

# PHN – HV Mandated checks and service context

1<sup>st</sup> November 2022

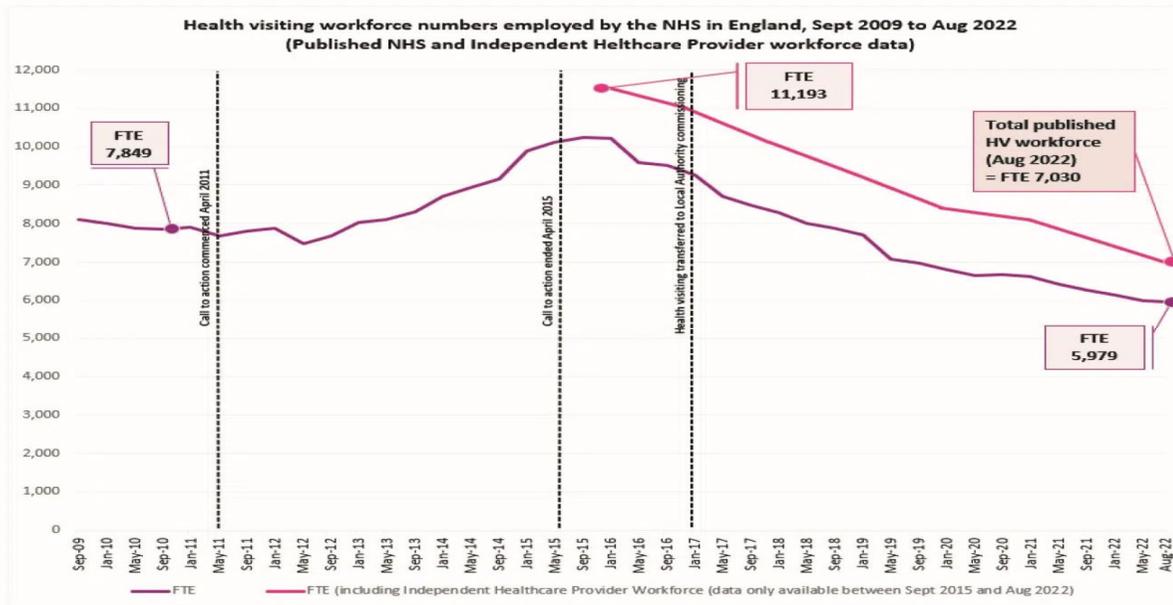


# National Context of Health Visiting Services



**Croydon Health Services**  
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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.



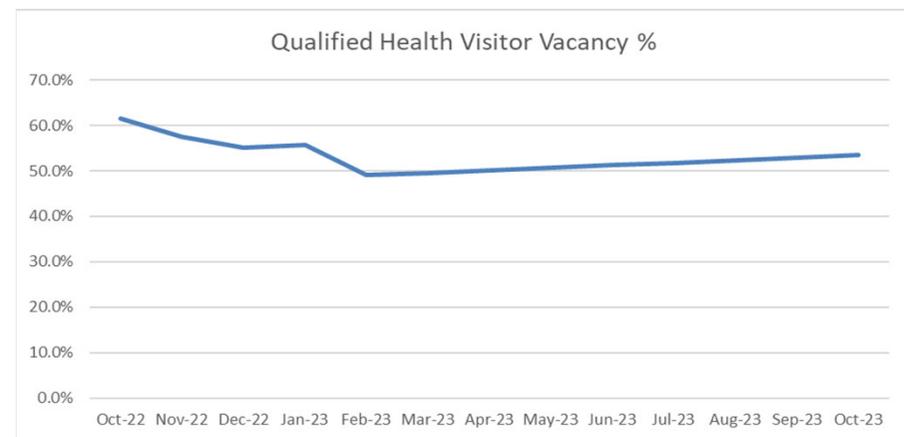
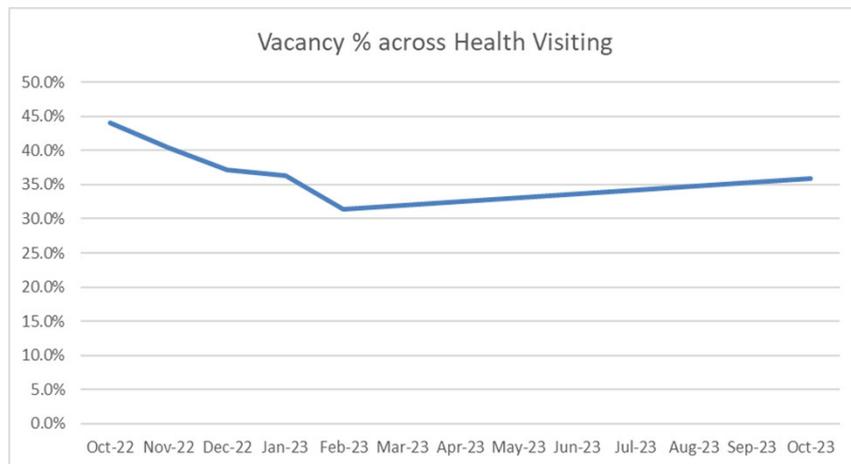
Credits: FTE information - NHS Workforce Statistics: <https://bit.ly/3dWjSnq>  
and Independent Healthcare Provider Workforce numbers taken from NHS Digital: <https://bit.ly/3QRTSYO>

The HV workforce has decreased by 37% since 2015.

- There is a national shortage of around 5,000 health visitors in England
- 9% of Health Visitors in England reported that they have the recommended ratio of 250 children aged 0-5, or less, per full time equivalent health visitor.
- More than 1 in 4 health visitors in England report that they are accountable for over 750 children  
(Institute of Health Visiting 2021)

# Local Context of Health Visiting Services

- Current Croydon Health Visitor Case load is 24,287 with 934 Universal plus and 595 Universal partnership plus
- Current Croydon Caseload per 1 FTE Qualified Health Visitor 1:1000
- CHS uses Community and Nursery Nurses to support the families leading to a ratio of 1: 550



## Public Health Nursing Improvement Program

Following concerns raised by both staff and commissioners into the Health Visiting and School Nursing Services, Elaine Clancy as Chief Nurse commissioned 2 independent and external reviews of both services. These reviews were carried out over December to February 2022.

The similarity of findings across both services demonstrates some key themes impacting staff and the provision of services for both Health Visiting and School Nursing.

The key themes are

- Culture and Organisational Development
- Structures
- Leadership



## Public Health Nursing Improvement Programme

### High Level Work Streams

Programmes	Work Streams	High Level Outcomes
Workforce	Recruitment	Reducing the vacancies
	Retention	Reducing Turnover
	Redesign	New Roles to meet the gap
	Smarter working	More efficient working
Culture	Organisational Development	Organisational Development Program
	Talent Management	Development Pathway
	Visible Leadership	Staff to feel supported
	Bridging the gap	Staff to feel part of the Trust
Part of the community	Patient Feedback	Increasing Patient feedback
	Service Visibility	Visibility Plan
	Improving Access	Increase Mandated and non mandated contacts

## Public Health Nursing Improvement Programme

### Delivery to date

Programmes	Delivery to date
Workforce	Recruitment and Retention Strategy
	Increased number of Nursery Nurses and Students
	Working with local Universities
	Recruitment Open Days
Culture	Organisational Development Program started
	Career Pathways Mapped
	Cake with Chris and Leadership visits to bases
	Showcasing Services at CUH Site
Part of the community	Using QR codes to gather Patient Feedback
	1 <sup>st</sup> Health Promotion at Whitgift centre 1 <sup>st</sup> October 2022
	Single point of access in place

# Improved Levels of Patient Feedback

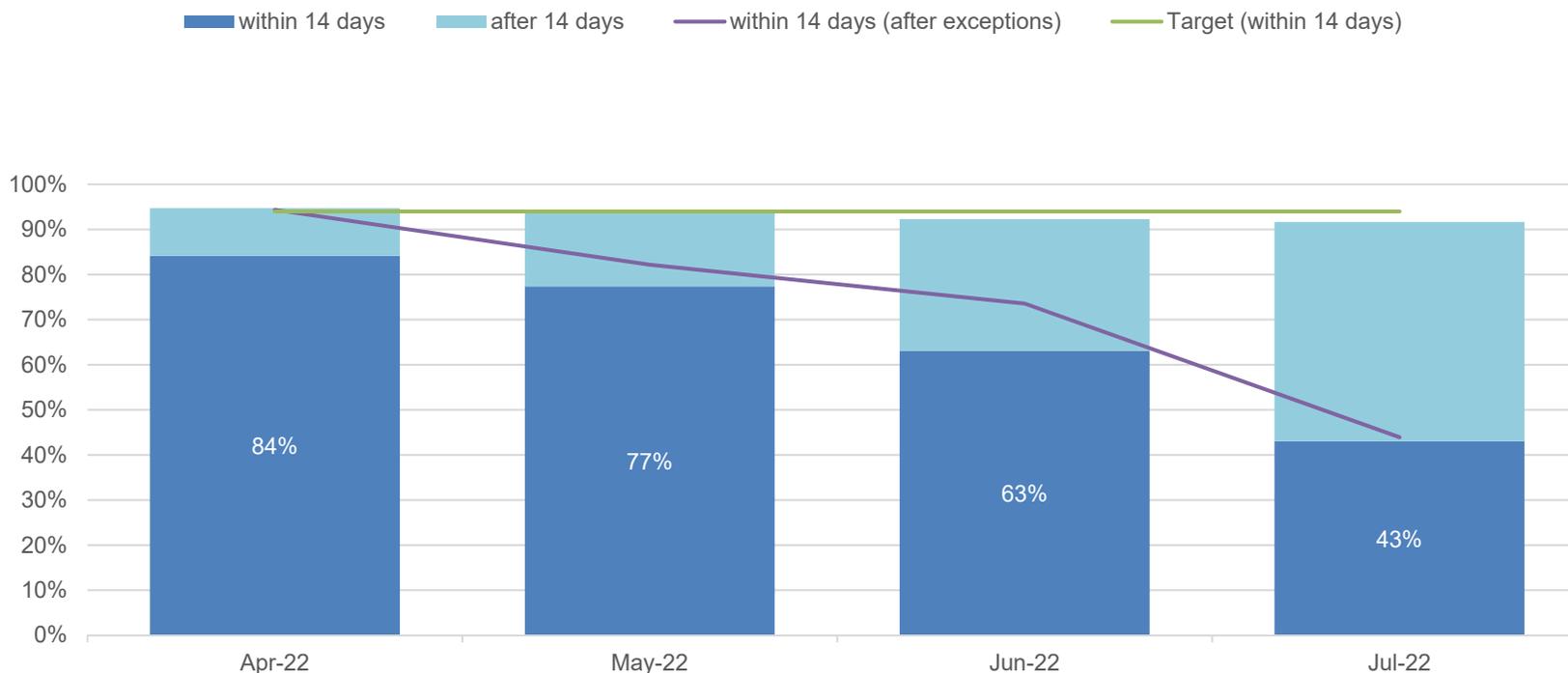
## Use of QR codes to enable feedback from families

1	anonymous	My health visitor Miss Lois was so nice and friendly .
2	anonymous	Natasha helpful
3	anonymous	Being advised
4	anonymous	Janet is amazing all the time
5	anonymous	Debbie is brilliant from start to finish. She is so knowledgeable and professional with a lovely warm manner I felt so comfortable with her and I requested she see me for my 6-8 weeks check up. She kindly fitted me in before holiday,the NHS is lucky to have a staff member like Debbie
6	anonymous	Kate is incredibly supportive and knowledgeable. The kindest and most caring health professional I have ever come across.
7	anonymous	Admire & jasmine were very friendly and accommodating to our family whilst very professional. A lovely visit
8	anonymous	The health visitor (Admire) and student (Jasmine) were very efficient and friendly, they answered all questions and provided reassurance



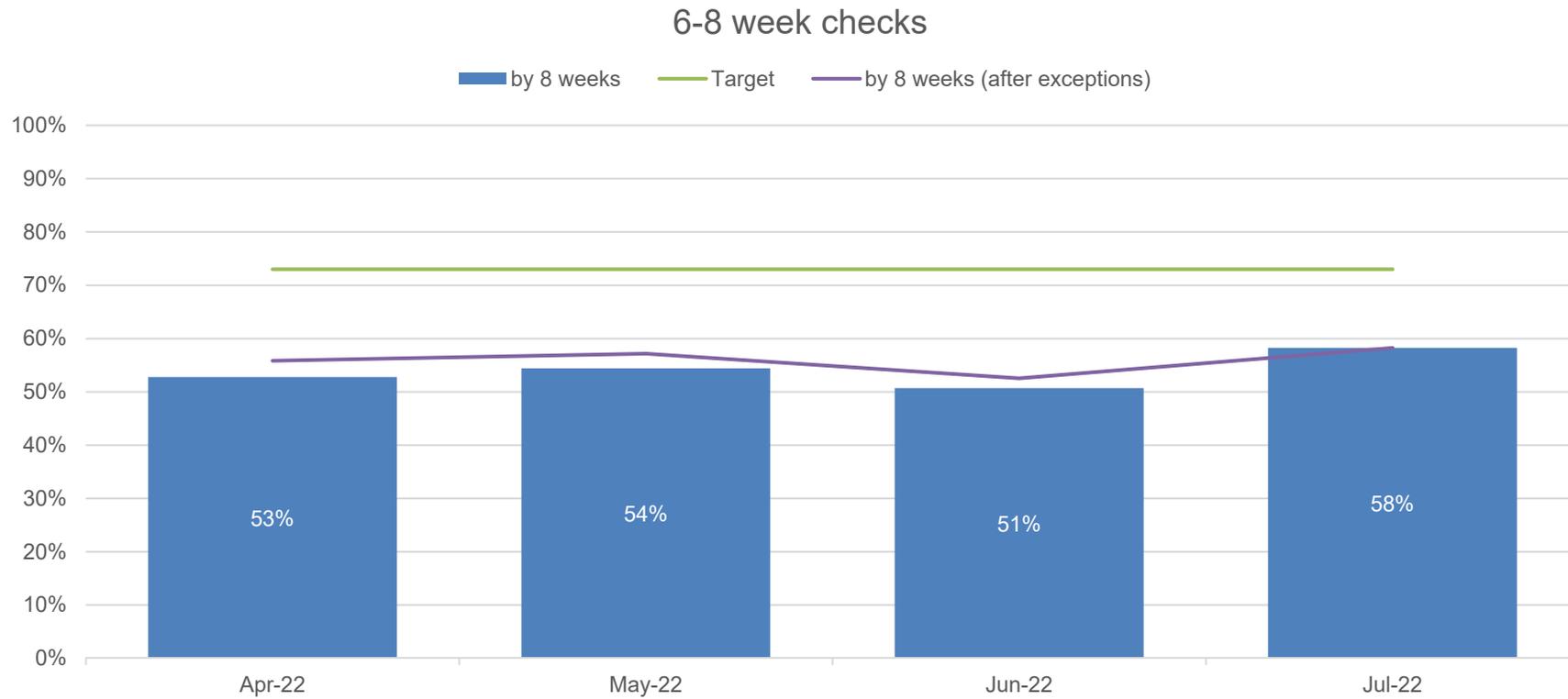
# New Birth Visit

New birth visits



The service has seen a decline in qualified health visitors. This is due to a number of retirements and health visitors leaving to work in inner London areas. There is a national shortage of health visitors, locally the service is addressing this with 'recruit to train' qualified nurses. Improving working practices to incorporate virtual sessions will increase capacity

# 6-8 Week Check

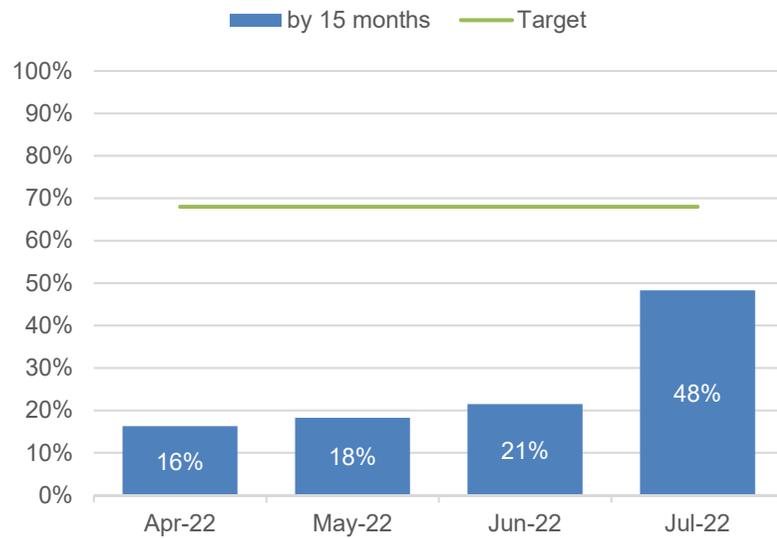


Improved administration processes have seen an improvement in the completion of the 6-8 week review.

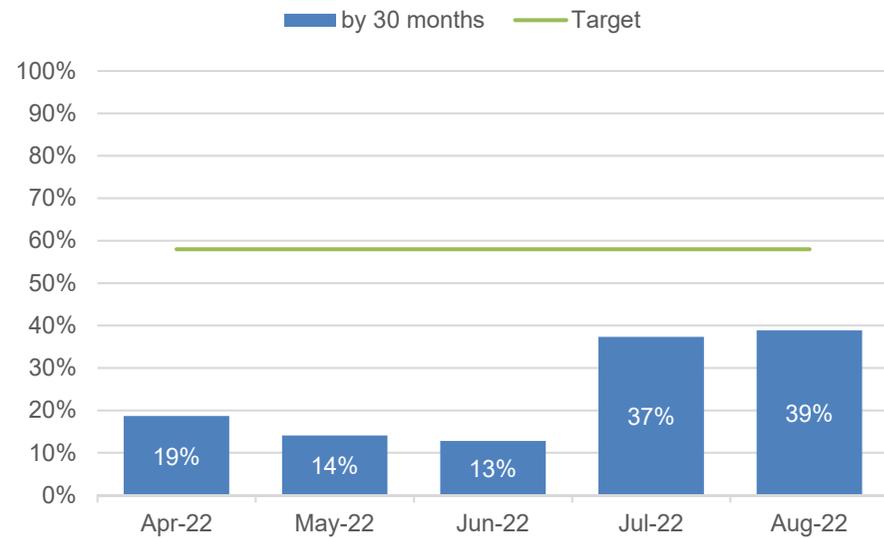


# One and two year checks

### 12 month check



### 2 year review



Increase administration capacity, along with refined admin processes has increased the uptake of reviews.

# Priorities for 2022-2023



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- Improved coverage levels on 5 key mandatory checks
- Improved understanding and coverage for targeted UP and UPP
- Review of allocation of work to ensure effective service delivery and use of resources.
- Improved collaboration between maternity and safeguarding services with Public Health Nursing services
- Planning for year 2 and further quality improvements, including the Early Identification Learning Measure.
- Partnership working –

Children centres	Early Help Partnership Board	Delivery of HENRY programme
MASH delivery group	SEND Strategy	Family Hub applications
EY strategy	SWL LMNS	Croydon Health Protection Forum
Homeless health steering group	HEARD	SWL Children and Young People System Board Meeting



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