

Topic Brief

Topic Title: NHS Community Health (non-GP) Services

Officer Lead: Damian Nolan, Operational Director

Planned Start Date: July 2024

Target PPB Meeting: February 2025

Topic Description and Scope:

The 2024/2025 scrutiny review for health policy and performance board will look at NHS Community Health (non-GP) Services, specifically;

Non-urgent services

- NHS Community Nursing
- Podiatry
- Therapy
- Musculoskeletal services

Urgent services

- Urgent Treatment Centres (Widnes & Runcorn)
- Northwest Ambulance Service
- Urgent care responses.

Through evidence presented at the scrutiny meetings, and/or site visits to services, the scrutiny group will develop an oversight of the key duties of each service, as well as the referral pathways, key operational practices and interface with other services. Through considering current performance, outcomes and service user feedback for each service area, the group will make recommendations on how services can further improve service user experience, outcomes and maximise performance.

Why this topic was chosen:

Community health services play a key role in the NHS. They keep people well, often with complex needs, at home and in community settings close to home and support people to live independently. These services often involve collaboration across health and social care teams, including professionals like community nurses, therapists, and social care workers. Moving more care out of hospital and into the community is an NHS priority and is one of the improvements outlined in the [NHS Long Term Plan](#).

It is widely recognised that NHS community health services are critical to keeping the whole health system working effectively – not least from the impact that delays in discharging patients from hospital has on emergency services.

It is important that Members better understand the services' role in the health and social care landscape and how resources are mobilised to provide quality services that meet and exceed agreed performance indicators and service user expectations.

Key outputs and outcomes sought:

- Understand who uses the service and why.
- Understand referral/access pathways.
- Understand how each of the services interact with the wider health and social care landscape.
- Understand the key performance indicators, outcomes achieved by the service and service user experience.
- Understand the level of capacity and demand within the services and highlight emerging issues through trend analysis.
- Highlight innovative work taking place to improve performance, outcomes and service user experience.
- Understand any opportunities, current challenges or emerging issues faced by the services.
- Make recommendations as to how services can further improve performance, outcomes and service user experience and how services manage any capacity and demand issues identified.

Which of Halton’s 5 strategic priorities this topic addresses and the key objectives and improvement targets it will be a help to achieve

A Healthy Halton – Our overall aim is to improve the health and wellbeing of Halton people so that they live longer, happier, healthier lives.

Nature of expected/desired PPB input:

Member led scrutiny of NHS Community Health services in Halton will be undertaken by monthly meetings at which Members will receive evidence presentations by each service area. Service site visits will be arranged as requested. Members will make recommendations for inclusion in the Scrutiny Topic report to be presented to Health PPB and Executive Board.

Preferred mode of operation:

- Meetings with/presentations from relevant officers from each of the services.
- Feedback from those that have accessed services.
- Visit to community-based services, where requested.

Agreed and signed by:

PPB chair

Officer

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Date

Date

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