

Public questions and answers: Integrated Care Board meeting, 15 February 2023

Questions received from the public with responses from the ICB

<p>Question 1</p> <p>Member of the public</p>	<p>Given our previous experience in South East London of GP practices being taken over by Centene, before the full establishment of the ICB it was alarming to read how a similar situation had arisen in Bolton, despite vociferous demands from patients and Practice members.</p> <p>Can South London ICB give firm assurance that members and patients of GP practices within our ICB area will have firm input into decisions about practice take-overs?</p>
<p>Response</p>	<p>South East London Integrated Care Board will ensure that all procurements for general practice will follow the correct procedure outlined in the contract and regulations aligned to our own standards of good practice.</p>
<p>Question 2</p> <p>Member of the public</p>	<p>Dear Team,</p> <p>The Source at 65 Sibthorpe Road re-opened to the public on 13 September 2022. The service is under evaluation.</p> <p>Since opening it has become apparent that even when accompanied, people under the age of 18 will not be seen. Additionally, people are not issued prescription scripts for any presenting condition if they have not used an Oxleas service.</p> <p>As part of the service is support for sexual health for young adults, albeit provided on a separate day by a different clinician, it is illogical that a policy decision was made to not offer the nurse-practitioner service to under 18s on an estate with a primary school and many families.</p> <p>It is also difficult to understand how the nurse-practitioner, who is permitted to issue prescription scripts has been limited to only giving scripts to people on Oxleas computerised database. The service was explicitly stated to be available to everyone registered with a Greenwich G.P. practice not just previous users of Oxleas services.</p>

Many people have turned up to use the service only to be turned away. It will result in bias in outcome reporting if these discrepancies in service provision are not explicitly addressed.

Please advise how the impact on the service user headcount, treatment outcomes and onward referral data is being managed by the evaluators of the service?

Response

The Source is currently running as a six-month pilot, finishing in March 2023, and is being independently evaluated by The Campaign Company. The evaluation via face-to-face interviews and surveys is gathering resident views, user feedback and feedback from non-users including those seeking treatment for under 18s, to inform the future service provision. The evaluation will capture local views on future services, including for children and young people, as well as opening hours and other potential service options. The evaluation company are keen to reach as many of the local community as possible, and they have also been out knocking on doors and interviewing users and non-users in greater depth.

The clinical provider able to deliver the nurse led service for this six-month period was Oxleas Adult Community Services, and services to children were not included. Representatives from Oxleas attended the community meeting and described the services to be offered, questions regarding under 18s were asked and answered at the event and have been subsequently responded to. We welcome such feedback as described as part of the evaluation. The evaluation company have reported that the community are responding positively to the evaluation and are sharing their experiences of the services, service gaps and what they would like to see in the future.

The purpose of the pilot is get as much information from the local community as possible as to what they want, what they would use and how best to deliver this. Community feedback on what is seen as gaps in the current service is as important as the current services offered in designing a future service based on community views. I hope that this reassures you that all possible effort is being made to ensure that residents are the forefront of the future of The Source