

Health Scrutiny Panel – Meeting held on Tuesday, 29th July, 2014.

Present:- Councillors Pantelic (Chair), Bains, Cheema, Chohan, Davis, M Holledge, Rana and Strutton (Vice-Chair)

Non-Voting Co-optee – Colin Pill, Healthwatch

Also present:- Councillor Bal (left at 7.40pm)

PART I

12. Declarations of Interest

Councillor Rana declared a personal interest as her mother-in-law worked at Wexham Park Hospital.

13. Minutes of the Last Meeting held on 30 June 2014

Resolved – That the minutes of the last meeting held on 30th June 2014 be approved as a correct record, subject to an amendment to the heading of minute 7 to read ‘Frimley Park Hospital / Wexham Park Hospital Acquisition’ rather than ‘merger’.

14. Member Questions

There were no questions from Members.

15. GP Access and Prime Minister's Access Challenge Funding

The Panel considered a report about the successful bid and £2.95m award for The Prime Minister's Challenge Fund to improve the access to Primary Care in Slough across seven days. The bid was one of only 20 approved across the country, although there were in excess of 250 applications.

Details of the pilot programme, co-designed by all 16 practices across Slough with involvement of the majority of their member Patient Representation Groups, were set out in the bid document ‘Steps to the Future’ (attached to the report as an appendix). Practices had formed four clusters, with one operating as a hub, to provide access for all patients. Access was now available at the four hubs from 6.30pm to 8pm Monday to Friday and (from August) for 8 hours on a Saturday and 8 hours on a Sunday. It is expected that most appointments will be booked in advance or on the day to suit working people and to plan for patients with longer term needs. The pilot will provide an extra 48,000 GP appointments over a 12 month period.

In addition, a range of other projects to support the extension to seven day working had been planned to improve the experience of Primary Care for patients:

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- Phone texting – text reminders for appointments, ability to cancel by text, messages to targeted populations for immunisation, health checks etc.
- Mobiles for urgent contact – direct line contact to health care professional for patients with complex and unstable conditions.
- Patient Reference Group leaders to help design a programme of support moving them towards a self-supporting action learning group to further engagement with the wider community.
- Working with Patient Reference Groups, practice staff and voluntary services to design a Slough system for sharing information to keep well.
- GP active support for self-help groups for those with long term health issues.
- Referrals by GP or nurse for exercise programmes, where the whole family can be involved.
- Patient Access programme – technological solutions to accessing a GP appointment eg. email or *skype* consultations.
- Working with GPs to manage and improve their consultations, training in consulting with small groups of patients.
- Patients working with front line GP practice staff to understand the pressures and opportunities, co-design of first contact services to patients.

The Panel was informed that £1.8m was the full 12 months cost of the new GP cluster services to run to 31st March 2015. £1.15m will be managed by the CCG on behalf of the GP practice clusters to deliver project management and the transformation and innovation projects in line with the budget. Funding for the project is for one year only and will need to self-fund to be continued. At present it is proposed this can be achieved through a reduction/minimisation of growth in Secondary Care costs, reduced use of 111 and GP out of hours services.

From answers to questions the Panel noted that:

- The CCG was in the process of recruiting six full time GPs, additional nurses and admin staff.
- Slough was about 10% below the England average for the number of GPs, although it had high needs associated with deprivation, poverty and the high incidence of conditions such as diabetes.
- The pilot scheme would show how effective the new arrangements were but initial results indicated a very positive reaction from staff on the benefits of working together.
- While there was concern that the funding for the scheme was non-recurrent, the CCG was in discussion with NHS England about co-commissioning of Primary Care and the use of budget for service transformation, which together with the savings through reduced impact on secondary care referred to above, should enable the scheme to continue.

Resolved - That the report be noted.

16. Healthwatch Business Plan

The Panel received a presentation of the objectives and work plan of Healthwatch Slough.

Healthwatch Slough, as the independent consumer champion for Slough, had broad responsibilities and had identified six themes to carry forward in its activities during 2014:

- Access to services including timeliness
- Information about provision and treatment
- Quality (including process and outcomes)
- Integration of health and social care
- Grievance and redress i.e. complaints process and outcomes when things go wrong
- Dignity / respect [Healthwatch England priority]

Healthwatch wanted to give out key messages that it was a strong voice for children, young people and adults; and that it will influence decision making at a senior strategic level and ensure that improvements are made. A work plan for 2014 had been developed with the following objectives:

- Raising awareness in the local community and among key partners
- Building community engagement and reach by increasing the number of local people on mailing lists and signed up as Healthwatch Champions
- Establishing Healthwatch Slough as a high quality provider of impartial non-critical information and advice about health and social care services and advocacy on behalf of the public
- Ensure value for money: work in partnership with local organisations, evidence social impact

For each objective, a number of deliverables had been identified together with measurable success criteria. In addition six initiatives had been planned, each with a timescale, steps to be taken and outcomes sought. The Panel received details of the progress on each initiative.

From answers to questions the Panel noted the following points:

- The set up of Healthwatch Slough had taken longer than expected owing to a number of factors.
- The funding of Healthwatch, which was provided by the Council under an agreement, was at a modest level compared that in many other areas.
- It was expected that Healthwatch would become more visible during the next year, with the conclusion of a number of projects in the Work Plan.
- Progress would be assisted if more commissioned pieces of work were received.

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- Healthwatch were very keen to get local residents to tell their story about health care experience in Slough. Where this moved on to a formal complaint, this would be referred to the appropriate provider/agency to deal with.

Resolved -

- (a) That the report and presentation be noted with thanks.
- (b) That a report on progress be made to the Panel in approximately six months time.

17. Update on Findings from CAMHS Engagement Survey

The Panel received a report dealing with recommendations arising from the recent survey with young people and families who are users of Child and Adolescent Mental Health Services (CAMHS) in Berkshire. This engagement programme (comprising surveys and in-depth interviews with referrers into the services) was commissioned jointly by the seven CCGs in Berkshire and a summary report was also produced by the Thames Valley Maternity and Children's Network.

Resolved –

- (a) That consideration of the report be deferred.
- (b) A report be made to the Panel at its meeting on 19th November 2014, when the relevant officers could attend to answer questions and further progress had been made on the results of the engagement survey.

18. Site Visit to Frimley Park Hospital - Oral Update

The Chair reported that together with Councillors Bains, Cheema, M Holledge and Strutton, she had attended a site visit to Frimley Park Hospital on 28th July. The visit had centred on the Accident and Emergency and Maternity Departments where a lot of refurbishment had been carried out to enable high quality services to be provided and maintained.

Members were impressed by the Emergency Department facilities comprising 37 cubicles for adult patients, each with its own sliding entrance door to provide privacy for the patient during assessment and treatment. Access to all diagnostic services was available. There was a resuscitation area for more critical incidents containing fully equipped bays. The Consultant led service had a target for all patients to be assessed within 15 minutes of arrival and dealt with in under 4 hours before being referred to the appropriate care area.

The Maternity Department, currently being refurbished, dealt with 5,200 to 5,500 births per year and currently had 'Baby Friendly' accreditation from UNICEF.

Members had the opportunity to speak to hospital staff, some of whom were involved in the acquisition acting as 'buddies' on visits to Wexham Park, and generally offering advice and support. There seemed to be a high degree of willingness to work together to ensure that services at both sites should be of

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the highest possible quality. It was considered that the Frimley Park Hospital Trust had a clear sense of direction and a good record on engagement with local residents.

Members considered it was important stress the benefits to Wexham Park that would accrue from the acquisition and to reassure Slough residents.

Resolved -

- (a) That satisfaction be expressed with outcome of the site visit to Frimley Park Hospital
- (b) That Trust representatives be invited to a meeting of the Panel in the autumn to report on progress of the acquisition.

19. Forward Work Programme

The Panel considered the forward work programme for the 2014/15 year.

In order to even out the workload, it was suggested that the Diabetes Strategy be deferred from the October to the November meeting, and the updated report on the CAMHS review also be added to the November agenda. To the January 2015 agenda, items were added (provisionally) for progress reports on Improving GP Access and Healthwatch. There remained the progress report on the Frimley Park /Wexham Park Acquisition, to be considered at some point in the autumn, for which an extraordinary meeting could be called, if necessary.

Resolved - That, subject to the points above, the work programme be noted.

20. Attendance Record

Resolved - That the record of Members' attendance in 2014/15 be noted.

21. Date of Next Meeting

The date of the next meeting was confirmed as 6th October 2014.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.26 pm)