

Public Question 1 of 9

What is the level of competence of primary care staff and practitioners in Buckinghamshire in how to identify and assist patients experiencing gambling-related harm? What plans are in place to improve provision in this area?

Question from: Christopher Webster, Project Manager, Gambling Education Network

Response from: Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

1. Summary Response

There is currently no standard offer or requirement from NHSE in relation to training for Primary care practitioners. This is an identified gap, with a training programme currently in development by NHSE, as yet there is no confirmed implementation timeframe.

Our local services are aware of the Competency Framework for Primary Care Practitioners published by GamAware in 2021. Whilst this has been endorsed and is good practice, there is no standard resource offer available to put this into place in primary care across Buckinghamshire. We are investigating the possibility of implementing training via the Primary Care Gambling Service which is part of the Gam Care charitable organisation.

Primary care practitioners in Buckinghamshire do have core competencies as part of their primary care training and use the three-question screening tool for those considered at high risk of gambling;

- 'Do you gamble?'
- 'Do you experience problems with your gambling?'
- 'Would you like to talk to someone about your gambling?'

Patients are signposted to suitable voluntary sector services or mental health services if the patient is experiencing significant stress / mental health issues.

2. Detailed Response

Support for gambling addiction is available to the Buckinghamshire population 24/7 via the GamCare Helpline, which is part of the National Gambling Treatment Service working collaboratively with NHS England. The service is available via a variety of Helpline options: direct telephone contact, live chat, WhatsApp chat, Facebook messenger, group chats and forums. The Helpline can provide brief interventions and make referrals into other treatment options across the network, that consist of:

- [Online](#) treatment supported by regular contact with a therapist, which can be accessed at a time and place convenient for the client over the course of eight weeks.

Health & Wellbeing Board

Buckinghamshire

- One-to-one face-to-face, online and telephone therapeutic support and treatment for people with gambling problems as well as family and friends who are impacted by gambling.
- Group based Gambling Recovery Courses delivered face-to-face or online for between six to eight weeks

In recognition of the increasing demand and need for appropriate treatment, and meet the commitment of the Long Term Plan settlement, NHS England are in the process of implementing a national service offer, which will consist of 15 Gambling Addiction sites across the country. Each site will be developed to meet local population needs in relation to both the service offer and geography. This is supported by the establishment of an additional Gambling Harm Network and Clinical Reference Group (CRG) to bring relevant expertise together to enable clinical teams to share and implement best practice in the treatment of gambling addiction, within the national sites.

A South East regional site opened in November 2022, sited within Hampshire & the Isle of Wight Integrated Care Board, based in Southampton. The initial phase of service implementation provides access to Hampshire & the Isle of Wight residents aged over 17 years in the HIOW area, with a plan to increase access across the South East geography in the next 6 months. Development of the service is in progress with Buckinghamshire, Oxfordshire and Berkshire West representation as part of the working group. An additional site has been confirmed in the East Midlands region, with a plan to be operational during the first quarter of 2023/24.

The National Gambling Clinic for Children, located in south west London provides a bespoke national service for young people aged between 13-25 years, and can be accessed by self or professional referral.

Public Question 2 of 9

Increasing Transparency – Input re funding available for the 3rd sector/charities and who have been commissioned

Question from: Suzanne Cheshire, Community Engagement and Development Manager, Lindengate

Response from: Oxford Health NHS Foundation Trust

1. Summary Response

Statutory agencies must procure according to the national legal framework. Oxford Health and the Health and Wellbeing Board are keen to develop relationships with the voluntary sector and develop service provision from them.

2. Detailed Response

All public sector procurement is subject to a legal framework which encourages free and open competition and value for money, in line with internationally and nationally agreed obligations and regulation. Oxford Health have procured and continue to procure for significant new service provision connected with the Community Mental Health Framework and in other priority areas through competitive tendering processes. Decisions around the need for new services is agreed by the Community Mental Health Framework Programme Board which is a multi-stakeholder group.

It is anticipated that implementation of the refreshed health and well-being board strategy will be delivered through partnership action, steered by multi-agency groups – many of these groups already exist or will be established. There will be an expectation of representation from 3rd sector/charities on these groups. For example, representatives from the Buckinghamshire Voluntary Sector Mental Health Response group will be invited. 3rd sector are also represented in the membership of the health and well-being board and are leading the delivery of a strategy workshop.

Public Question 3 of 9

The Live Well, Stay Well Age Well Strategy highlight 17.6% of Children and Young People 10-24 living in Bucks have a Low/Moderate MH problem, anxiety, depression etc, equally 1 in 8 men and 1 in 5 women have a Low to Moderate MH condition. People falling within this demographic are unable to access financial assistance to access services @ Lindengate/across the sector, and further disadvantaged by the cost of living crisis. This cohort requires early intervention and prevention, CAMHS do not have funding to partner with other organisations, GP surgeries / social prescribers do not have the funding to enable access to support services. How do you propose tackling this in order to prevent SMI's Serious MH Illness? Equally, people with Low/Moderate MH with the right support can reengage with work and education etc.

Question from: Suzanne Cheshire, Community Engagement and Development Manager, Lindengate

Response from: Oxford Health NHS Foundation Trust

1. Summary Response

There are a range of services available for prevention and treatment work for patients with mild to moderate mental health illness. Some of these are available by self referral.

2. Detailed Response

Improving Access to Psychological Therapies (IAPT) service

Oxford Health NHS Foundation Trust provides Healthy Minds – the Buckinghamshire Improving Access to Psychological Therapies (IAPT) service. Healthy Minds offers evidence based psychological therapies and employment advice for adults with mild to moderate mental health problems registered with Buckinghamshire GPs. Over 12,000 people self-refer or are referred each year and the service is working to increase access further in line with the NHS Long Term Plan given the high prevalence of anxiety and depression in the population.

People are offered a comprehensive person-centred assessment of their needs which while focusing on their identified mental health difficulties includes consideration of wider health, social and employment needs. The psychological interventions and therapies offered by the service follow NICE recommendations for anxiety and depression and are service delivery follows the NHS England IAPT manual and local service specification. The service sub-contracts with several organisations who are able to deliver services in line with National Institute for Health and Care Excellence (NICE) recommendations and the IAPT manual, Oxford Health NHS Foundation Trust follows NHS contracting and procurement processes for these arrangements. Specifically, the service sub-contracts with Relate to deliver couples therapy for depression, with Richmond Fellowship to

deliver the IAPT employment advice service and peer support workers and LESO (a private company) to provide digital step 3 psychological therapies

The Healthy Minds service works with a wide range of third sector organisations signposting people as appropriate (e.g. Bereavement counselling, befriending, benefits/debt advice etc.) and on specific projects (e.g. Mental health and physical activity LEAP, Simply Walks etc).

Community Mental Health Framework

The Community Mental Health Framework focuses on better meeting the needs of patients with Serious Mental Illness, including patients with personality disorder and patients with early on set eating disorders. Many of these patients are managed in the community. The following services are going live to support patients with low/moderate MH needs:

- The Gateway is going live for all adult Mental Health patients. This will create a ‘no wrong door’ for patients who will be triaged and supported to the right service for them in secondary, community or voluntary sector services. It is currently live for the older adults teams and will be going live with other services in 2023. GPs can now access specialist mental health pharmacy advice for any mental health patient (not just Oxford Health patients) to enable them to manage more patients in primary care. GPs will soon be able to access direct advice and guidance from specialist mental health staff to help them manage patient’s needs.
- The development of Neighbourhood teams will provide local access to psychological therapies consultation and intervention for people with Serious Mental Illness (SMI) and Personality Disorder in primary care, and this is currently live in Wycombe and Marlow. It will be going live in the early new year in Aylesbury and the north and will be in east Chiltern in autumn 2023. This includes the provision of the Service User Network which will go live for all of Buckinghamshire in January 2023. This will provide peer support for any patient with personality disorder traits. Additionally, there will be a new service for patients with a high level of need that relates to personality disorder traits, who find it hard to engage with Oxford health services. This will be provided by Elmore and will be live in February 2023.
- Mental Health practitioners in primary care are now in 9 out of 13 Primary Care Networks (PCN) in Buckinghamshire and we are recruiting to the remaining PCNs. These specialist practitioners provide support in primary care where patients are not meeting secondary care thresholds but are too complex for GPs.
- Sports in MIND is now available across all of Buckinghamshire to provide access to free sports/exercise provision and this is for all patients with a mental health need.
- Additional employment support has been provided to support mental health patients to access jobs and training.
- Oxford Health is working to improve access to memory assessment and there is partnership working with the Alzheimer’s society to provide enhanced pre assessment and post assessment support for those with memory loss.

There is no charge to patients in accessing any of the above services.

Children and Adolescent Mental Health Services CAMHS

Bucks children and adolescent mental health services (CAMHS) have a Single Point of Access (SPA) who offer consultation (pre-referral) to any professionals, families/carers concerned about a young person's mental health. Risk safety planning and brief self-help recommendations may also be shared, including signposting to resources. The CAMHS website includes evidence-based self-help resources for mild mental health issues such as anxiety and low mood as well as sleep issues. CAMHS deliver training across Bucks, including delivery of Psychological Perspectives in Education and Primary Care (PPEPCare) training (Psychological Perspectives in Education and Primary Care) with strategies to support any professionals working with young people with mild mental health issues and to increase awareness and identification of more significant mental health issues and pathways for accessing support where required.

CAMHS provide assessments and targeted support for young people with mild / moderate mental health issues where they are likely to benefit from evidence-based time limited interventions. This would include for those with low mood and anxiety.

The Bucks Mental Health Support Team (MHST) deliver a collaborative, system-wide approach to support the mental wellbeing children and young people in educational settings. MHSTs offer sessions to children and young people experiencing mild / moderate anxiety and/or depression and extend support to parents whose children are facing these challenges. In addition, family workers and youth workers deliver a broader range of interventions to these families. These include parenting programmes which aim to address young people's behavioural difficulties and promote their social, emotional, and academic competence and supporting young people to develop their confidence, resilience, and wellbeing.

Within our Getting More Help pathway, evidence-based interventions are delivered to young people with moderate (and severe) mental health disorders including Depressive disorders, Anxiety disorders, Obsessive Compulsive disorder, Post Traumatic Stress Disorder, Somatic syndromes, and Attachment Disorders. Specialist assessments and evidence-based interventions including cognitive-behavioural therapy, systemic family therapy, psychotherapy, interpersonal psychotherapy, DNA-V (adolescent Acceptance and Commitment Therapy), Dialectical Behavioural Therapy skills, medication, and care co-ordination.

Public Question 4 of 9

Appropriate Referrals and Pathways to 3rd sector, including training needs addressing – equally meeting volume targets erodes partnerships especially with smaller charities who are under resourced but provide a specialism / community need – there is a gap in existing Statutory Provision – How will you ensure consultation and partnerships is fair across the sector?

Question from: Suzanne Cheshire, Community Engagement and Development Manager, Lindengate

Response from: Oxford Health NHS Foundation Trust

1. Summary Response

There is a developing partnership between Oxford Health and the voluntary sector and there is a wide range of representation across several forums and working groups. Oxford Health is always keen to develop the partnership with the voluntary sector and is open to ideas about how to do this.

2. Detailed Response

Oxford Health is committed to developing partnerships in the voluntary sector. Voluntary sector representation is present on the Community Mental Framework Board and in all pathways specific working groups. There are monthly meetings with voluntary sector organisations involved in mental health across Bucks organised by MIND but attended by Oxford Health. Any voluntary sector partner that requests to be a part of the Community Mental Health Framework meetings are invited to do so. Additionally, training offers that are available to the voluntary sector and funded by Oxford Health are shared through the Voluntary sector working group and there is equal access. Oxford Health is always seeking to strengthen this partnership and is open to any ideas on how to do this.

Public Question 5 & 6 of 9

Public Question 5) What information does the Council have about the availability of NHS dentistry in Buckinghamshire currently, and whether or not it has declined since 2015?

Public Question 6) Whilst of course NHS England is responsible for buying NHS dental services for local communities around the country, you, our Council's Health and Wellbeing Board, still aim 'to make a visible difference to health outcomes and reduce health inequalities across the county'. In the light of current concerns about the provision of NHS dentistry locally, what steps is the Council taking to promote oral health in our area and to help prevent any health inequalities that may result from a lack of access to NHS dentistry in Buckinghamshire?

Question from: Nicola Smith, Buckingham

Response from: Public Health, Buckinghamshire Council

1. Summary Response

NHS England is responsible for the commissioning of all dental services, including specialist, community and out of hours dental services. As a result the Council does not hold availability of NHS dentistry in Buckinghamshire or details whether or not this has declined since 2015.

To help inform oral health initiatives provided by the council, Public Health undertake an annual oral health survey with both Reception and Yr. 6 aged children. The outcomes of this survey and wider nationally available intelligence supports the team to develop projects and address inequalities through our Whole Systems Approach to Healthy Weight workstream and the 0-19 service which includes both the Council commissioned Health Visitor and School Nurses teams delivered by Buckinghamshire Healthcare Trust.

2. Detailed Response

NHS England is responsible for the commissioning of all dental services, including specialist, community and out of hours dental services. As a result the Council does not hold availability of NHS dentistry in Buckinghamshire or details whether or not this has declined since 2015.

Within the council we undertake an annual oral health survey of both Reception age (4-5 year olds) and Year 6 (10-11 year olds) children to get a better understanding of children's oral health and help inform how we can best address inequalities and support children and families. As part of our role we ensure through our website www.healthandwellbeing.org.uk that health and care staff and those working with communities can access up to date information regarding the promotion of good oral health.

Health & Wellbeing Board

Buckinghamshire

We are taking a whole systems approach to Healthy Weight across the county, which includes a wide range of healthy eating initiatives which also improve oral health, including:

- Piloting GULP (Give Up Loving Pop) initiative with 5 schools in High Wycombe (identified as either being in a levelling up ward, high number of children accessing free school meals or special school to support the health inequality agenda). GULP is a campaign from Food Active which aims to raise awareness of the health harms associated with the over-consumption of sugary drinks. Utilising the extensive delivery toolkit, the programme consists of fun and engaging classroom-based games and physical activities, teaching children why it is important to look after their teeth and gums, how to interpret food labels on bottles and cans of drink, and why hydration is important for sport and education attainment. Upon completion of a successful pilot the aim is to open the programme up to more schools across the county, supporting them to achieve the Healthy Schools Award.
- Grow It, Cook It, Eat It – A community food growing and cooking project. The project supports communities to come together to grow their own fresh fruit and vegetables and then through the cooking element teaches them to create healthy and nutritious meals from the produce they have grown. There are currently 4 community growing sites across Aylesbury, High Wycombe and Chesham that provide a free space for the local community to grow together and harvest their own produce, focusing on communities who may experience financial hardship or challenges accessing fresh fruit and vegetables.
- Early Years Healthy Eating and Physical Activity Programme – Early in 2023 Public Health will be developing a project to ensure that parents with young families accessing early years settings in Buckinghamshire are provided with the right support and information around a healthy weight, food, oral health and physical activity. A multi-layered approach will be taken consisting of workforce development and training, family support workshops and the provision of resources to support sustainability.
- Healthy Schools Award – In June 2022 Public Health re-introduced the Healthy Schools Award to all state-funded primary, secondary and special schools across Buckinghamshire. The award is a whole school, whole systems approach to health and well-being, enabling schools to evaluate and strengthen good practices and improve the health and wellbeing of children and young people. There are four core aspects, one of which is healthy eating, where the aim is to help schools address food through a whole school approach and ensure the quality of food consumed on school premises and at home meets the nutritional needs of children. The award supports schools to engage pupils, parents, teachers and governors to develop a shared responsibility for food in schools and improve overall culture and ethos towards healthy eating.

Health & Wellbeing Board

Buckinghamshire

The Council is also responsible for commissioning Health Visiting and School Nursing services. These are currently delivered by Buckinghamshire Healthcare Trust. Health visitors deliver mandated checks and at the one-year assessment and the two-to-two-and-a-half-year review, healthy eating and oral health are discussed. In addition, health visitors provide advice for parents on weaning babies onto solid food, to encourage healthy eating behaviours and good dental health at an early stage.

The school nursing team conduct healthy weight checks as part of the National Child Measurement Programme. If they identify a potential concern about dental health, advice to the family about dental health and treatment is offered.

Buckinghamshire Healthcare Trust has recently improved its online offer to parents, children and young people via the websites www.healthforkids.co.uk and www.healthforteens.co.uk. These include specific advice and support for parents, children and young people on visiting the dentist and dental health:

- www.healthforteens.co.uk/buckinghamshire/oral-health/
- www.healthforkids.co.uk/staying-healthy/looking-after-my-teeth/
- www.healthforkids.co.uk/grownups/getting-help/registering-with-a-dentist/

Public Question 7, 8 and 9 of 9

Public Question 7) Will the draft strategy consultation be posted on Your Voice Bucks and will all PPGs in Bucks be notified asap of the consultation and how to respond?

Public Question 8) The 18 priorities in the draft strategy all begin "We will". Are these just aspirational? Or are they genuinely deliverable - with success measurable - especially with all other pressures now on health and social care?

Public Question 9) Priority 16 talks about developing strong integrated neighbourhood teams. Will Primary Care Network patient groups and PPGs in Bucks be involved in co-producing how these are organised and operate?

Question from: Mike Etkind, Chair John Hampden Surgery PPG, Member Mid Chiltern PCN patients group, Member Engagement Steering Group of former Bucks CCG

Response from: Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

1. Summary Response

Public Question 7) Draft strategy consultation will be posted on Your Voice Berkshire West, Oxfordshire and Buckinghamshire <https://yourvoicebob-icb.uk.engagementhq.com/icp-strategy-engagement> . PPGs will be involved in this and their opinions sought.

Public Question 8) The health and wellbeing strategies, and other ambitions, from across BOB have been considered in the development of the strategic priorities. As such, some of the priorities reflect commitments already made locally that will now be given greater profile across the system.

Additionally, the priorities have been developed in the context of longer-term change over a 5 year period and the delivery of the priorities will be phased, not all delivered at the same time, making the ambition realistic.

The delivery planning will be taken forward by the system partners in January -March.

Public Question 9) Patients should be involved in all significant healthcare changes. There will be different ways this is achieved in BOB. This will also involve engaging in different ways and aligning with community partnerships.

At place level in BOB the work of bringing teams together to support integrated working is already underway with Primary Care Networks in place. We are currently working with Mental Health, Community Nursing and Social Care teams to determine the "neighbourhood" areas and how teams can be better integrated in their care offering. This will also have implications for Workforce, IT and Estates provision with each of these areas enabling local integrated teams to support people to remain independent as long as possible through both proactive care provision and comprehensive reactive capability as necessary.

2. Detailed Response

Neighbourhood care teams are a specific example of integrated care.

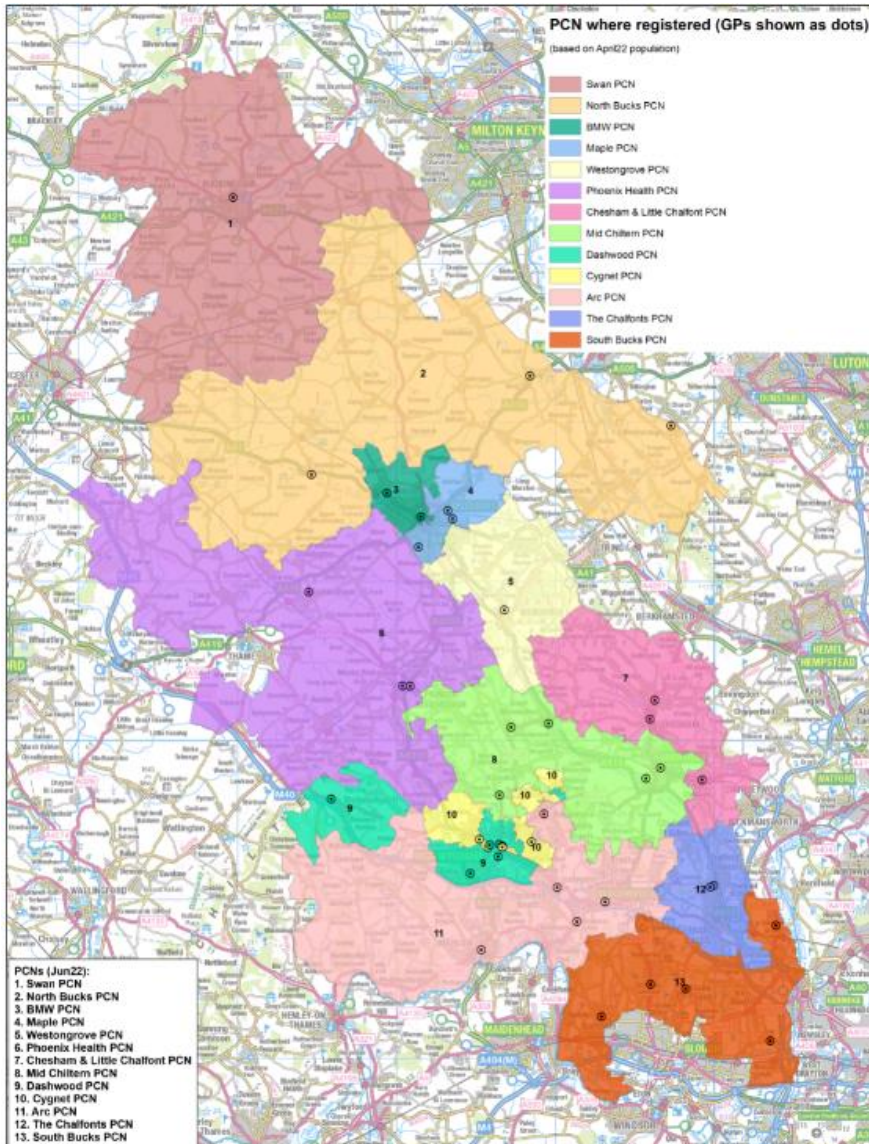
These are usually local teams comprising health and social care professionals, sometimes supported by housing professionals or the voluntary sector, that work with people with long-term or multiple conditions or the frail elderly. The service user usually has access to a case worker or navigator for a single point of access, medical records are usually shared between the members of the team, and members of the team may be drawn from different organisations. Their aim is to support people to remain in their own homes and live as independently as possible, and to avoid unnecessary hospital admissions.

The Fuller stocktake undertaken recently ([NHS England » Next steps for integrating primary care: Fuller stocktake report](#)) builds on insights and best practice from across England and sets out a vision based on:

- supporting teams and services to work in a much more integrated way across health and social care and public health, including co-locating staff in integrated neighbourhood teams
- providing those people who get ill but don't use services very often with much more choice on how they access care when they need it;
- providing more proactive, personalised care with multi-disciplinary teams of professionals and putting patients, who may have complex needs, including those with multiple long-term conditions, at the centre;
- improving patient experience, with single care records and integrated plans supporting general practice to provide the continuity of care that patients so value; and
- helping people to stay well for longer as part of a more ambitious and joined-up approach to prevention for the whole of health and care.

Currently PCN areas covered in Bucks are as below:

Health & Wellbeing Board Buckinghamshire



One of the key challenges (alongside ensuring the enablers are in place in the form of workforce, estates and IT), is the fact that whilst we have 13 Primary Care Networks (PCN) areas, these do not necessarily align in a geographical sense with neighbourhood areas. Further work is being undertaken to ensure there is alignment between PCNs and neighbourhoods.

The work will involve a range of other providers in the County e.g. Acute and Community Hospitals as the way they link up with these new integrated teams will be critical to ensuring both integration works well and patient pathways are efficient and effective.