

Public Health Nursing

Service context and Mandated checks

19th March 2024



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Working Together, continuing the conversation



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- Following our visit in November in 2022 and June 2023 we continue to recognise and appreciate the value of the conversation and joint working across the system in relation to improving the provision Health Visiting services for the people of Croydon.
- The Local and National context continues to remain challenging for all parties involved.
- There continues to be good joint working and relationships with Public Health, and Local Authority Commissioners
- We are keen to continue the conversation and open relationship with members of the scrutiny committee
- At our last visit we discussed improving our vacancy and retention rates compared to the national position.

Local Context of Public Health Nursing Services



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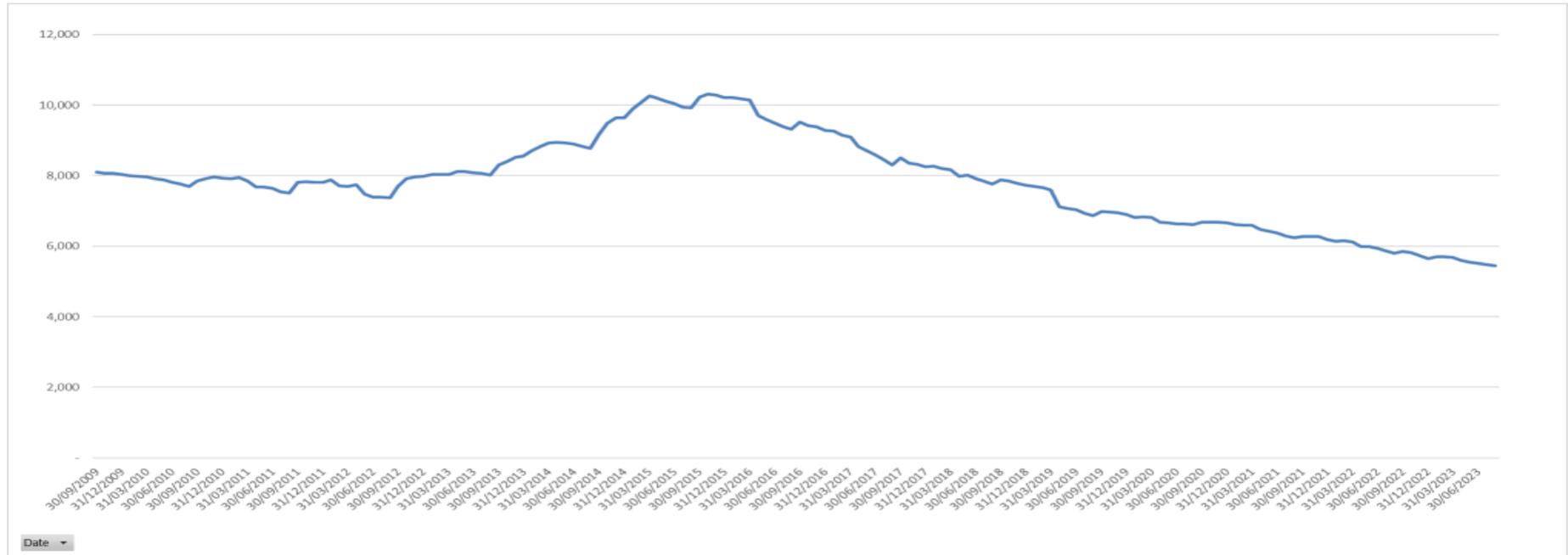
- Current Croydon Health Visitor Case load is 23,832 with 1049 Children and their families on the Universal plus and 582 Universal partnership plus Health Visiting pathway as well as 76 Children on the Family Nurse Partnership Program highlighting an increase in complexity of the local population and higher needs
- School Nursing Service covers 165 schools broken down as 89 primary Schools, 26 secondary schools, 14 special schools, 6 Pupil referral units and 26 independent schools
- There are 396 Children and families subject to a Safeguarding / Child protection / Child in need Plan with 167 aged 0 – 5 and 219 over the age of 5.
- Currently in Croydon there are 504 Children looked after, 79 are aged 0 – 5 and 425 are 6 to 19.
- This activity represents an activity / population increase of 3.6% compared to 2022/23, although the local birth rate is on a decreasing trajectory, it is estimated that there are currently circa 1200 children placed in Croydon by other boroughs.

National Context of Health Visiting Workforce



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The Indicative Health Visitor Collection (IHVC) was set up to support the government's commitment to increase the number of Health Visitors by 4,200 FTE to 12,292 FTE by March 2015, from a baseline of 8,092 FTE in 2010. There has been a 48% decrease in Health Visitor numbers nationally since 2015 with only 5443 FTE Health Visitors in post in June 2023 following a peak of 10,309 FTE in October 2015



- The National position has continue to worsen since our last visit in 2023 with a national decrease in both public and privately employed Health Visitors from a peak of 11,192FTE to 6441 FTE a decrease of 43%
- The institute of Health Visiting surmise the national vacancy position is circa 50% for Health Visiting
- 84% of survey respondents said that the number of health visitors had decreased where they worked over the past 12 months. Only 5% reported an increase

Health Visiting Workforce, our position



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- The Health Visitor Workforce position has improved since our last visit with a vacancy rate of 37.24% a decrease of 7 % since our last visit to committee compared to a 50% national vacancy rate.
- Our work continues to decrease both our short term absence from 9% to 7.9% and 12 month turnover rate improved from 58% to 42.5%
- Providing Services across 7 days has improved access to services for the local population but also enable improved use of temporary staff, with Health Visitors from neighbouring boroughs working with the local teams and increasing our capacity by 15%.
- The Trust, Public Health and the Local Authority Commissioners agreed a new model for delivering Public Health Nursing across Croydon using a 0 – 19 model based across 4 localities and to be aligned to the Family hubs.

Health Visiting Workforce Improvements



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We recognised, discussed and agreed at our last meeting that improving our workforce position in relation to vacancies and keeping our staff against a worsening national position for Health Visiting would be a priority.

What we have done since June 2023

- Improved the financial incentives for Health visiting staff, currently there is a £2000 annual recruitment and Retention premia that brings our remuneration in line with inner London Trusts and ensures we have a competitive offer in the recruitment market place
- Improved the training offer for all Nursery and Community Staff Nurses, we have commissioned Kingston University to provide specialist training for our staff
- Focused recruitment attention on Band 7 Specialist roles, we recognise that focusing on recruiting Band 6 Health Visitors led to minimal returns, so flexed our establishment to enable recruitment into roles we can recruit.
- With support from a specialist agency we launched a multiplatform recruitment campaign, recognising our staff's amazing skills "what is your superpower"

Health Visiting Improving Access to Services



What we have done since June 2023

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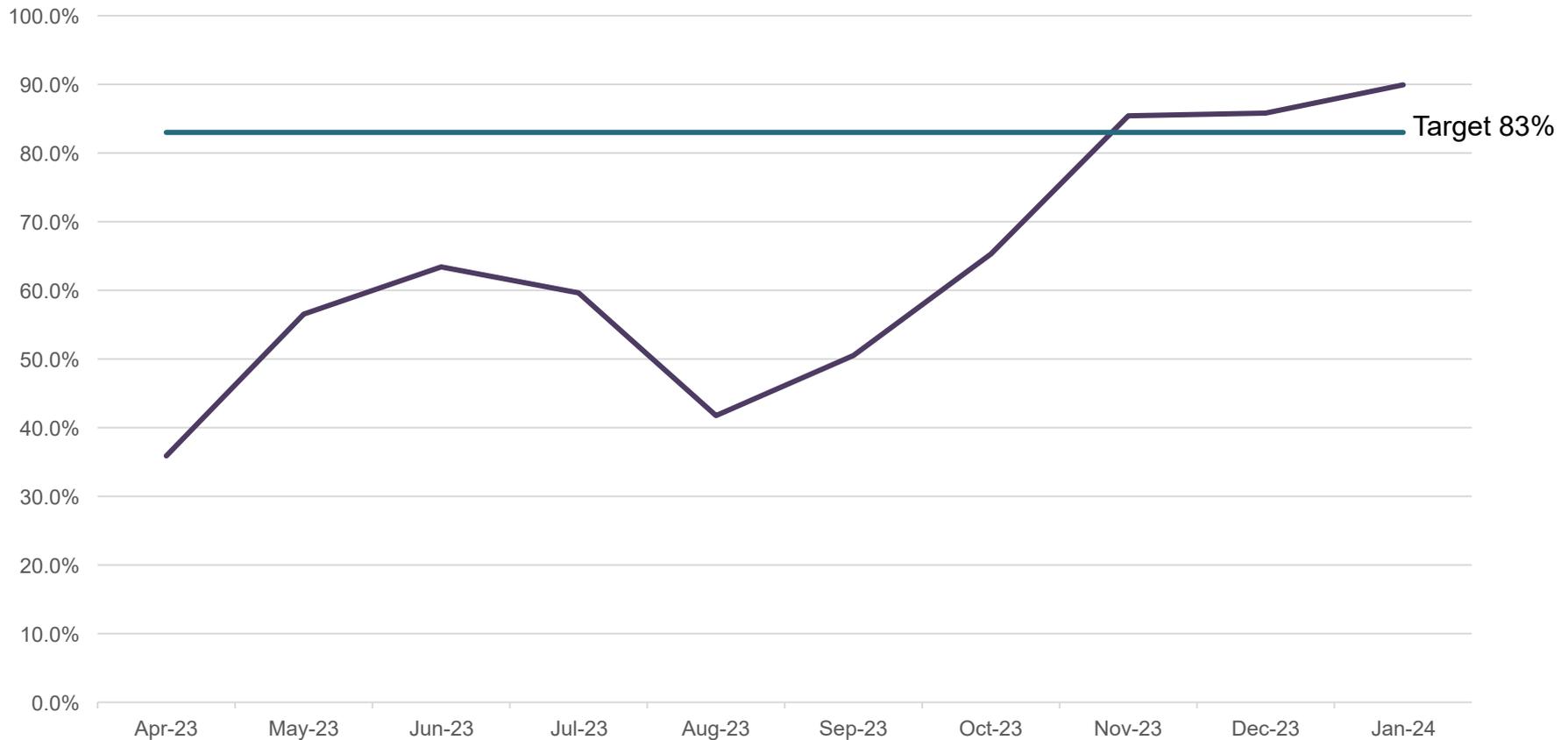
- New Birth Visits and 6 to 8 Week checks were identified as priority as enable the identification of our higher risk families.
- Improving our vacancy rates has improved our ability to meet the needs of the local population.
- Offering access to services across 7 days has had multiple benefits incl:
 - Improved DNA rates for clinics over the weekend
 - Health Visitors from local neighboring boroughs have been working with us via agencies , increasing our capacity by 15%
 - Our own staff, including FNP staff have been enabled to work and support
- Daily Operational huddles to identify emerging issues and identify resolution
- Use of text messaging via Accurix to remind families of upcoming appointments to reduce DNA rates
- Bespoke Vulnerable family clinics
- We continue to upskill our Nursery Nurses and Community Nurses to improve access to 12 month and 2 and half year checks

New Birth Visit Performance



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Percentage of Visits within 14 days minus exceptions



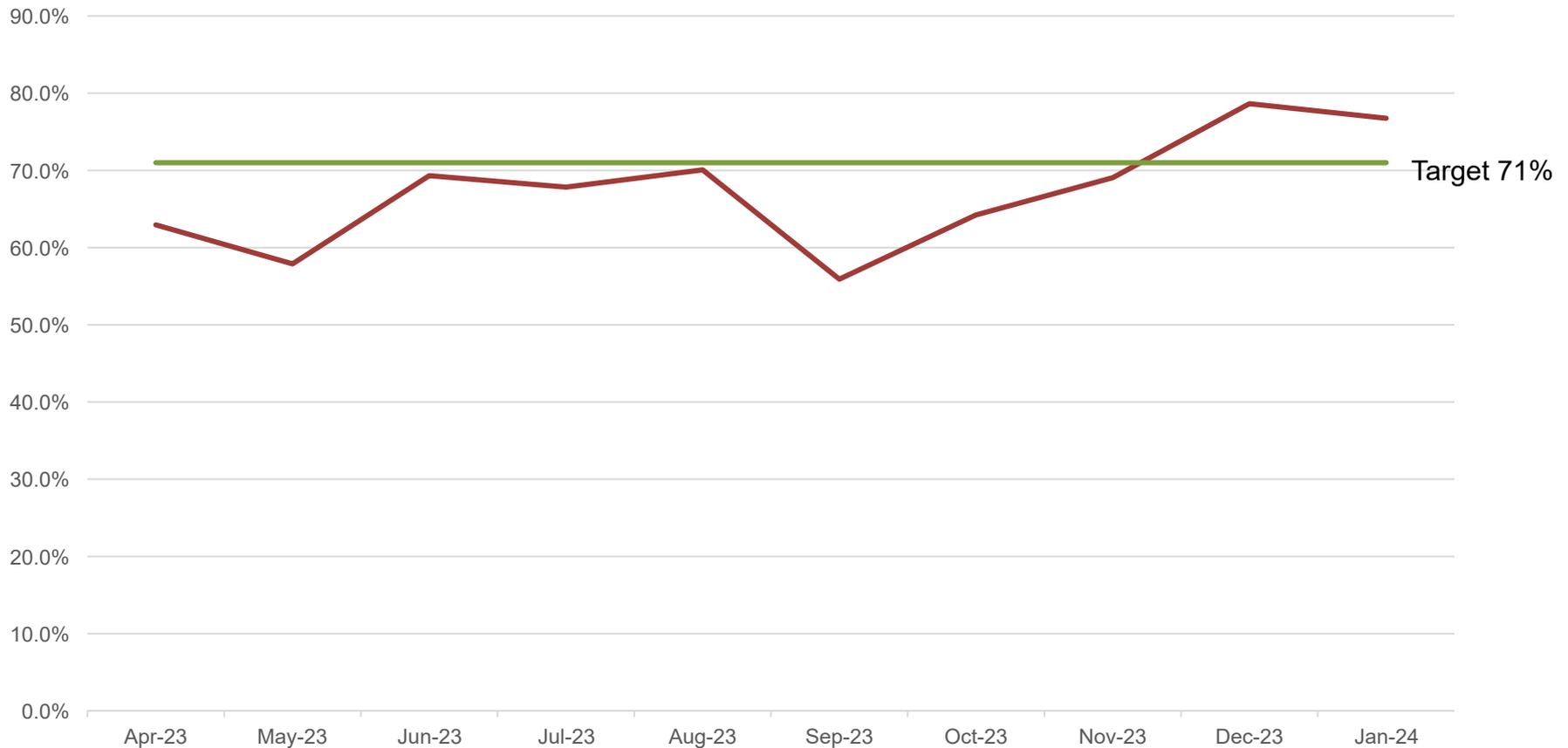
Average Performance data for 22/23
England 79.9%
London 81.6%

6-8 Week Check



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Percentage of children who received a 6-8 week review by the time they were 8 weeks old minus exceptions



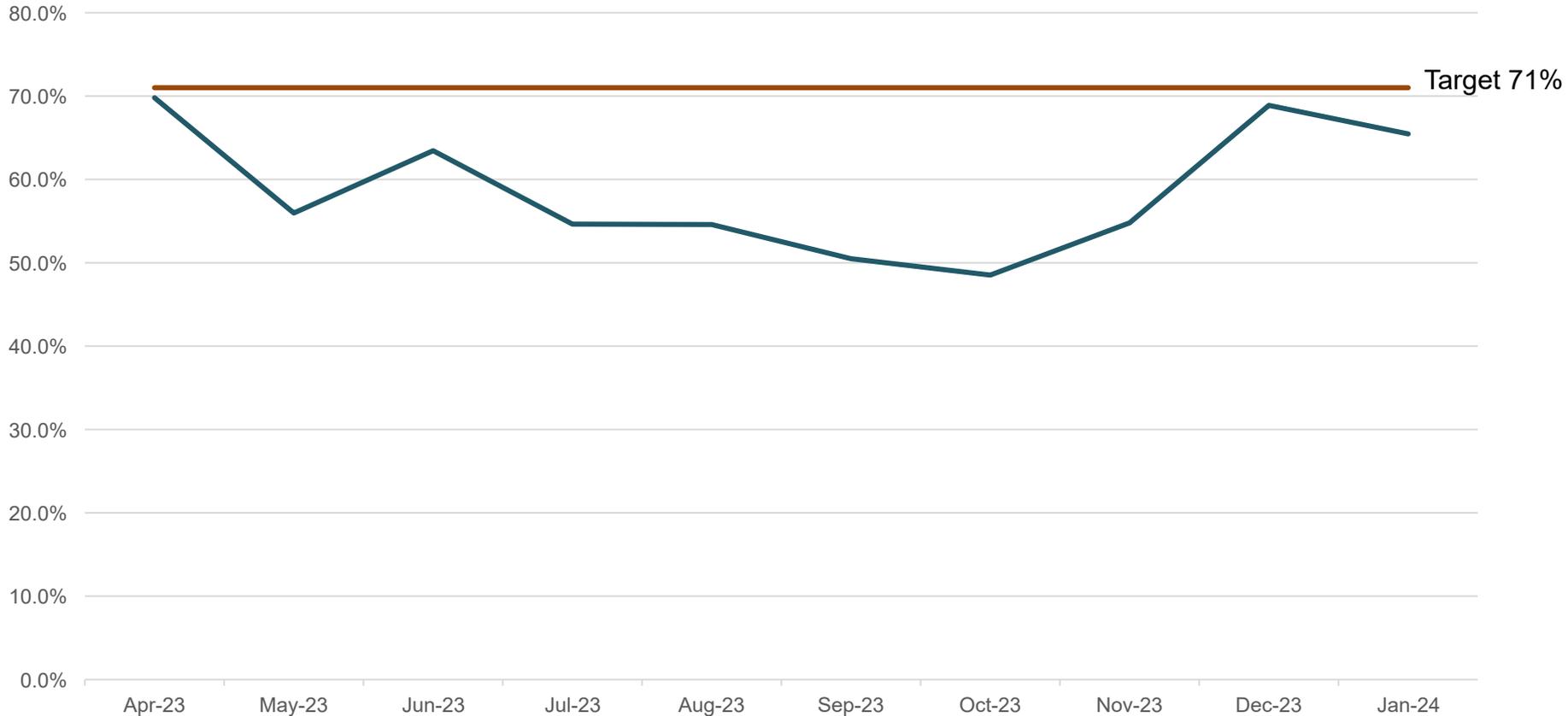
Average Performance data for 22/23
England 79.6%
London 70.9%

12 month review



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Percentage of children who received a 12month review by the time they were 15 months old



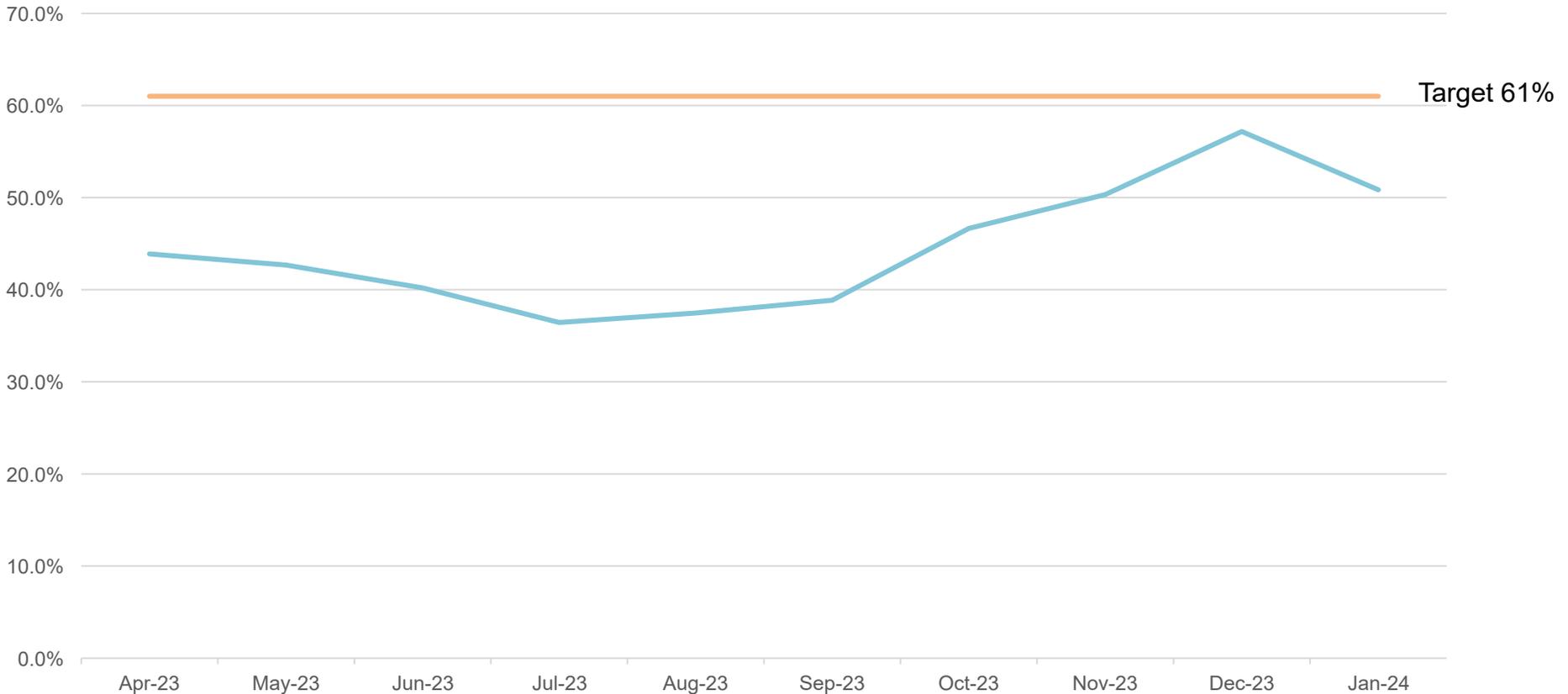
Average Performance data for 22/23
England 82.4%
London 72.4%

2-2.5 year review



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Percentage of children aged 2.5 years who received a 2 – 2.5 year review

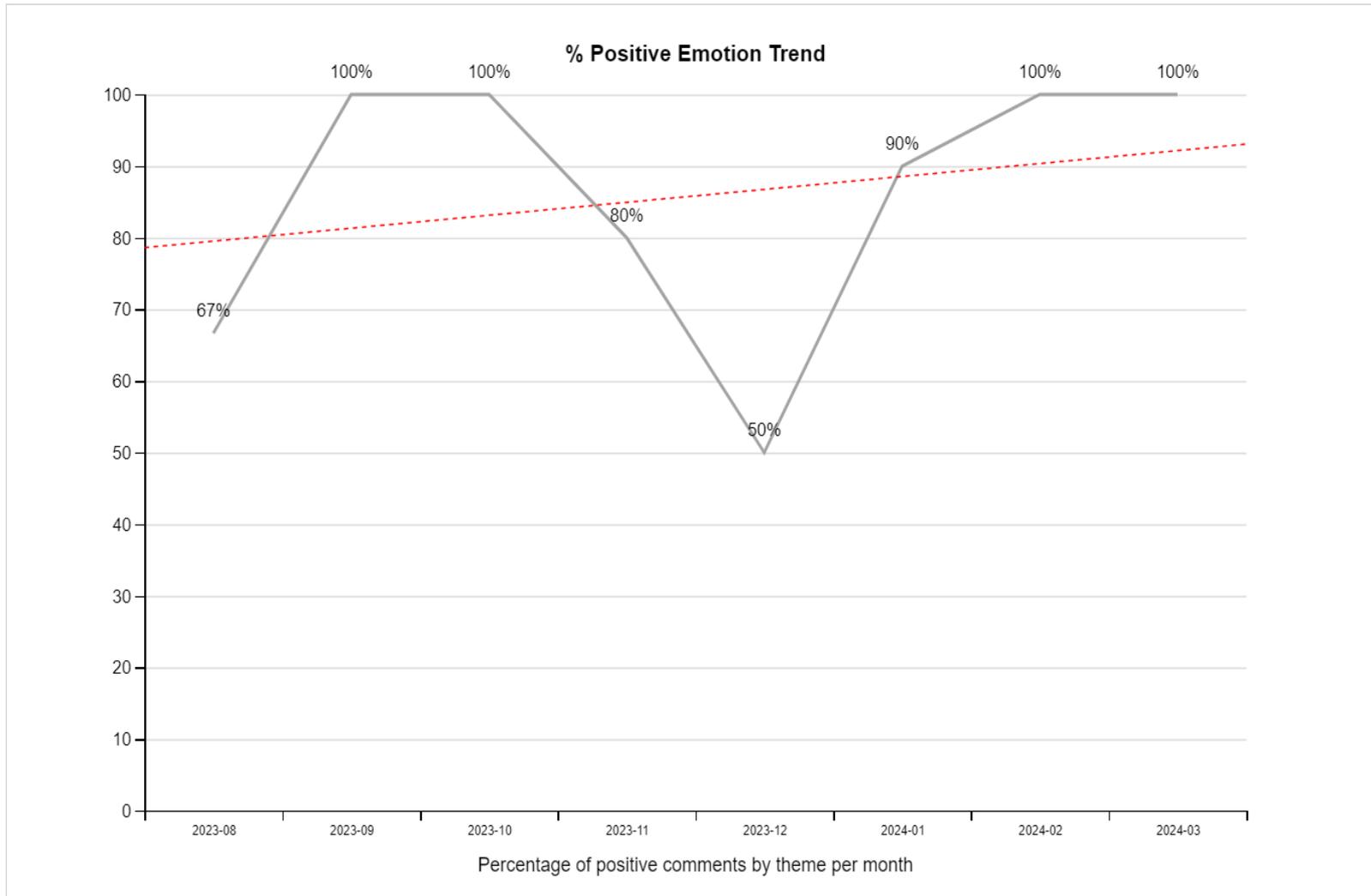


Average Performance data for 22/23
England 73.6%
London 61.2%

Patient Feedback



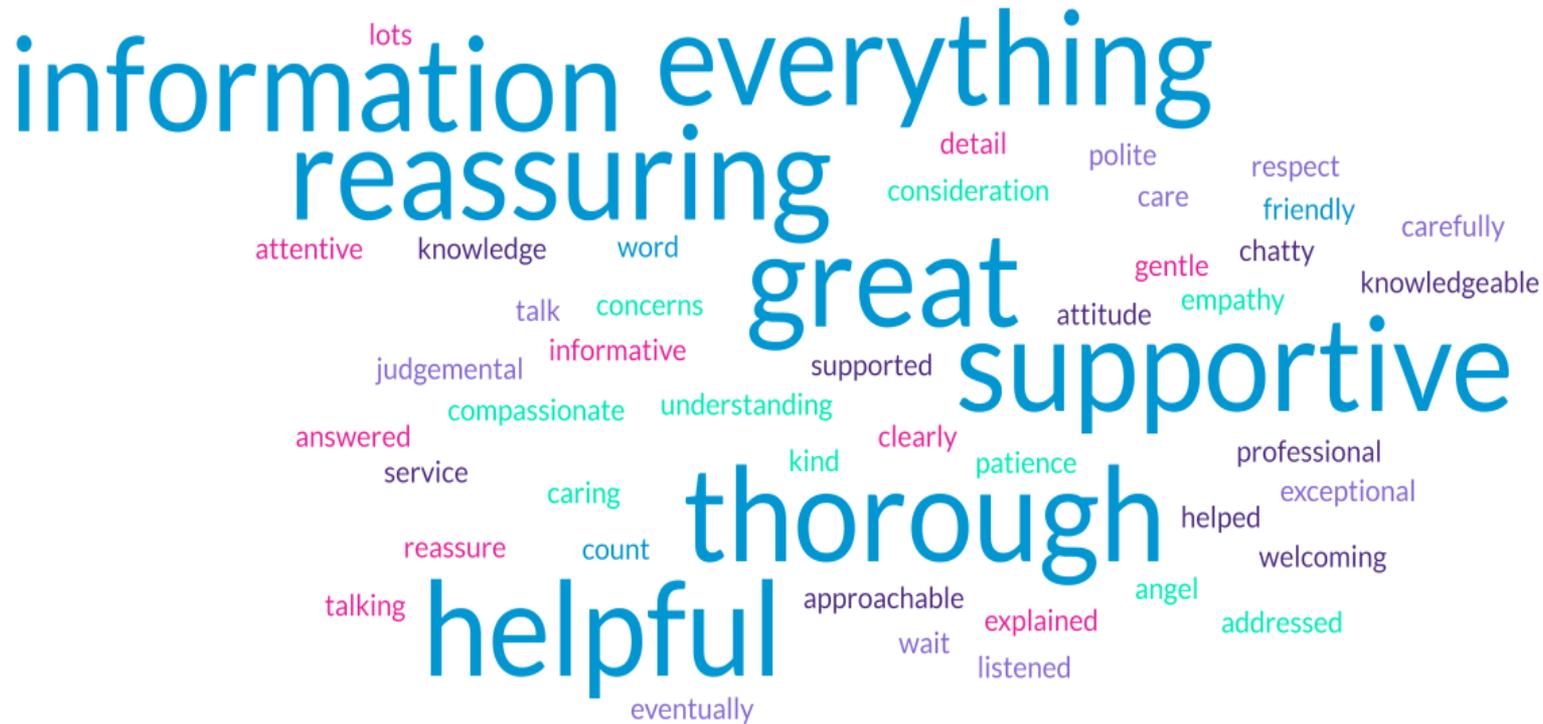
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Patient Feedback Word cloud



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Transforming Croydon's Public Health Nursing Service Provision

- Working with our Commissioners we will be transforming our Public Health Nursing Service
- Currently we have 9 separate teams across Croydon delivering Health Visiting Across 6 localities, School Nursing, Family Nurse Partnership and a Management Team
- Our new model will be delivering Services for all 0-19 Year olds across 4 localities including a identified service for our higher risk and complex families
- The localities are based on demand / population and are identified as:
 - North West
 - North East
 - Central
 - South
- This will enable integration with the Family Hubs, closer ties with local schools, PCN's, GP Surgeries and family groups as well as improved management structure and support.

0-19 Transformation



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7 core principles:

1. The Public Health Nursing Service would deliver a Health Visitor and School Nurse led model, with significant and appropriate client interaction carried out by Community Nurses, Nursery Nurses and Healthcare Support Workers, with Qualified Health Visitors holding and overseeing caseloads and supporting / supervising the teams to deliver high standards of care
2. The majority of client interactions will be face to face rather than virtual but will be carried out via a clinic rather than home visits.
3. Workforce will flex in line with demand and the locality with the highest demand will have the largest workforce
4. Prioritisation to meet the needs of the most vulnerable children and families in Croydon.
5. Community Nurses, Nursery Nurses and Healthcare Support Workers will support both Health Visiting and School Nursing Activity in their locality
6. Specialist roles (Post SCHIPHN) will deliver specialist roles.
7. Four locality based teams would deliver the service



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