



ACCOUNTABLE OFFICER'S UPDATE

March 2021

Welcome to the Accountable Officer's Update for March 2021, which will update you on recent NHS programmes and service improvement across the city.

Vaccine programme and recovery

Delivering the vaccine programme continues to be the priority task within the NHS. It is fantastic that, at the time of going to press, we had delivered more than 24 million doses in the UK including 658,679 across Humber, Coast and Vale.

I have personally seen some of the amazing teamworking between our Primary Care Networks (PCNs) and by City Health Care Partnership staff at the City Hall large vaccination centre. I loved seeing the excitement in some people's faces after they have felt excluded for so long because of shielding during the pandemic.

The progress we have made in Hull and the Humber has been brilliant, and I want to thank everyone who is helping to roll out the vaccine programme for the difference it is making to peoples' lives.



Getting the facts about the vaccine programme out to our communities is critical and I'm pleased that we now have 17 videos in different languages produced by local clinicians. You can see these at <https://bit.ly/CovidVacsVideos>

Whilst we are recovering many of our services, it is still sobering to think that people remain fearful of going to their GPs. This worries me and there needs to be more work done to ensure that people who have symptoms come forward before it is too late. For example, during October-December only half of the women invited for

breast screening attended for their appointments. A video plea made by Board member Dr Amy Oehring for women to rebook their missed appointment has highlighted the issue in the press and on social media and has helped to support a subsequent rise in attendance.

Next Steps for the ICS

My newly-appointed role as Geographic Partnership Director for the Humber will support the delivery of the Humber, Coast and Vale (HCV) Partnership's vision and ambitions under 'Next Steps for Integrated Care Systems'.

As many will be aware, the white paper '**Integration and Innovation: working together to improve health and social care for all**' was published in February 2021. It contains key changes for our health and care system, and we are working through what these will mean for our workforce, governing bodies and system partners as we begin to operate in shadow form from April 2021.

As we move forward with the implementation plan, we have agreed the operating model for the Humber with our local authorities and the HCV Partnership. We are now looking at aligning functions and how we start to prepare people for the transition. I want to make the transition as seamless as possible for CCG staff across Humber. I know that that there may be anxiety for people around potential changes to their role and I want to support them. We will be looking to involve staff across the four CCGs in co-production if, and when, there are opportunities to shape things moving forward.

The input from staff, PCNs, voluntary organisations and the rest of our partners will not be lost in the transition towards the ICS. It is our hope that the ICS will cement the relationships between local people, their community and their health and care services in a greater way to really address the deep-rooted inequalities that exist in society.

NEW Long Covid service

We are delighted to announce the Humber Long COVID Triage and Assessment Service launched this month. The development of the service has been a system approach with providers, primary and secondary care clinicians.

Most patients with ongoing symptoms following COVID-19 will come under the care of their GPs, but for people whose condition has not improved or symptoms resolved after 12 or more weeks, GPs now have the option to refer in to the new service.

The Long COVID Triage and Assessment Service will bring a range of specialist clinical input together, including respiratory, geriatric, rehabilitation, mental health, therapies and others to review each patient's needs. They will then be followed up with recommendations on the most appropriate support to manage ongoing care and recovery.

The Jean Bishop Integrated Care Centre in Hull will be the central point for this much-needed local service for patients experiencing the long lasting and debilitating impact of COVID-19.

Primary care update

GP practices have been open throughout the pandemic and primary care staff continue to work hard to ensure all patients that need to be seen are offered an appointment. I was delighted to see that we hit a milestone recently of 10,000 video consultations in Hull. Online consultations have been exceptionally well received, especially as patients can send picture messages to allow GPs to assess their condition. For many people, the ability to receive care from the safety and comfort of their own home has been a gamechanger.

From 1 April 2021, groups of GP surgeries across Hull will be working together, with the moving of out-of-hours GP provision to local Primary Care Networks. This means that patients will be more likely to be seen within their own GP practice or in a location closer to their home.

Patients will be able to book appointments with GPs, practices nurses, healthcare assistants etc. Primary care will carry on offering a range of appointments, including face to face, telephone and video consultations. Practices will continue to operate the triage system developed as a result of the COVID-19 pandemic. This ensures patients are dealt with by the most appropriate team member.

David Heseltine

David Heseltine, our Secondary Care Doctor, is retiring from his role at the end of March 2021. David, who joined the Board and Hull CCG in 2015, spent his career as a Consultant in the Care of the Elderly in York.

His wisdom, experience and calm authority will be missed

by the whole Board and the valuable secondary care



insight he has brought to our work as well as his personal charm, commitment and dry sense of humour.

Covid restrictions have meant that we have not been able to meet up with him in person as much over the past year and will not allow us to give him the personal send off that,

we as a Board, would like to and that he richly deserves.

The Chair, Dr Dan Roper and I would like to fully thank him for all his efforts and wish him the very best for what ever further adventures await him.

I would also like to thank Melissa Dalby for her input into improving local maternity services and insights into home births, as she steps down as Hull Maternity Voices Partnership Chair.

Thank you

As we move towards Easter and the steps towards the lockdown further easing, I want to say a massive thank you again to everyone has pulled together over the last 12 months. The selfless actions of health and care staff reinforce what a fabulous institution the NHS is and how lucky we are to have it, and to work in it, in whatever guise we do.

Even though we are not all front line we are still connected and we have all played a part in supporting the health and wellbeing of the people in our city through this difficult time.

We all share a sense of the joy to feel like the sun is coming out, and the start of a life again after twelve months.

Emma Latimer

Accountable Officer
NHS Hull Clinical Commissioning Group

[@EmmaLatimer3](#)

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