

Southampton City Clinical Commissioning Group

Southampton City CCG

NHS Southampton HQ

Oakley Road

Millbrook

Southampton

SO16 4GX

Tel: 02380 296904

www.southamptoncityccg.nhs.uk

12 October 2015

Dear Colleague,

I am writing to update you on the CCGs plans for ensuring sustainable community services in Southampton City. Over the summer, the CCG ran a full consultation which centred on making services in the community sustainable and efficient. The consultation proposed the closure of walk-in service at the Bitterne Health Centre. The consultation ran from 15 June 2015 to 4 September 2015.

Following the conclusion of the consultation, the Governing Body of the CCG considered a report at the meeting held on 30 September 2015 which was held in public. After significant and detailed deliberations, the Governing Body of the CCG decided to accept the recommendation in the paper (<http://www.southamptoncityccg.nhs.uk/documents?smbfolder=370>) to close the walk-in service at Bitterne Health Centre. There are a number of actions that the Governing body also committed the CCG to cover. These are:

- A clear plan to be developed with primary care providers to improve access to GP services.
- An urgent piece of work to be undertaken to increase public awareness on urgent and emergency care
- A detailed communication plan to be developed and submitted to the Governing Body meeting in November 2015.
- Work to be emplaced to monitor the impact of the cessation of the service. The monitoring to include quantitative and qualitative KPIs.
- The CCG to support the work of the City Council in exploring the establishment of a new community hub on the east side of Southampton.

The decision was reported to the Southampton City Council HOSP on 1 October 2015. The HOSP accepted the decision and the future actions of the CCG Governing Body. The HOSP have requested that update reports are provided to them at each of the next six meetings. Given the types of presentations at the service, the CCG assesses that the impact on other services of this closure is likely to be minimal. However, we wish to ensure that risks are managed prudently. We therefore have established a new project group with Solent to monitor and manage the transition over the next 6 to 12 months.

The walk-in service at Bitterne Health Centre will cease on 31 October 2015. As part of the decommissioning work, the CCG needs to have assurance that all partners in the system have taken the relevant steps to ensure that people are not referred to the service after that 31 October 2015.

I am therefore writing to you to request that you the following:

- acknowledge receipt of this letter.
- take steps to ensure that the Bitterne Walk-in service is removed from your records as soon as possible in order to minimise the risk of people being referred to a service which has ceased. This action needs to be completed No Later Than 16 October 2015.
- support the CCG with the monitoring of the impact of the closure by providing both quantitative and qualitative data that relates to the residents of the east of Southampton as required. This is likely to be on a monthly basis for the next six months from the date of closure of the service.
- confirm to the CCG the actions that your organisation has taken by No Later Than 20 October 2015.

I would be grateful if you would send your responses to Lucie LLeshi whose contact details are:

Lucie.LLeshi@southamptoncityccg.nhs.uk

I would also like to take this opportunity to thank you and your organisation for eth support that you have provided to the CCG during the project.

Yours sincerely



Peter Horne
Director of System Delivery

Distribution:

Action:

SCAS – for changes to 111 and 999 Directory of Service, referral pathways and to support KPI reporting requirements.

PHL – for changes to Directory of Service, referral pathways and to support KPI reporting requirements.

UHS – for changes to referral pathways, monitoring impact on ED/PAU and to support KPI reporting requirements.

Care UK - for changes to MIU Directory of Service, referral pathways and to support KPI reporting requirements.

Pharmacies in Southampton (via SC CCG Primary Care Team) – for changes to referral pathways and to support KPI reporting requirements.

SC CCG Primary Care Team – for dissemination to GP practices of changes to referral pathways and to support KPI reporting requirements.

WH CCG – for cascade to GP practices.

F&G CCG – for cascade to GPs practices.

Info:

CSU Contracting Team