

East Sussex integration programme Quarter 3 progress summary

Good progress has been made in key areas of the integration transformation priorities alongside the ongoing need to manage the pressures on our services due to COVID-19.

- Our High Intensity User service for people who attend hospital based emergency services five or more times in one year continues to show a reduction in attendances from 146 a month in December 2019 reducing to 70 in November 2020. Initiatives set up due to the pandemic such as 24/7 telephone access to mental health crisis and psychological support, care home resilience initiatives and community hubs have also supported people to avoid conditions or situations becoming critical. The benefits have been noted in other areas in Sussex with Brighton recently implementing a similar service. Where people cross care boundaries, the teams are working together to ensure the appropriate care is received at the appropriate location.
- East Sussex became an early adopter of the national NHS 111 First programme which commenced at East Sussex Healthcare NHS Trust in October 2020. This programme aims to provide appropriate alternative same-day or urgent (within 24 hours) services for people who would otherwise have attended acute emergency departments. Referrals or direct bookings can be made from NHS111 & NHS111 Clinical Assessment Service (CAS) to services that are able to provide care and support to the patients in response to their urgent care need e.g. Urgent Treatment Centres, "Hot" Clinics, Ambulatory Care, Improved Primary Care Access, Social Care services, Community Pharmacy, Crisis Cafes. Early performance measures show a decline in the number of people self-referring to hospital emergency services since the commencement of the scheme however, the current pandemic may also be impacting behaviours.
- The NHS Long Term Plan set out the redesign of MSK Services encouraging the setup of MSK First Contact Practitioners in GP surgeries to provide people with early intervention for minor MSK conditions and targeted support to help them self-manage the condition and prevent exacerbation. The majority of our primary care surgeries now have access to this service with full cover expected by March 2021. As well as helping our people to relieve symptoms earlier, this service also releases GP and MSK Community Service capacity.
- As part of a continuing drive for excellence, we are always looking for ways to improve local services. We have been talking to people living in East Sussex about their experience of cardiology and ophthalmology services, in particular:
 - Ophthalmology services (both Adult and Children's) provided at the Conquest Hospital, Hastings; Bexhill Hospital; and Eastbourne District General Hospital.
 - Some of our Cardiology services, specifically relating to acute cardiology services which includes emergency management of heart attacks and the immediate and long term management of other cardiac conditions, including heart failure and heart arrhythmias.

This is so that we can co-design a set of proposals that suggest changes to the services, and address some of the challenges the services face to ultimately improve our ophthalmology and cardiology services. It is important that local people, patients and members of staff have a say in the development of those proposals and how the service could be delivered in the future.

- Hospital outpatient transformation has seen significant improvements in the ease of access for people to be treated with the increase in availability of online consultations accelerated by the pandemic response, and patient initiated follow up appointments, alongside face-to-face consultations when this is needed. All our GPs are able to seek timely advice from hospital consultants using the Advice and Guidance System, preventing unnecessary referrals. The introduction of an online App for patients, called 'Patient Knows Best' (now known as My Health and Care Record) aimed at people with long term diabetic and gastro conditions, allows electronic correspondence and online communication and monitoring to help people proactively manage conditions to prevent them getting worse.

- Discharge of older people and those with complex care needs from our hospitals often results in a new way of living for example in a residential care or nursing home, or at home with packages of care, on a temporary or long term basis. Last year, a new integrated community health and social care Target Operating Model (TOM) was agreed to ensure the seamless transition of care, free up hospital beds for new patients and improve the likelihood of achieving the optimum health, wellbeing and independence for older people with complex care needs. The pandemic has led to necessary redeployment of resources, the implementation of 'Home First' and 'Discharge to Assess' (D2A) pathways as business as usual, as well as the integrated commissioning of bedded care and home care capacity to support this, and ensuring people are in the right setting, ideally at home, as soon as possible. The positive learning from these initiatives and the original TOM are currently being reviewed to ensure we harness best practice going forward.
- To support children and young people transitioning from children's disability services to adult health and social care services, continuing care and social care assessments and reviews are now aligned so they can be completed together and a joint support package agreed. Greater inclusion and engagement with children and parents as well as integration of health and care resources needed to promote the principles of the Care Act have underpinned this. A review of care agencies that are able to work with older children through to adult care has also been completed following the identification of a lack of suitable carers for older children, and an action plan is being developed to address this.
- By the end of quarter 3, 44 schools (approximately 24,000 pupils) in East Sussex now provide access to mental health and emotional wellbeing services supported by our three Mental Health Support Teams (MHSTs).
- The East Sussex Mental Health Oversight Board undertook a detailed programme scoping exercise during October 2020, and as a result three areas of focus have been agreed; emotional wellbeing services to ensure improved access to a wide range of primary care based mental health services including Improved Access to Psychological Therapies (IAPT) and health in Mind; enhancing community services to provide a consistent range of specialist services for adults with personality disorders, eating disorders and rehabilitation, and; supported accommodation and housing. Working groups are being convened with stakeholders and subject matter experts to further develop the programme and the projects to be progressed to support the delivery of outcomes.
- Place based analysis and research with all local stakeholders has been undertaken to identify the key challenges and opportunities for mental health and housing in the county. The research has initially engaged with housing and mental health commissioners, District and Borough Council Housing Teams, SPFT operational teams, and the Adult Social Care Supported Accommodation Team.