

Surrey Heartlands Integrated Care System Report to Surrey Health and Wellbeing Board, December 2023

This combined report highlights key updates from the Integrated Care Partnership and summarises recent activities of the Integrated Care Board (ICB), highlighting those which support the achievement of the Surrey Health and Wellbeing Strategy's outcomes for the Priority Populations and Key Neighbourhoods.

1. Reducing health inequalities

System/civic-level interventions

On 19th February the ICS will be holding a **system facing Symposium** which is being sponsored by Mark Nuti and Karen McDowell. The Symposium will be an opportunity to connect partners from across the system with representatives of the Integrated Care Partners, Integrated Care Board and Health and Wellbeing board, Boroughs and Districts, Frimley ICS, and Volunteer and Charity sectors. We hope this will lead to a better understanding of how the system works and the roles and differentiations between the boards. Particularly, in terms of providing a forum for partners and stakeholders to learn about the Integrated Care landscape and their role/potential role within it.

The Symposium will give us an opportunity to discuss the challenges and opportunities of working together across the system with the hope that a better understanding will lead to better collaboration and communication and result in better outcomes for residents. By identifying the different roles, the ICS hopes to get an understanding of possible duplication across boards, and where there may be gaps in the system. This could help with steering focus and resources.

The Integrated Care Board's (ICB's) **Deep Dive** focus in November was on **East Surrey Place**. The vision for Prevention and Communities in East Surrey is to improve outcomes through early intervention as well as targeted population health management. The aim is to bring activities of individual partners into a shared joint effort across organisational boundaries, in line with Fuller Stocktake recommendations. The neighbourhood model helps create consistency in approach





whilst responding flexibly to local needs. There are six transformation programmes at neighbourhood level, to ensure the citizen's voice was considered and enable the upstreaming of prevention, as well as service provision through financial resources and workforce development.

There will be increased citizen engagement through the Neighbourhood Health and Wellbeing Networks to respond to community identified health needs. The report noted strong links between [Growing Health Together](#) and the environmental sector.

Service based interventions

There are plans in place for a **Community Diagnostics Centre** at Caterham Dene to allow for greater access to patients needing scans outside an acute hospital setting.

The **Primary Care Recovery Plan** includes examples of local collaboration successfully overcoming organisational boundaries, to find practical solutions to reduce unnecessary workload in clinical settings.

Primary care teams are working on an approach to improve prevention of deteriorating physical health. The approach would be based on a peer review process supported by increasing the number of GPs participating in providing quality audit checks.

Delivery plans set out ambitions for improvements related to the delegation from NHS England to the ICB of **commissioning responsibilities for Pharmacy, Optometry and Dentistry**. There has been co-design with practices at ICS Place for [Core 20 PLUS 5](#), with examples of oral health support, aiming for a seamless journey to offer care within flexible commissioning, so it is truly integrated across primary care. Collaboration with local dental networks aims ensure more equitable dental services access and better links to community care pathways, such as Enhanced Health Care in Care Homes and working with community dentists to address health inequalities.

Annual health checks for those with learning disabilities are being delivered, with strong performance against requirements.





System Development Funding is being used to support prevention of mental health admissions, with other initiatives assisting those with Learning Disabilities

Community-led interventions and engagement

The ICB Board heard about the **Surrey VCSE Alliance's** involvement in work on the neighbourhood and towns development supporting infrastructure, attending various workshops related to the ICS Estates Strategy and exploring where space could be offered to the VCSE.

The first **Pharmacy and Dental engagement event** was being held on 21 November 2023, with 20 practices signed up. Healthwatch Surrey were involved in the co-design through workshops with practices in primary care.

One of the Healthwatch Surrey priorities this year is helping people use the **NHS App**, particularly those in the community less likely to be online or aware of it.

The ICP is committed to supporting community-led interventions to reduce health inequalities. The Deep Dive Town visits focus on a specific town and enables us to see and understand how strategy ambitions are being practically delivered across different communities. **The Guildford and Waverley Deep Dive** presentation in July highlighted the work that has been advanced specifically within Guildford, including:

- Community prevention and engagement within the local community
- The focused approach within the local neighbourhoods and working within the lower super output areas.
- Alignment of the work with both the Integrated Care Strategy and the deliverables for both Councils and the NHS with particular reference to the local 23/24 Delivery Plan and empowering local communities to improve outcomes.
- Key lessons learnt included collaboration, an asset-based approach and partnership approaches to working.

An action was taken to develop a "**Library of Experiences**" outlining the work done with communities in Guildford. **Three products** have been developed as part of this work related to taking a local and inclusive approach to community engagement in Central & North Guildford Primary Care Network. These completed products outline the challenges faced, community engagement strategies, and overall approaches.





These 'Library of Experiences' products will be shared with other towns as a toolkit for Community Engagement, and a template for future case studies. These products have been included as an appendix.

The Integrated Care Partnership on 26th October focused on **Walton town**. An overview was given of how the ICS's North West Surrey Alliance is working in Walton, summarising key achievements such as launching the first Neighbourhood team, a strategic board across Elmbridge with a focus on Mental Health and developing a new partnership approach to infrastructure. An update was given on the development of the Walton Borough Hub, a new facility that will bring together borough council services, neighbourhood health services, public health, and home care support.

2. Enablers

Equality, Diversity and Inclusion

As part of the ICS Strategy, the Learning Disabilities team are ensuring a strong focus on Equality, Diversity and Inclusion, in line with the JSNA chapter's recommendations.

Leadership and development

Recent discussions and actions at the ICP have focused on the sharing of learning and insight across places. It has been identified that the ICP has important role to play in the effective sharing of insights across different places and how that learning can contribute to early development of initiatives in each place. The Integrated Care Partnership will establish a group to further develop how the ICS share learning around our work with communities. The Integrated Care Partnership will also link into the system wide working group that has started to identify how the ICS embed the nuanced skills and approaches to working effectively with communities more firmly into our leadership and workforce development and induction programmes.

3. Other updates

The **Chief Executive Officer's Report** to the ICB included updates on:

- **Delivering the ICB's statutory responsibilities**





- Winter preparedness
- Responding to industrial action
- ICB running costs and operating model
- **Continuing to deliver our IC Strategy**
 - Development of our Trust Provider Collaborative
 - Public consultation on location of specialist children's cancer services
 - New provider for non-emergency patient transport
 - Professor Sir Chris Whitty visit to Surrey to hear about innovative work to tackle health inequalities
 - Development of a research engagement network
 - Best use of digital technology award
- **Looking after our people**
 - Championing equality & diversity
 - Launch of NHS staff survey
 - Carer confident level 2 status

The People Committee Chair's Report noted the impact of service pressures on our workforce and the requirements of the NHS Long Term Workforce Plan.

Recruitment and retention and specific skills shortages remain an issue for all organisations. The report also noted the jobs fair being held at Sandown Park next month, with Further Education colleges present.

For CEO's report and ICB papers: [NHS Surrey Heartlands Integrated Care Board Meetings - ICS](#)



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