



# ACCOUNTABLE OFFICER'S UPDATE

## September 2021

**Welcome to the Accountable Officer's Update for September 2021 with information on NHS programmes and service improvement across the city.**

### Next Steps for the ICS

As we reach Autumn 2021, the Next Steps for Integrated Care Systems (ICS) programme is continuing at pace. The recruitment for the Independent Chair of the Humber, Coast and Vale ICS is the first appointment in progress, and the role is expected to provide strong leadership on issues that impact upon organisations and workforce across the ICS. Alongside this, the national process for the appointment of ICS Chief Executives has commenced, and we expect recruitment to continue into October. Appointment of the Chair and Chief Executive will be followed by recruitment of the executive team and, once this starts to mobilise, we will get more clarity on organisational structure.

As people will already be aware, guidance documents, including the HR framework and governance have been published and we continue to work through these, to align them with the work we have already done around shaping our Places, and the feedback from the recent staff engagement sessions.

### #WeArePrimaryCare campaign

The CCG is supporting a new campaign to give GP care across the Humber a voice on access and attitudes to primary care amid growing pressures.

Tackling abuse is the first part of a three-phase public awareness campaign around improving experiences for patients and staff. The first part is about us standing together along with partners to say that abuse of primary care workers in any role will not be tolerated. It aims to challenge, and

where needed, change public perceptions and understanding of primary care services across our area.

I am conscious that there have been issues in accessing general practice for some people and the way we access our practice has changed. However, people are working as hard as they can under exceptional circumstances need support, not abuse. This country wouldn't be in the place it is if it wasn't for our primary care workforce, which is still in the middle of delivering the largest vaccination programme the UK has ever known.

In addition, Humber, Coast and Vale will be part of a new national pilot designed to improve access for people who are often marginalised and experience barriers to accessing GP care. This pilot will involve all the Primary Care Networks in Hull and more information will be shared soon.

### System pressures

Our local health and care system is under enormous stress at the moment. This is caused by a number of factors, including workforce pressures, treating COVID-19 patients and the backlog and recovery of services. We are doing a great deal of work together with our providers to try to put extra resources into the system for patients to help us over the Winter period and to protect and prioritise the health and wellbeing of our workforce, so we can restore services in a sustainable way.

As we do not yet know what the pattern of COVID-19 transmission will look like over the winter and beyond, we have reconvened the Humber Health Gold Command meetings for the first time this year. We work well as a system, and there is a lot more to do as we head towards the winter months.

### Levelling up Health

I recently participated – without much preparation – in a national Levelling Up Health podcast. I joined a panel of health leaders, including former public health minister Rt Hon Anne Milton MP to discuss ideas and strategies for addressing some of the wider determinants of poor health in our communities.



I do believe that talent is evenly distributed, but opportunity is not. We need to keep stressing the advantage of the ICS, in that if we do start to work in a different way with our local authorities, we really could start to address some of these long-term health and inequalities in a much more connected way. I am a passionate advocate of this and think we need to work on an industrial scale, but keeping closer to our communities to ensure our efforts are in the right direction. The education and skills agenda is so important, expanding work-based health sector academies and much more entry level education and training is needed.

### Vaccination volunteers

As we near the closure of City Hall as a large vaccination centre, I just wanted to recognise and thank the hundreds of volunteers who have given up their own time, including three of our staff members pictured, to put in thousands of hours on shifts at City Hall and other community vaccination venues around the city. We are extremely grateful for this unseen 'workforce' and the difference it has made. We would not have been able to run the programme without our committed team of volunteers, who provided a friendly reassuring welcome, particularly in the earlier days for older patients.



The large vaccination centre will move to another city centre location in coming weeks and, as always, a huge thank you goes to the clinical staff at all venues for their continued outstanding effort.

Dr James Crick has recorded a series of mythbusting podcasts for young people, fielding questions on immunity, side effects and risks under the banner 'Get Your Vax Straight'. They are a brilliant listen at <https://open.spotify.com/show/65Sn3fCOmC5bHkRqBr8CIT>

Thank you also to local boxer and trainer Tommy Coyle who has also lent his support by recording a short video on the importance of everyone getting their 'double jab'.

### Better mental health support in care homes

An important engagement exercise with care home staff and residents has highlighted that more can be done to support residents whose mental health might decline based on their medical or personal circumstances (e.g., family member moving away). Ensuring the right support is provided at the right time should reduce the need for more intense support in the future. A number of workshops in August that included health, mental health, social care, voluntary services, care home staff and families/carers of residents identified what currently works well, and what the barriers, challenges, and gaps are in our current support for this vulnerable group. A larger co-production event will be held in October to look at solutions and determine what

is needed to improve resident's experiences and mental wellbeing.

### Silver Award for Armed Forces health

I was delighted that the CCG achieved a Silver Award in the Armed Forces Covenant employer recognition scheme. The scheme publicly recognises the efforts made by an organisation to support defence personnel. In 2019 we had around 200 patients registered with our practices who had told us they had been in the Armed Forces. We now have in excess of 3,000. Identifying veterans on our GP practice lists allows teams to better support the patients' individual needs, which may be quite different to those who have not served. Thank you to all involved in this work.

### Annual General Meeting 2021

We will hold our last AGM as NHS Hull CCG on 30 September. Hull, East Riding of Yorkshire and North Lincolnshire CCG AGMs will be virtual meetings again for 2021. Even though we will miss seeing people face to face, the meeting will provide us with the opportunity to focus on some of the work we have been involved in to improve health for people in Hull and a look forward to the future of health and care within the new Integrated Care System. Joining instructions are at [www.hullccg.nhs.uk](http://www.hullccg.nhs.uk)

### Mental Health Support Team co-production sessions

CCG and Mental Health Support Team Staff have recently worked with teachers, parents and carers as well as pupils to ensure the new mental health and wellbeing service which launched in schools this year meets the needs of each young person, their support network, each educational setting and the wider community. As part of this, primary school children took part in a co-production session to design their ideal space for an intervention to take place. During the session the children spent time with two therapy dogs, learning about their stories and how they can help support young people's mental health. Proof of the power of dogs to support mental wellbeing (I am not biased)!



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