

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

10 MARCH 2022

## MEDWAY COMMUNITY HEALTHCARE SERVICE BRIEFING

Report from/Author: Penny Smith, Director Operations

### Summary

This report provides Members with an overview of Medway Community Healthcare's (MCH) current position of community health services provision.

1. Budget and policy framework
  - 1.1. Under the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 the Council may review and scrutinise any matter relating to the planning, provision and operation of the health service in Medway. In carrying out health scrutiny a local authority must invite interested parties to comment and take account of any relevant information available to it, and in particular, relevant information provided to it by a local Healthwatch. The Council has delegated responsibility for discharging this function to this Committee and to the Children and Young People Overview and Scrutiny Committee as set out in the Council's Constitution.
2. Executive summary
  - 2.1. *National Situation and Medway Community Healthcare (MCH) Responsiveness*
    - 2.1.1. Along with all NHS organisations, MCH is required to fully retain their Emergency Preparedness, Resilience and Response (EPRR) incident coordination functions given the COVID-19 pandemic and anticipated winter pressures.
    - 2.1.2. MCH has maintained a robust incident control centre and continues to operate a formal governance structure that has strategic oversight and operational functions to ensure our patients and staff can safely access services and return to work now.

2.1.3. The following report provides details of the key organisational and service delivery issues, current situation and actions taken to overcome the challenges.

### 3. Workforce

3.1. Workforce remains a focus area for MCH. We currently have the following sickness absences:

- Total staff away from work due to COVID19:30
- % Staff away from work due to COVID19 : 1.87%
- Total staff Absent: 97
- % Staff Absent:6.04%

### 4. Estates

4.1. As described in our service update at the December meeting, MCH agreed to provide an update on estates particularly around lack of clinic space to help support returning to “business as usual” and to help clear the backlog created during the covid pandemic.

4.2. Whilst we still await confirmation that we will take back our dedicated rooms that are currently being used for primary care vaccination clinics we are holding blitz clinics. These are whole days planned on Sundays whereby we offer overtime to our clinical teams to hold clinics on a large scale.

4.3. To date we have held 2 blitz clinics during February. One clinic focussed on MSK (Musculoskeletal) and the other one CAS (Clinical Assessment Service). At these events we saw 122 CAS patients and managed to refer on the same day 41 MSK patients who were seen on the same day which patients absolutely loved as they did not have to wait for another appointment. In respect of MSK we contacted over 280 patients, booked 232 on the blitz clinic and 170 of these attended their appointment. For future days we will be taking into consideration the high number of patients not attending so that we maximise our clinicians time. 2 Further MSK blitz clinics are planned before end of March and a further 1 CAS clinic.

4.4. Once we get back our dedicated rooms for MSK/CAS we will be able to recover further as this will mean 8 rooms will be returned back to the service.

4.5. The other services requiring additional rooms are Children’s Therapy, of which we have managed to allocate a large room at Balmoral to increase throughput. Wound therapy is another challenged service as demand is increasing to levels unseen before and we are working with our property services to see what extra space we can have to help manage these waits.

#### 4.6. 4 Hour parking restrictions

- 4.6.1. Medway Council is looking into our request for an extension to the 4 hour parking could be activated to allow our services to increase their clinic times to help reduce the backlog further. If agreed we will be able to increase patients into these clinics with a week lead in time.

### 5. Service specific updates

- 5.1. Overall contacts are below plan, however this is unsurprising given the current situation. There are a number of rooms which have been lost to vaccination centres which means we have not been able to hold our usual clinics, there is high vacancies and sickness in some teams, such as community nursing and of course we have reduced the throughout into our existing estate to comply with the IPC regime.

#### 5.2. Nutrition & Dietetics

- 5.2.1. This service has been successful in recruitment and the backlog is reducing significantly now. We have less than 20 people on the list for care homes and home visiting. Clinics: we still have waits from May 2021 but the number has decreased from 600 to 400 waiting in just over a month and the team are motoring. We have blitz clinics planned for February and March. On track to be within waiting times by 31 March 2022.

#### 5.3. OurZone

- 5.3.1. The member numbers are increasing, with many wishing to attend a second or third day each week. Physio assessments arranged for those members whose mobility has decreased during lockdown.

#### 5.4. Urgent Response

- 5.4.1. The team are seeing double their original capacity. It was estimated to see 350 referrals each month and are realising over 600. The team continues to meet the intended 90% of seeing patients after receipt of referral within 2 hours. This has been invaluable at avoiding admissions to Medway Foundation Trust.

#### 5.5. Neighbourhood Nursing Teams

- 5.5.1. Along with the work we are doing to create smaller neighbourhood nursing teams we have recruited some neighbour nurses who are able to prescribe medication with enhanced clinical skills, that can support both the nurses and patients to further support admission avoidance and referrals to our GP colleagues. Administering antibiotics for wound infection is one key example and to date we have recruited to 4 individuals, with another 3 planned.

- 5.5.2. The team are supporting a High Risk Long Length Stay initiative which aims to see if we can better support people who have had long lengths in hospital

through our Integrated locality review meetings, a multidisciplinary team including health, social and voluntary care representatives as appropriate to see if we can prevent them having to go back to hospital

## 6. Compliments and Complaints Overview

6.1. At the December meeting, we were asked to provide the number of complaints and compliments by individual services. The table below shows the number by each service and we have added the number of contacts for those services to demonstrate the number of complaints against activity levels.

### 6.1.2. Complaints

Service	Complaints	Q3 Contacts	% Complaints
Anti-coagulant Service	0	5775	0.00%
Britannia Inpatient	0	N/A	N/A
Cardiology	0	1774	0.00%
Care Coordination Centre	11	N/A	N/A
Children's public health nursing	4	6588	0.06%
Children's Therapy Service	11	7707	0.14%
Clinical Assessment Service	8	4339	0.18%
Community Dental	0	2271	0.00%
Community Nursing	10	35486	0.03%
Community Rehab	1	2376	0.04%
Continence Care	0	96	0.00%
Customer Experience	1	N/A	N/A
Darland House	0	N/A	N/A
DentaLine	2	3447	0.06%
Dementia Crisis Team	0	1152	0.00%
Diabetes	0	1366	0.00%
Harmony House	0	N/A	N/A
Intermediate Care	0	2769	0.00%
Integrated Discharge Team	0	641	0.00%
Looked After Children	0	244	0.00%
MedOCC (Medway on Call Care)	21	29853	0.07%
NAS Neurological Assessment Service	2	672	0.30%
Nutrition and Dietetics	0	1354	0.00%
Occupational Therapy	3	1239	0.24%
Our Zone	0	2982	0.00%
Palliative Care	2	3095	0.06%
Phlebotomy	4	9399	0.04%
Physiotherapy (MSK)	5	7650	0.07%
Podiatry	0	553	0.00%
Respiratory	0	662	0.00%
Speech and Language Therapy	0	1808	0.00%
Stroke	2	1951	0.10%
Tissue Viability	0	263	0.00%
Urgent Response ACP	0	2213	0.00%
Wound Care	0	6080	0.00%
	87	145,805	0.06%

### 6.1.3. Compliments

Service	Returns	Service	Returns
Palliative Care	15	Estates	2
Care Coordination Centre	12	School Nursing	2
Wound Care	10	Other	2
Diabetes Service	9	Community Rehab	1
CAS	7	Community Nursing - Rainham	1
MedOCC	7	Community Nursing Out of Hours	1
Musculoskeletal Physiotherapy	5	Darland House	1
Respiratory	5	Community Physiotherapy	1
Cardiology	4	Dementia Crisis Support Team	1
Warfarin Clinic	4	Community Nursing - Gillingham	1
Nutrition and Dietetics	3	Harmony House	1
Adult Speech and Language Therapy	3	Community Nursing - Rainham	1
Children's Therapy Service Swale	3	Community Nursing Out of Hours	1
Urgent Response	3	Phlebotomy (blood tests)	1
Health Visiting	2	Occupational Therapy - Hands	1
Britannia Suite	2	Walter Brice	1
Dentaline	2	Community Nursing – Chatham	1

## 7. Risk Management

7.1. There are no significant risks to the Council arising from this report.

## 8. Legal and financial implications

8.1. There are no legal or financial implications for the Council arising from this report.

## 9. Recommendation

9.1. Members are asked to provide any feedback regarding MCH services.

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Appendices:

None

Background papers:

None