

Health Scrutiny Panel – Meeting held on Monday, 27th March, 2017.

Present:- Councillors Strutton (Vice-Chair, in the Chair), Chaudhry, Chohan (from 6.44pm), M Holledge, Qaseem and Smith

Non-Voting Co-optee – Colin Pill, Slough Healthwatch representative

Apologies for Absence:- Councillors Pantelic and Cheema

PART I

51. Declarations of Interest

No declarations were made.

52. Minutes of the Last Meeting held on 19th January 2017

Resolved – That the minutes of the meeting held on 19th January 2017 be approved as a correct record.

53. Action Progress Report

Resolved – That the Action Progress report be noted.

54. Member Questions

Following a request by Councillor Pantelic, the Panel received a written statement from the Director of Adult Social Care on the ASC budget 2016/17 and 2017/18. A discussion item on this matter would be added to the agenda for the next meeting of the Panel on 29th June 2017.

Resolved – That the Panel receive a report on the Adult Social Care Budget at the meeting to be held on 29th June 2017.

55. Health and Adult Social Care Digital Innovations

A report and presentation was received that updated the Panel on the work taking place locally to digitally transform the delivery of health and adult social care as set out in the Local Digital Roadmap for the Frimley Health and Care System 2016-2021.

Digital innovation would enable residents to take greater control of their wellbeing through self-service portals, self-care apps, and real time data could support professionals access the information required to deliver the best possible outcomes for patients. There were a range of specific initiatives underway and planned as part of the programme involving the Council and NHS partners including a Citizen Portal, smart working, Management Information Systems, Customer Relationship Management and several Connected Care projects to integrate records and improve systems

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intelligence in the health and social care system. It was recognised that there were potentially significant benefits in terms of improved health and wellbeing outcomes and more efficient ways of working freeing up resources to support clinicians.

(Councillor Chohan joined the meeting)

The Panel considered some of the risks increased digitisation, particularly information governance and security. Members sought clarity on how data would be secured and highlighted the importance of clear communication with residents and patients who may be concerned about how their health records may be used. Officers explained the measures in place to manage and protect patient data and provided assurance that projects involving the transfer and sharing of patient data were subject to rigorous compliance frameworks and information sharing agreements which had been approved by the Slough Wellbeing Board. Questions were also raised about the robustness of back up systems in the event of system failures to ensure that patient safety and the delivery of services was not affected. It was responded that each organisations systems operated independently and a series of pilots had taken place which included testing of the resilience of the systems and back ups were in place.

The Panel also discussed the use of smart working practices in GP surgeries; the potential to improve the efficiency of the dispensation of medication; and the performance measures in place to quantify the benefits of digital projects. The potential involvement of wider partners was raised, including Police, Fire services and others. It was noted that a staged approach was being taken and the information sharing barriers would need to be carefully considered.

At the conclusion of the discussion the report was noted.

Resolved – That the report be noted.

56. Five Year Plan 2017-21

The Head of Policy, Partnerships & Programmes and Head of Adult Safeguarding & Learning Disabilities introduced a report on the new Five Year Plan and in particular Outcome 2: 'Our people will become healthier and will manage their own health, care and support needs'.

The Five Year Plan defined the strategic vision, opportunities and challenges for the Council and set out the key priorities behind which resources would be focused. The plan was updated annually and had recently been subject of a substantial refresh including a reduction in the number of outcome priorities from eight to five. The Health Scrutiny Panel was tasked with leading scrutiny of Outcome 2 relating to health and care issues and the key actions to improve the targeting of health checks, preventative activity, community capacity, empowerment and adult safeguarding were considered.

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During a wide ranging discussion, Members commented on the following issues:

- It was important to ensure the widest possible access to leisure facilities, particularly in view of the significant investment the Council was making, and the Panel requested further information on the discounts available to target groups once the new leisure provider was in place.
- Prevention and early intervention were particularly important, including the relationship and communication between social care and housing services. It was noted that new ways of working, including the recent adoption of a locality model in adult social care, would help improve such linkages.
- Relationships with the voluntary sector provided opportunities to engage people and the work the SPACE programme was doing was explained.
- The use of data and intelligence to determine strategic priorities was discussed and it was noted that the Joint Strategic Needs Assessment was evidence based and set out the high level approach.

More generally, the Panel discussed some of the other Five Year Plan outcomes including the performance measure for crime rates. Further information was requested on the action being taken by the Safer Slough Partnership to reduce crime rates per 1,000 population, and it was noted that the Thames Valley Police & Crime Commissioner was due to attend the Overview & Scrutiny Committee meeting in April which would provide Members with an opportunity to discuss these issues in more detail.

At the conclusion of the discussion the Panel noted the report and agreed to receive a further update in six months to include high level performance; any barriers to success; progress on digital innovation; and relationships between wellbeing and housing.

Resolved –

- (a) That the plans in place to achieve Outcome 2 in the new Five Year Plan be noted.
- (b) That the Panel receive an update in six months on the progress being made in delivering Outcome 2 of the plan to include:
 - i. an overview of performance;
 - ii. any issues or barriers requiring additional support;
 - iii. links between wellbeing and housing; and
 - iv. an update on the use of digital technology to help deliver outcome 2.

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57. Slough Wellbeing Board's Annual Report 2016/17

The Head of Policy, Partnerships & Programmes introduced a report that sought the Panel's comments on and endorsement of the draft Slough Wellbeing Board Annual Report 2016-17. The strategic role of Board in co-ordinating Slough's network of partnerships was noted and its key activities over the past year were reviewed.

The Slough Joint Wellbeing Strategy had been reviewed in 2016 with a reduced number of key priorities for partners to collectively focus on. The Board had held its first Annual Conference in September 2016 and it was agreed that Members of the Panel would be invited to the Wellbeing Annual Conference on 21st September 2017. During discussion, Members suggested that the Annual Report include more case studies and examples of practical achievements in support of the high level strategic priorities; and greater input from partners on how their involvement in the Board had made a difference to Slough residents. It was agreed that this feedback would be provided to the Wellbeing Board.

The Panel noted and endorsed the report.

Resolved – That the work underway to evaluate the effectiveness of the Wellbeing Board's key activities and achievements during the period May 2016 to April 2017, as set out in the draft Annual Report, be noted and endorsed.

58. Public Transport Services to Wexham Park Hospital & Healthcare Centres

The Head of Transport & Highways and Assistant Transport Planner introduced a report on the current arrangements for public transport to Wexham Park Hospital and other health care centres. A range of concerns had been raised by Members about the new First Bus timetable and routes; public transport services for Colnbrook residents to access to GP services; and disability access on some buses.

The Panel noted the information provided bus routes closest to each GP surgery in Slough, however, Members commented that in some instances the bus stop was some distance from the surgery and accessibility was a problem. Further information was therefore requested to identify those surgeries some distance from a bus stop and to take account of any complaints received about such accessibility issues. It was agreed that the Chair and Vice-Chair would meet with the transport team to further consider the specific local actions that could be taken to address access issues.

Concern was expressed about the fact that the Dial-a-Ride service was membership based and needed to be booked in advance which made it difficult for appointments due to unpredictable pick up times. In view of the particular difficulties for Colnbrook residents to access health facilities, which

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were detailed by ward members at the meeting, it was suggested that Adult Social Care support the membership costs of disabled residents.

Further to previous scrutiny discussions, Healthwatch Slough was compiling a report on disabled access issues on bus services and it was agreed that this report be considered at the next meeting of the Panel.

Resolved –

- (a) That the report be noted.
- (b) That the further information below be compiled to identify specific issues and evidence at particular healthcare centres, bus stops/routes or other concerns about accessibility.
 - i. The approximate distance between healthcare centres and the bus route/stop identified in paragraph 5.3 of the report; and
 - ii. Complaints received by the Council, Healthwatch and bus service providers in the past three years about accessibility problems relating to bus services and healthcare centres.
- (c) That the Chair, Vice-Chair and Healthwatch representative meet with Transport Officers to discuss the practical improvements required to address concerns at specific locations.
- (d) That the Panel consider the Healthwatch report on disabled facilities on local bus services at the next meeting in June 2017.
- (e) That the Adult Social Care department consider funding the block membership of disabled Colnbrook residents to use the Dial-a-Ride service to access health services following the recent closure of the local surgery.

59. Attendance Record

Resolved – That the Members' Attendance Record 2016-17 be noted.

60. Date of Next Meeting

The next meeting of the Panel would be held on 29th June 2017.

Chair

(Note: The Meeting opened at 6.31 pm and closed at 8.55 pm)