

Oxfordshire Joint Health and Overview Scrutiny Committee

Date of Meeting: 21 November 2019

Title of Paper: Oxfordshire Clinical Commissioning Group: Key & Current Issues

Purpose: The following paper aims to provide the Oxfordshire Joint Health and Overview Scrutiny Committee with an update on:

1. Chipping Norton First Aid Unit
2. Winter
3. OCCG Annual reports

Senior Responsible Officer: Louise Patten, Chief Executive, Oxfordshire Clinical Commissioning Group.

Oxfordshire Clinical Commissioning Group: Key & Current Issues

1. Chipping Norton

The Chipping Norton First Aid Unit (FAU) operates from Chipping Norton Community Hospital. The service will be moving to the Chipping Norton Health Centre GP practice, which is on the same site, opposite the hospital building in January 2020.

Although this change comes from NHSE national guidance,¹ it is also in line with the strategic intention to integrate clinical services. There will be clear benefits for patients when the FAU is located together with the multi-disciplinary teams of clinicians working in the Chipping Norton Health Centre and the on-site pharmacy. The clinicians working in the FAU, local GPs and pharmacists are all supportive of this move and are keen to see the FAU continue to provide a service to local people and to explore what further benefits can be achieved.

The service itself will not change and will continue to be provided by the same highly skilled clinicians, with the same opening hours. It will continue to be open to anyone, regardless of where the patient is registered.

The service will continue to be monitored to ensure it delivers a nationally compliant way of securing local first aid/injury services. OCCG will oversee the transition and will continue to measure patient satisfaction with the service.

Two public meetings have been held, to engage with local people about the move to the adjacent building; one through the North Oxfordshire Public Locality Forum on 24 September and another on 23 October so that patients from the local area can see where the FAU will be based and how it will integrate with other services. The meeting at the health centre was highly publicised and gave people the opportunity to talk to the clinicians involved and to ask questions.

2. Winter update 2019

Oxfordshire Clinical Commissioning Group (CCG), Oxfordshire County Council (OCC), Oxford Health NHS Foundation Trust (OHFT), Oxford University Hospitals NHS Foundation Trust (OUHFT), South Central Ambulance NHS Foundation Service (SCAS) and partners are working together to ensure the Oxfordshire health and care system is resilient throughout the winter period - providing safe, effective and sustainable care for the local population, ensuring there is sufficient capacity available, and providing care in the most appropriate setting. The winter plan and has already been shared with HOSC and discussed at their 19 September 2019 meeting.

This update focuses on the delivery of the winter campaign in Oxfordshire which is based on the national campaign 'Help us Help You'. The aim is to support people to

¹ Urgent Treatment Centres – Principles and Standards July 2017

avoid becoming unwell and if they do need care, help them know how to get the right care at the right time.

Oxfordshire launched the winter communications campaign on 7 October, ahead of the national launch. A major part of the campaign focuses on encouraging all those people in the 'at risk' groups to ensure they are vaccinated against flu. Raising awareness with patients has involved direct communications from GP practices, advertising in local media, providing stories for local media and social media and providing posters and leaflets across local communities. OCCG have also attended student fresher fairs and other community events to share information, answer questions and encourage uptake of the vaccination.

The Oxfordshire Winter Communications Plan sets out themed weeks to help coordinate communications activity over winter. As we progress through winter themes will include raising awareness about the phone app, encouraging people to think about their own winter plan, getting ready for holidays with the '12 days of Christmas' health messages and ensuring repeat prescriptions are organised in good time, promoting the role of NHS 111 for getting to the right service and the additional appointments being made available in primary care and raising awareness of mental health issues.

3. Annual Reports

OCCG have published their full annual report and annual accounts for 2018/19 and a separate annual report for patient and public involvement 2018/19. These were presented at the OCCG Annual Public meeting and are available on the OCCG website www.oxfordshireccg.nhs.uk/get-involved/how-we-are-doing.htm.