Dame Carol Black investment. The Isle of Wight Service was the first in the South-East Region to fill these posts following approval of the grants. The Harm Reduction work has also been significantly improved through the introduction of a mobile vehicle enabling interventions to reach

individuals in outlying areas (including people not previously known to services) and ensure they have access to overdose prevention, testing and vaccination services as well as links into work to reduce and stop using drugs.

### Improved partnership working

- (c) Partnership working has been a strong area of development and the service has joined the existing outstanding local commitment to vulnerable adult's work. Currently the service employs a Housing Navigator, Homeless Mental Health Navigator and a Hospital Liaison Nurse via local partnerships, greatly strengthening the quantity and coherence of the work undertaken to support high need individuals.
- (d) The Young People's service has offered monthly sessions to all Island secondary schools & Colleges (6 regularly take these up with a number of others working with us ad-hoc) and weekly satellites in The Foyer and the Pupil Referral Unit. These ensure mainstream needs are met in schools, focussing on those children most at risk of developing substance problems and those at risk of crime and exclusion. Further work is taking place on Gangs, County Lines and Criminal Exploitation. Partnership working with YOT (Youth Offending Team) and CAMHS (Child and Adolescent Mental Health Services) have both been improved with regular joint visits and sharing of resources. The Family and Carers service works closely with the adult and young people's services to ensure those affected by other's substance misuse have access to support whilst recognising the need to respect confidentiality

### ***Lifestyles, Smoking Cessation and Weight Management Services***

- 8. At the time of the formal partnership agreement, smoking cessation and weight management services were delivered by a very small challenged in-house team. In early 2019 the service was audited against national standards and as a result, improvements were rapidly made to ensure delivery of a safe and high-quality service.
- 9. In July 2019 the decision was made to procure an external provider for these services, to ensure service resilience and bring in the wide range of technical and other skills and assets required. Separate procurements were undertaken for evidence-based healthy weight and stop smoking services. the services were mobilised in 2020/21 respectively. The services are now well embedded and enables residents to access a range of support options specific to their individual needs, with services available digitally and in-person.
- 10. Partnership working to improve health outcomes for vulnerable residents has also been a key focus for the team. This has included working with NHS Maternity Services to support women to give up smoking while pregnant. The team is also expanding its scope of work to develop a local action plan for the HIOW Physical Activity Strategy and integrate health into spatial planning.

## **0-19 Public Health Nursing Service**

11. Like sexual health, Public Health Nursing is a complex area due to clinical and safeguarding risks and the need for partnership with other agencies.
12. In 2018/19 a tender was run to procure a provider to run the 0-19 Public Health nursing service to a new specification. Solent NHS trust were successful and began to mobilise just before the COVID-19 pandemic; the start date of the service was delayed to 1 November 2020 due to the restrictions and demands on the Trust. Since that time benefits for staff and patients include:

### *Clinical Delivery and Care Pathways including Safeguarding*

- a) The development of a new specific Year 3 to Year 7 offer (as part of the wider 0-7 offer) is underway in partnership with other Solent 0-19 services to support the islands most vulnerable children around readiness for school and transition including those with SEND and electively home educated population.
- b) Development of specialist roles across the 0-19 service has been completed and will be implemented across the service as opportunities arise with staff engagement and as vacancy arises over the next 3-6 months.
- c) The school nursing service redeployed staff to support the delivery of the COVID-19 vaccines both as part of the primary care networks and the mass vaccinations centre at Riverside.

### *Workforce Transformation*

- (a) Development of a demand and capacity tool to support service transformation has been completed. A leadership review was undertaken and appointment of clinical team co-ordinators to manage and quality assure clinical practice have been appointed. There has also been a review and recruitment to increase resource of Business support team.
- (b) Skill mix roles have been introduced for Community Health Nurses and apprenticeship opportunities to 'grow our own' workforce.
- (c) A management, clinical and safeguarding supervision model has been implemented alongside regular communication opportunities for staff to contribute and engage in service development.
- d) A wellbeing offer to support staff including wellbeing day, team away day opportunity and service development days.
- e) System1 record keeping system has been introduced as the primary record.

### *Quality and Performance*

- f) A Clinical Voice Group has commenced with regular staff engagement and involvement, including service user stories and feedback. The performance team have supported with regular reporting of service Key Performance Indicators

(KPI's). An Audit has been undertaken regarding safeguarding information received and partnership working with wider IOW safeguarding service underway to streamline and quality assure processes.

### Estates

- g) A new fit for purpose office space has been secured and funded by Solent NHS Trust. The 0-19 service has moved to Enterprise House, Newport and is offering co-location alongside the School Aged Immunisations service as part of Solent NHS Trust and CHIS as part of Southern Health Foundation Trust. All staff have mobile working options include laptop and smart phone to support clinical delivery and digital options.

### Partnership working

- h) Established and new relationships have been built upon with the following partners and opportunities for joint working have been implemented- for example – Health Visiting team leads now join the Early Help team allocations on a weekly basis to review all families in need of Early Help on the island to identify the most appropriate lead professional who can work directly with the family.
- Safeguarding/IOW Trust partners
  - Maternity Partners
  - Social Care
  - Early Help
  - Barnardo's
  - Voluntary - Youth Trust, Home-Start
  - Education/Early Years
  - Primary Care Networks