



Health and Social Care Scrutiny Board (5)

Time and Date

10.00 am on Wednesday, 14th July, 2021

Place

This meeting will be held remotely. The meeting can be viewed live by pasting this link into your browser: <https://youtu.be/GmxAKsWFMvk>

Note: This meeting is not being held as a public meeting in accordance with the Local Government Act 1972

Public Business**1. Apologies and Substitutions****2. Declarations of Interest****3. Minutes** (Pages 3 - 10)

(a) To agree the minutes of the meeting held on 23 June 2021

(b) Matters Arising

4. Restoration of Non-Covid Services in Coventry (Pages 11 - 14)

Report of Phil Johns, Coventry and Warwickshire CCGs. Dr Sarah Raistrick, Adrian Stokes and Rose Uwins, Coventry and Warwickshire CCGs have been invited to the meeting for the consideration of this item

5. Access to GP Services

Dr Sarah Raistrick, Coventry and Warwickshire CCGs will report at the meeting. Adrian Stokes and Rose Uwins, Coventry and Warwickshire CCGs have also been invited to attend along with Ruth Light, Coventry Healthwatch

6. Work Programme 2021-22 and Outstanding Issues (Pages 15 - 18)

Report of the Scrutiny Co-ordinator

7. Any other items of Public Business

Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

Private Business

Nil

Julie Newman, Director of Law and Governance, Council House Coventry

Tuesday, 6 July 2021

Notes: 1) The person to contact about the agenda and documents for this meeting is Liz Knight Tel: 024 7697 2644 Email: liz.knight@coventry.gov.uk, alternatively information about this meeting can be obtained from the following web link: <http://moderngov.coventry.gov.uk>

2) Council Members who are not able to attend the meeting should notify Liz Knight as soon as possible and no later than 9.00 a.m. on Wednesday, 14th July, 2021 giving their reasons for absence and the name of the Council Member (if any) who will be attending the meeting as their substitute.

3) Scrutiny Board Members who have an interest in any report to this meeting, but who are not Members of this Scrutiny Board, have been invited to notify the Chair by 12 noon on the day before the meeting that they wish to speak on a particular item. The Member must indicate to the Chair their reason for wishing to speak and the issue(s) they wish to raise.

Membership: Councillors J Birdi, J Clifford (Chair), T Khan, R Lancaster, G Lloyd, A Lucas, A Masih, E Ruane and D Skinner and Mr D Spurgeon, Co-opted Member

By Invitation: Councillors K Caan, G Hayre, M Mutton and G Ridley

Liz Knight

Tel: 024 7697 2644 Email: liz.knight@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at 10.00
am on Wednesday, 23 June 2021

Present:

Members: Councillor J Clifford (Chair)
Councillor J Birdi
Councillor R Lancaster
Councillor G Lloyd
Councillor A Lucas
Councillor A Masih
Councillor E Ruane

Co-Opted Members: David Spurgeon

Other Members: Councillors F Abbott, P Akhtar, J Blundell, J Innes, S Keough,
R Simpson and R Thay (Education and Childrens Services
Scrutiny Board (2))

Councillors K Caan, G Hayre, Cabinet Member and Deputy
Cabinet Member for Public Health and Sport
Councillor B Gittins, Deputy Cabinet Member for Children and
Young People
Councillor M Mutton, Cabinet Member for Adult Services

Councillor C Golby, Warwickshire County Council

Employees:

B Atkins, Public Health
S Caren, Adult Services
V Castree, Law and Governance
P Fahy, Director of Adult Services
J Fowles, Public Health
J Grainger, Public Health
J Gregg, Director of Childrens Services
G Holmes, Law and Governance
L Knight, Law and Governance
R Limb, Childrens Services

Other Representatives: C Evans, A Minhas, M Nicholls and R Onyon, Coventry and
Warwickshire Partnership Trust
Matt Gilks, Coventry and Warwickshire CCGs

Apologies: Councillors K Sandhu (Cabinet Member), P Seaman, (Cabinet
Member) D Skinner, C Thomas (SB2) and A Tucker (SB2)
S Hanson and K Jones (Co-opted Members SB2)

Public Business

1. Declarations of Interest

There were no declarations of interest.

2. **Minutes**

The minutes of the meeting held on 16th December 2020 were agreed as a true record. There were no matters arising.

3. **Emotional Wellbeing and Mental Health Support to the Population of Coventry**

The Board considered a joint briefing note on the emotional wellbeing and mental health support for children and young people in Coventry, with particular reference to the restoration and recovery from the Covid-19 pandemic. The paper was presented by Matt Gilks, Coventry and Warwickshire CCGs and Chris Evans, Coventry and Warwickshire Partnership Trust. Members of the Education and Childrens Services Scrutiny Board (2) attended the meeting for the consideration of this item along with Councillor B Gittins, Deputy Cabinet Member for Children and Young People, Councillor M Mutton, Cabinet Member for Adult Services and Councillors Caan and Hayre, Cabinet Member and Deputy Cabinet Member for Public Health and Sport. Councillor Claire Golby, Chair of the Adult Social Care and Health Overview Scrutiny Committee at Warwickshire County Council also attended the meeting and Aisha Minhas, Coventry and Warwickshire Partnership Trust, was also present.

The briefing note indicated that in March 2020, Government initiated national lockdown measures to control the spread of Covid-19 virus. This meant mental health services had to rapidly adapt and embrace virtual and remote working to ensure support continued to be provided to local people during these challenging times. The Covid-19 pandemic had had an impact on everyone's emotional wellbeing and mental health, in particular children and young people. Although services had continued to provide a virtual support offer during Covid, not all children and young people had the equipment, support or confidence to access support through a digital platform. This had meant some children and young people had become more isolated, which was likely to have a negative impact on their emotional wellbeing. The briefing note referred to the findings of recent surveys/ reports on the mental health of children and young people and highlighted that around 9,000 children and young people in Coventry could now have a probable mental disorder.

The briefing note detailed the successful initiatives that had been that had been led by health and social care as part of the suite of support available for emotional wellbeing and mental health needs during the Covid pandemic and included:

(i) Kooth, an online virtual support offer for emotional wellbeing and mental health, for children and young people aged 11 to 25. Kooth, went live in Coventry on 12 April 2021, and would enhance the early intervention mental health support offer; widen accessibility through an open referral process; give quicker access; give children and young people more choice and control; and support care leavers.

(ii) A system wide working group, known as the mental health surge working group, had been developed to monitor and review referral data into mental health services. Its purpose was to ensure a co-ordinated system wide response to

supporting children and young people with emotional wellbeing and mental health issues. The working group provided an opportunity for services to come together to build working relationships, understand services, and to help avoid duplication across the system. The group developed a children's and adults' mental health service offer leaflet which was circulated to all schools across Coventry.

(iii) In September 2020, the Government launched a Wellbeing for Education Return training programme as a response to providing mental health and emotional wellbeing support to schools and colleges. Coventry Educational Psychology Team took the lead on the local roll out of this programme and hosted a number of webinars during November 2020. The training programme focused on developing a whole school approach to managing mental health and emotional wellbeing and building resilience. There were over 120 nominated leads within education settings.

(iv) On 7 and 14 June 2021 system wide mental health webinars were delivered to School leads. The webinars focused on the local emotional wellbeing and mental health offer available in Coventry.

(v) Coventry and Warwickshire Mind had adapted their offer during the Covid-19 pandemic, involving the move to a digital platform. The briefing note highlighted the support services that Mind now offered.

(vi) Coventry had received NHS England funding to develop and implement two mental health support teams (MHSTs) in schools. All school were supported for an interim period during lockdown. The support was now back to 8 schools with the plan to grow the access for up to 31 schools.

(vii) The Primary Care service had continued to offer support and consultation to schools and those professionals reaching out the service via the Rise Navigation Hub. Rise delivered a series of training sessions to professionals on self-harm to support those professionals who were dealing with distress. In March 2020 the Rise mental health service for children and young people made rapid changes to the Crisis Team, moving it to a new location at Whitestone Clinic, Nuneaton, where it could access clinical space to see children and young people away from acute hospitals, given the expectation they would be running at maximum capacity in response to Covid-19. The service had introduced a 24/7 Crisis Telephone contact service at very short notice.

(viii) As part of recovery planning activities, additional investment had been made by the Clinical Commissioning Group for the recurrent growth of the children and young people Eating Disorder service and the children and young people Crisis Team. The briefing note detailed the measures put in place with additional funding from NHS England including the development of a multi-agency 'Think Family support Service' and the commissioning of PeopleToo, an independent voluntary sector organisation.

Members were informed that throughout the Covid pandemic all services across the system had continued to operate and deliver emotional wellbeing and mental health service to meet the needs of local children and young people, during this difficult time.

The briefing note highlighted areas of concern indicating that National Lockdown restrictions for children and young people had prevented normal access to support from school, friends, clubs and the activities that children and young people utilised to help support their emotional wellbeing. Early indications had identified that children and young people had experienced increased levels of anxiety and separation distress without the ability to normalise this in the way they would have done before restrictions. There were some specific areas where there were increased levels of complexity and demands for services, in particular eating disorders and children and young people presenting in crisis. While overall referrals dropped in the first three months of the pandemic, demands on services had now grown significantly. Since March 2020 eating order referrals had increased in both quantity and complexity.

Locally and nationally, there had been a surge in demand for support for children and young people who were in a state of crisis in both the community and presenting at acute hospitals. Locally, the services established to support these children and young people experienced demand beyond their capacity which resulted in the need to use capacity from elsewhere in the system. There was a particular concern about the availability of tier 4 beds. The briefing note highlighted the measures put in place to cope with these service demands.

Reference was made to the issue that data collected suggested that social isolation was a growing problem for children and young people.

Additional information was provided on the next steps which included funding being sought to extend the Think Family Support Service for children and young people with eating disorders; a further roll-out of the Kooth programme; and the development of the CAMHS provision/ services.

Members questioned the representatives and officers on a number of issues and responses were provided, matters raised included:

- Support for all the excellent work of the services supporting the emotional wellbeing and mental health of the children and young people in the city
- Further information about the assistance for children and young people with lower level mental health issues, including the help in schools
- What support was available from GPs and what were the referral options open to GPs to refer their patients
- How are long term and short term mental health issues differentiated
- The role of parents in mitigating mental health problems
- Further details about the relationships with Coventry and Warwickshire MIND
- Concerns about cultural barriers and mental health issues with particular reference to the elderly
- Clarification about the different on line tools which offer support for children and young people with mental health issues
- What happened when children/ young people failed to attend their appointments, what were the follow up procedures

RESOLVED that the progress to date be noted and the plans to further progress the mental health and emotional wellbeing support available in Coventry be endorsed.

4. Community Mental Health and Transformation - Adults and Suicide Prevention

The Board considered a joint briefing note on the community based mental health and emotional well-being services for the adult population of Coventry, with emphasis on the restoration and recovery from the Covid-19 pandemic. An update on suicide and suicide prevention work in the city was also included. The paper was presented by Dr Richard Onyon, Coventry and Warwickshire Partnership Trust. Councillor M Mutton, Cabinet Member for Adult Services and Councillors Caan and Hayre, Cabinet Member and Deputy Cabinet Member for Public Health and Sport attended the meeting for the consideration of this item. Councillor Claire Golby, Chair of the Adult Social Care and Health Overview Scrutiny Committee at Warwickshire County Council also attended the meeting and Aisha Minhas and Marie Nicholls, Coventry and Warwickshire Partnership Trust, were also present.

The briefing note indicated that improving the Mental Health and Emotional Wellbeing of communities was a key priority both nationally and at a Coventry and Warwickshire level. Partners were working together across the health and social care system to deliver the ambition of the NHS long term plan in the context of understanding the needs of our local populations. By 2023/24 the Long-Term Plan stated 'All ICSs will have received funding to develop and begin delivering new models of integrated primary and community care for adults and older adults with severe mental illness'. The constraints of Covid-19 had placed additional challenges on delivery, but services had continued throughout the last year, albeit using different ways of engaging with service users.

The Board were informed that Primary Care and Community Mental Health services had been under considerable and increasing pressure. Some people referred to specialist mental health services could have been helped more quickly and effectively if the system was better integrated. GPs were reporting seeing more people with mental health issues as they had come out of isolation as Covid restrictions had been relaxed. Patients were now coming forward who were previously not known to services presenting with mental health needs which was contributing additional pressure within existing services.

Coventry and Warwickshire Health and Care Partnership (HCP) were informed in January that they had been successful in accessing non recurrent NHSE transformation funding to help transform community mental health services in line with the Long-Term Plan. This was in addition to agreed increases in baseline funding. The briefing note highlighted the levels of additional funding over the next four years, to be used to support adults with severe mental illness.

The funding would be used in support of the Long Term Plan's objectives to have new and integrated models of primary and community mental health care i.e. a community based offer that would include access to psychological therapies; improved physical health care; employment support; personalised and trauma-informed care; medicines management; and support for self-harm and co-existing substance abuse. This funding was expected to maintain and develop new

services for people with the most complex needs along with proactive work to address racial disparities and other health inequalities. The Board noted it provided a once-in-a-generation opportunity to boldly transform the community mental health offer in Coventry and Warwickshire, resulting in an enhanced experience of easily accessible ('no door'), integrated and seamless pathways for people with severe and enduring mental illness.

Proposals set out key principles of what the future model would look like and also set out the commitment to working with local communities across Coventry and Warwickshire to develop the future model and services. For the next three years, partnership work would re-design and re-organise mental health services and how people could access them. This would include re-organising core mental health teams to work at a "place" based level, and to have an integrated offer across health, social care and VCSE – aligned to Primary Care Networks – with the aim of giving adults and older adults more choice and control over their care, and empowering them to live well in their communities.

The principles of transformation were set out.

The briefing note indicated that the Coventry and Warwickshire Health and Care Partnership (HCP) had identified that by supporting people earlier on in mental health crisis, in the community helped to avoid inpatient admission which was more effective and beneficial to patients for their recovery thereby improving outcomes and patient experience. Following funding from NHSE, a number of services had come online over the last 2 years which had strengthened and transformed the urgent and acute care pathway to enhance inpatient gatekeeping and facilitate early discharge into the community. These services were highlighted in the briefing note.

For 2021/22 to 2022/23 Coventry and Warwickshire Health and Care Partnership had been successful in obtaining funding from NHS England/Improvement to strengthen the mental health crisis pathway by establishing alternative forms of provision. The purpose of the funding would be to increase the range of local alternatives to A and E, mental health inpatient care and mental health crisis teams. Several initiatives were highlighted.

The briefing note also referred to suicide and suicide prevention. In November 2016, the Health and Wellbeing Board signed off the Coventry Suicide Prevention Strategy for 2016-2019. The strategy was designed to harmonise with the aims and approaches of the West Midlands Combined Authority WMCA mental health commission and with the strategic aims of our neighbouring authority Warwickshire. Whilst the strategy, vision and strategic priorities remained current, the original action plan to November 2019 was refreshed by the steering group and developed into a forward plan for 2020 - 21. The Coventry and Warwickshire Health and Care Partnership had received suicide prevention funding for 3 years from NHSE. This programme was now complete, and an evaluation report was to be published in the autumn. Key aspects of this programme around crisis support, inpatient safety, real time surveillance, bereavement support and community resources would continue as legacy programmes.

The Board were informed of the initiatives that were working well in Community Mental Health Transformation; Urgent and Acute Care; and Suicide and Suicide

Prevention. Concerns were also highlighted which centred around the increasing demands on services.

Further information was provided on the next steps which for Community Mental Health Transformation were: (i) programme management to be fully established in the next few months including recruitment and establishment of a programme team and the governance framework for the programme, (ii) the development of the pathways for Eating Disorders, Personality Disorders, Community Rehabilitation with a view to mobilisation and implementation in the second part of the year and (iii) the continued mobilisation of the co-production strategy.

The next steps for Urgent and Acute Care were to (i) implement Phase 2 of the MHAH and CORE 24 standard for the Mental Health Liaison Services, (ii) develop a co-production action plan which was aligned to the Community Mental Health co-production strategy, (iii) implement the Warwickshire Social Intervention Collective Model and (iv) procure the Crisis House provision working with VCSE providers.

The next steps for Suicide Prevention were (i) an audit of Coventry and Warwickshire coroner records was underway to compare deaths during the lockdown period with previous years, with a joint area learning panel and case review process being in development, (ii) A Coventry and Warwickshire mental health joint strategic needs assessment including suicide would be produced by June 2021 for Health and Wellbeing Boards to consider recommendations, (iii) an all age suicide bereavement support service for Coventry and Warwickshire residents would be in place by September 2021 and (iv) a partnership event to present the projects and evaluation of the NHSE funded suicide prevention programme would take place in September 2021.

Members questioned the representatives and officers on a number of issues and responses were provided, matters raised included:

- Referring to the recent BBC hospital programme from UHCW, in particular the episode concerning A and E where a young woman on suicide watch was left in a cubicle for 72 hours while a bed could be found, was this a regular occurrence
- What was happening to mitigate the pressure for inpatient beds
- Further details about the funding that had been secured for the transformation programme
- Support for the transformation programme and the benefits it will bring for patients
- The importance of partnership working
Further details about the suicide prevention measures and an acknowledgement that suicide prevention was an issue for all of society
- The importance of awareness raising to suicide prevention
- Information about tackling inequalities
- What to do if you have concerns about family/ friends in light of patient confidentiality
- How suicide affects people from all levels of society.

RESOLVED that:

(1) The progress to date be noted and the plans to further progress the mental health and emotional wellbeing support available to Coventry be endorsed.

(2) Information about the additional transformational funding to support community based mental health and emotional wellbeing services for adults, including what percentage of the total budget this represents, be circulated to members.

5. Work Programme 2021-22

The Board considered their work programme for the new municipal year, noting that the meeting originally scheduled for 22nd September 2021 had now moved to 29th September.

RESOLVED that the work programme for 2021/22 be approved.

6. Any other items of Public Business

There were no additional items of public business.

(Meeting closed at 12.00 pm)

Coventry Health and Social Care Scrutiny Board (5)

14 July 2021

Restoration of non-COVID services in Coventry

1 Purpose

- 1.1 To provide an update of the monitoring, recovery and restoration plans for non-COVID-19 services in Coventry

2 Recommendations

- 2.1 The Board are asked to note the content of the report.

3 Information/Background

- 3.1 In the first half of 2021 there have been two events which have had a significant impact on our restoration of services.

3.1.1 We have had a second wave of Covid cases over December to February, followed by increasing Covid cases in the last few weeks in June related to the Delta variant.

3.1.2 The system has been selected as a pilot site for NHS England's "Accelerator" programme which aims to accelerate the restoration of elective care services. The expectation of this programme is for pilot sites to undertake additional activity and transformation of services so that by the end of July 2021, elective care activity, as measured by value, reaches 120% of what it was in July 2019.

To support this pilot, the system has received £10m to support the expansion of capacity to deliver elective care. This is supported by the national Elective Care Recovery Fund (ERF) which provides additional revenue to systems who achieve delivering over 85% of activity levels seen in 2019-20.

Associated with this, the system has developed expansion plans for increasing diagnostic activity through community diagnostic hubs.

4 Key areas of Activity:

- 4.1 Our focus remains on:

4.1.1 Recover the maximum elective activity including increasing electives including outpatients to at least 120% of 2019-20 levels by the end of July 2021.

4.1.2 Cancer delivery to restore cancer services including immediate management of 104+ day waits, reducing 62 day and 31 day waits.

- 4.1.3 Restoration of service delivery in primary care and community services, including backlog of childhood immunisations and cervical screening, programme of structured care home reviews, and all GPs to continue to offer face to face appointments as well as remote triage and video.
- 4.1.4 Expanding and improving MH/LD services including increasing investment in line with the Mental Health Investment Standard; allocation of funding to core Long Term Plan (LTP) priorities.
- 4.1.5 Preparation for management of any Covid resurgence and preparedness for general increase in emergency activity. We will do this by continuing to follow good Covid-related practice. We will also prepare for winter including
- utilising the independent sector,
 - expanding both Covid vaccination and seasonal flu vaccination programmes,
 - expanding the 111 First offer,
 - maximising the use of 'Hear and Treat' and 'See and Treat' pathways for 999 demands.
 - Continuing to work collaboratively with local stakeholders including voluntary sector and local authorities.
- 4.1.6 Reflecting on Covid lessons-learnt and embedding positive change and continuing to support staff, and continued action on inequalities and prevention: a People Plan 20/21 has been published with some specific objectives to address inequalities.

5 Overview of restoration of services

- 5.1 As a system, we are recovering our services well and, as of week of 21st June 2021, the majority of our services are at or above the levels from the same period in 2019-20, which is well above the activity seen last year during the first Covid surge.
- **Covid Vaccination** - Almost 1.1 million Covid vaccinations have been given across Coventry and Warwickshire by the end of June 2021. Initial data shows that this seems to be breaking the linkage between the rate of infection and the rate of hospitalisation, so whilst community infections have increased, the associated hospitalisation growth has so far been less than it was during the first and second waves.
 - **Diagnostics** - Levels of diagnostic activity are back at or exceeding levels normally expected for this time of year, and referrals have returned to previous pre-COVID levels.
 - **Outpatients** - all services have been restarted and are increasing in line with provider operational plans to support the elective accelerator programme.
 - **Planned surgery (Elective)** - all services have been restarted and are increasing in line with provider operational plans to support the elective accelerator programme.
 - **GP Services:** Appointment levels are back at and exceeding levels seen in 2019-20.
 - **A&E attendances** – Overall these are lower than the same period last year, however, we are seeing high numbers of attendances at main casualty sites, and seeing an increase in admissions above numbers experienced pre-Covid. Part of this increase is a notable increase in attendances for children with respiratory illness,

and part of the increase is a move towards more appropriate same day emergency care (SDEC) services and pathways.

6 Outpatient, Day-case, Electives activity

- 6.1 **Outpatient:** As a System, Coventry and Warwickshire undertook approx. 26,000 first Outpatient attendances/month prior to Covid. Following the onset of the pandemic, the lowest point was approximately 12,000 attendances in May 2020, which was 40% of the same period in the preceding year.
- 6.2 The latest unvalidated weekly reported position in June 2021 shows the position has improved considerably with first Outpatient appointments at around **110%** of that at the same time in 2019.
- 6.3 **Day-case:** Approximately 11,000 day-case procedures took place in March 2020. In the immediate aftermath of COVID this reduced with the lowest point being in June 2020 with approx. 3,800 procedures.
- 6.4 The latest unvalidated weekly reported position in June 2021 shows the position has improved considerably with activity at **116%** of the same period in the preceding year.
- 6.5 **Inpatient Elective:** In March 2020, 1,400 elective procedures took place. This reduced to its lowest position in June 2020 of just under 400 operations.
- 6.6 The latest unvalidated weekly reported position in June 2021 the position has improved considerably with activity at **120%** of the same period in the preceding year.
- 6.7 Nationally there has been a significant increase in patients waiting for over 52 weeks for treatment. Across Coventry & Warwickshire we ended March 2021 with 7,280 patients having waited over 52 weeks. Our most recent (as yet unvalidated) figures show this number is on course to have reduced by **30%** to around 5,100 by the end of June 2021.

7 Coventry and Warwickshire Cancer Services Restoration

- 7.1 **Two Week Wait pathways** - With regards to patients on a two week wait suspected cancer pathway, we have seen the numbers being referred and waiting return to pre-Covid levels. The latest unvalidated weekly information for June 2021 indicates activity is **170%** of the level reported in the same week in June 2019-20 pre-Covid.
- 7.2 **Sixty-two day wait pathways** – After an initial fall when Covid started, the number of patients with cancer on a 62-day pathway has increased, reflecting the increase in referrals back to normal levels. The latest monthly information for April 2021 indicates activity is **100%** of the level reported in the same month in June 2019-20 pre-Covid.
- 7.3 It is important to note that a lot of patients chose to defer treatment in the first COVID wave, thus extending the period of time before treatment. This position is also improving.

8 Restoring and supporting access to GP Services

- 8.1 The Covid Pandemic resulted in significant necessary changes to how Primary Care is delivered in Coventry.
- 8.2 As part of the NHS COVID-19 Phase 1 response, and in line with many areas across the country, a number of General Practice services were either fully or partially stopped in order to prioritise resources appropriately to respond to the national Level 4 Incident. The way in which other General Practice services were delivered needed to be radically changed in order to protect the health and wellbeing of both patients and staff.
- 8.3 The primary care operating model was rapidly adapted, in line with national guidance, to safely deliver primary care services to patients in Coventry and Warwickshire.
- 8.4 All practices in Coventry and Warwickshire undertook a wholesale move to a 'total triage' model with initial telephone triage of all patient contacts. Essential services are delivered in a tiered approach with a 'digital first' approach being implemented by practices for essential 'cold' consultations, this approach includes the use of telephone, video and online consultations.
- 8.5 All practices are open across Coventry. For those patients who need to be seen face to face, and are not potential COVID-19 positive or confirmed positive, face to face appointments are available at all practices in Coventry, following the initial telephone triage.
- 8.6 GP appointments back at or exceeding pre-Covid levels. Increased numbers of patients are having appointments on the day or the day after, with 63% occurring on the day or the day after, which is well above the national position of 55%.
- 8.7 Appointments are primarily during the working week (Monday to Friday). 50% of these appointments are face-to-face and 61% of the appointments are with GPs rather than other clinical staff, compared to a national position of 52%.
- 8.8 General Practice is continuing to deliver the vaccination programme in addition to seeing patients and restoring services.
- 8.9 We are also working closely with our local practices to ensure that there remains an appropriate service for potential COVID-19 positive or confirmed positive patients who require a face to face consultation following clinical triage / consultation in an appropriate, safe Primary Care setting. These are known as "Hot Hubs" and ensure that patients are still able to seek the treatment they need or referred onward if urgent treatment is required.
- 8.10 Transport for those unable to make their own way to the Hub is also in place. We have surge and escalation plans in place to ensure appropriate capacity and capability in order to respond to the current pandemic demands.

Agenda Item 6

Health and Social Care Scrutiny Board Work Programme 2021/22 14th July 2021

Please see page 2 onwards for background to items

23rd June 2021
<ul style="list-style-type: none">- Emotional Wellbeing and Mental Health Support to the Population of Coventry- Community Mental Health Transformation
14th July 2021
<ul style="list-style-type: none">- NHS Restoration- Access to GP Services
29th September 2021
<ul style="list-style-type: none">- Adult Social Care; Annual Report (Local Account) 2020/21 and Adult Social Care Performance
3rd November 2021
<ul style="list-style-type: none">- Director of Public Health and Wellbeing Annual Report
8th December 2021
-
2nd February 2022
-
23rd March 2022
-
2021/2022
<ul style="list-style-type: none">- NHS Long Term Plan- Primary Care- Health and Wellbeing Strategy Priorities Refresh- Adult Safeguarding Annual Report 2020/21- Drugs and Alcohol Overview- Social Prescribing- Coventry and Warwickshire Maternity, Children and Young People Programme (MCYP) (Joint with SB2)- Child and Adolescent Mental Health (Joint with SB2)

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
23rd June 2021	- Emotional Wellbeing and Mental Health Support to the Population of Coventry	To scrutinise the emotional wellbeing and mental health support to the Population of Coventry with a focus on the emotional well-being and mental health support for children and young people.	Coventry and Warwickshire Partnership Trust/ Coventry City Council
	- Community Mental Health Transformation	To scrutinise community based mental health and emotional well-being services for the adult population of Coventry with an emphasis on restoration and recovery from Covid-19.	Coventry and Warwickshire Partnership Trust
14th July 2021	- NHS Restoration	Changes were made to NHS services to enable the management of the pandemic. This item will outline the process by which services will be restored across the sub-region.	Coventry and Warwickshire CCG
	- Access to GP Services	To scrutinise access to GP services. This includes appointment booking process and access to face to face care.	Coventry and Rugby CCG
29th September 2021	- Adult Social Care; Annual Report (Local Account) 2020/21 and Adult Social Care Performance	To scrutinise the Adult Social Care Local Account 2020/21 and Adult Social Care Performance.	Cllr M Mutton/ Pete Fahy (CCC)
3rd November 2021	- Director of Public Health and Wellbeing Annual Report	To present information on the annual report for and feedback on progress from previous reports.	Liz Gaulton
8th December 2021	-		
2nd February 2022	-		
23rd March 2022	-		

Health and Social Care Scrutiny Board Work Programme 2021/22

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
2021/2022	- NHS Long Term Plan	A further report on the NHS Long Term Plan be submitted to a future meeting of the Board with particular reference to the £139m of savings already achieved including how these had been secured; the impact on current services; any services that had been discontinued; details of anything that had been outsourced and staffing levels	Sir Chris Ham
	- Primary Care	An item to look at Primary Care, including the recruitment and retention of GPs, Supporting Self Care and changes to service delivery post Covid-19.	Coventry and Warwickshire CCG
	- Health and Wellbeing Strategy Priorities Refresh	To look at the updated Health and Wellbeing Strategy and the actions to progress the refreshed three priorities.	Liz Gaulton
	- Adult Safeguarding Annual Report 2020/21	This is an Annual Report received by the Board on Adult Safeguarding.	Rebekah Eaves
	- Drugs and Alcohol Overview	The Drug and Alcohol Strategy is due to end in 2020. Following the outcome of the CLear Assessment, the strategy will be revised and Members will feed into the revised strategy. Outcome of CLear Assessment and service user feedbacks (May/ June 2020).	Sue Frossell,
	- Social Prescribing	This item will explore the concept of social prescribing and feedback on the evaluation of the pilot which has taken place in the City.	Liz Gaulton
	- Coventry and Warwickshire Maternity, Children and Young People Programme (MCYP) (Joint with SB2)	Looking scrutinise plans to develop and deliver joined-up services commissioned for babies, children, young people and their families being developed as part of the Coventry and Warwickshire Health and Care Partnership work programme.	Anna Hargrave, South Warwickshire CCG

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
	- Child and Adolescent Mental Health (Joint with SB2)	To include referral pathways, wait times, support whilst waiting for diagnosis and the impact of diagnosis on families and educators.	Coventry and Warwickshire CCG