

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
Allison Duggal, Director of Public Health

To: Health Reform and Public Health Cabinet Committee
12th October 2021

Subject: Performance of Public Health commissioned services

Classification: Unrestricted

Previous Pathway: This is the first committee to consider this report.

Future Pathway: None

Electoral Division: All

Summary: This report provides an overview of the Key Performance Indicators (KPIs) for Public Health commissioned services. In the latest available quarter, eleven of fifteen KPIs were RAG rated Green, two Amber, and two Red.

The two Red KPIs are the delivery of the NHS Health Checks Programme which was paused due to the Coronavirus pandemic (COVID) between March 2020 and August 2020. Public Health and the provider are working on a future recovery plan. The other Red KPI is Young People exiting specialist substance misuse services in a planned way. A high number of these young people reported abstinence, and a plan has been put in place to reduce unplanned exits.

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q1 2021/22.

1. Introduction

- 1.1. A core function of the Cabinet Committee is to review the performance of services which fall within its remit.
- 1.2. This report provides an overview of the Key Performance Indicators (KPIs) for the Public Health services that are commissioned by Kent County Council (KCC) and includes the KPIs presented to Cabinet via the KCC Quarterly Performance Report (QPR). Appendix 1 contains the full table of KPIs and performance over the previous 5 quarters.

2. Overview of Performance

2.1. Of the fifteen targeted KPIs for Public Health commissioned services eleven achieved target (Green), two were below target but achieved the floor standard (Amber), and two did not achieve the floor standard (Red). These KPIs relate to the delivery of the NHS Health Checks Programme and the number of Young People exiting specialist substance misuse services in a planned way.

3. Health Visiting

3.1. The Health Visiting Service delivered 18,693 mandated universal contacts in Q1 2021/22, an increase of 4.4% when compared with the same quarter of the previous year (17,902). All five mandated contacts were on or above target.

3.2. In Q1 2021/22, approximately half of the new birth visits in Maidstone were delivered slightly later than usual (15–21 days after birth rather than 10–14 days after birth) due to temporary staff absence and changes in administrative process. All were delivered within the target of 30 days and will be delivered within 10–14 days in Q2 2021/22. Face-to-face delivery has increased from 11.7% in Q1 2020/21 to 41% in Q1 2021/22. The number of healthy child clinic attendances has increased from 835 in Q4 2020/21 to 1,248 in Q1 2021/22. Calls to the duty line (11,856), and specialist infant feeding service referrals remain high in Q1 2021/22. The service continues to ensure vulnerable families or those with identified health needs receive a face-to-face contact in a clinic or at home.

4. Adult Health Improvement

4.1. The NHS Health Check Programme continues to recover after the service resumed delivery in Q2 2020/21 following a nationally mandated pause in March 2020 due to COVID. In Q1 2021/22, just over a third of GPs (63) actively participated in the programme and the provider core team continued to provide Health Check clinics across Kent. There were 2,851 Health Checks carried out in the quarter, which exceeds the target of a 20% quarterly increase in checks by 1,073 and indicates that capacity is increasing. The outreach team continued to establish and maintain relationships with key groups, employers and organisations, to engage with vulnerable and hard to reach communities.

4.1. In Q1 2021/22 the smoking cessation service continued to offer the majority of interventions via telephone and video appointments, with some being offered face-to-face where PPE or social distancing would allow. In addition to this, 11 GP practices and 23 Pharmacies resumed their one-to-one offer. The waiting list continues to be monitored and has been 0 since the third week of Q1. Lifestyle advisor secondments have been continued through to the end of November 2021 to allow sufficient time for GPs and Pharmacies to resume delivery and for the provider to recruit further advisors to avoid a waiting list developing.

4.2. The One You Kent adult healthy lifestyle service referrals remain lower when compared to 2019/20. This is largely due to a reduction in GP referrals and limited outreach delivery. Referrals are continuing to increase each quarter since the pandemic began, with a large percentage being seen by a lifestyle advisor (72%). District councils delivering the One You Kent services have started to plan face-to-face delivery whilst still offering a virtual/digital offer.

5. Sexual Health

5.1. The new sexual health indicator seeks to provide assurance that new patients to the service are being offered a full sexual health screen, where it is appropriate to do so, with the purpose of improving detection rates. Service providers and commissioners are working together to improve the proportion of new attendees to the service that are being offered a full sexual health screen by ensuring all staff are offering a screen across all types of appointments. Furthermore, work is underway to ensure the IT system has appropriate mechanisms to enable the offer of all new attendee screens to be recorded. A full sexual health screen can be completed through the home testing service or at clinic. In Q1 the indicator recorded 85% being offered a full sexual health screen which is still below the target of 92%.

6. Drug and Alcohol Services

6.1. All clinical aspects of Adult Community Drug and Alcohol service delivery have resumed with the services continuing to offer virtual and face-to-face appointments based on service user risk, vulnerability, and individual preference. Planned exits remain stable for Q1 with 28% of service users leaving structured treatment in a planned way. Referrals to Adult Community Drug and Alcohol have increased in Q1 and alongside this new treatment starts have also increased.

6.2. The Young Person's Service received 91 referrals in Q1, which is slightly lower than Q1 last year (97). The amount of young people exiting treatment in a planned way has decreased from Q4 to 71%; of this number 27% of the young people reported abstinence. A plan has been put in place to reduce unplanned exits, including closer working with Youth Justice and a focus on case management in supervision. Young people that exit in an unplanned way are all sent a survey to understand the reasons behind it.

7. Mental Wellbeing Service

7.1. In Q1 2020/21 there has been an increase in participants returning to the Live Well Kent Service, which is thought to be due to COVID and the gradual opening of face-to-face interventions. The number of new participants each quarter remains high. The service has responded effectively to this need, with service user satisfaction rates remaining above target this quarter.

8. Conclusion

8.1. Eleven of the fifteen KPIs remain above target and were RAG rated green.

8.2. Public Health and the Commissioners continue to explore other forms of delivery, for example digital services, to compliment traditional delivery mechanisms, to

ensure current provision is fit for purpose, meets user needs and able to account for increasing demand levels in the future.

9. Recommendations

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q1 2021/22

10. Background Documents

None

11. Appendices

Appendix 1 - Public Health Commissioned Services KPIs and Key.

12. Contact Details

Report Authors:

- Yozanne Perrett: Performance & Analytics Manager, Strategic Commissioning
- 03000 417150
- Yozanne.Perrett@kent.gov.uk
- Sharon Dene: Lead Commissioner - Public Health
- 03000 422055
- Sharon.Dene@kent.gov.uk