

**Coventry City Council**  
**Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at 2.00 pm on Wednesday, 5 March 2014**

Present:

Members: Councillor S Thomas (Chair)  
Councillor A Andrews (substitute for Councillor Noonan)  
Councillor J Clifford  
Councillor C Fletcher  
Councillor P Hetherton  
Councillor R Lakha (substitute for Councillor Sehmi)  
Councillor C Miks (substitute for Councillor Ali)  
Councillor J Mutton

Co-Opted Members: Mr J Mason, representing Mr D Spurgeon

Other Representatives: Gillian Arblaster, University Hospitals Coventry and Warwickshire  
Dr Steven Allen, Coventry and Rugby CCG  
Councillor C Edwards, Rugby Borough Council  
Juliet Hancox, Coventry and Rugby CCG  
Ruth Light, Coventry Healthwatch

Employees:

P Barnett, People Directorate  
K Bichbiche, Chief Executives Directorate  
S Brake, People Directorate  
L Knight, Resources Directorate  
L Newell, People Directorate

Apologies: Councillors M Ali, A Gingell and H Noonan  
D Spurgeon

## **Public Business**

### **54. Declarations of Interest**

There were no disclosable pecuniary or other relevant interests declared.

### **55. Minutes**

The minutes of the meeting held on 5<sup>th</sup> February, 2014 were signed as a true record. There were no matters arising.

### **56. Commissioning Landscape for the City**

The Board received a presentation from Dr Steve Allen, Accountable Officer and Juliet Hancox, Chief Operating Officer, Coventry and Rugby Clinical Commissioning Group (CCG) detailing the progress and achievements of the CCG. Councillor Claire Edwards, Chair of the Customer and Partnerships Scrutiny Committee, Rugby Borough Council, attended the meeting for the consideration of this item.

The presentation set out the history to the establishment of the CCG which was one of the 20 largest in England, supporting 77 GP practices with a population of 466,000. Attention was drawn to the strengths of the organisation which included patients being at the heart of decision making; clinical commissioners with a track record of achievement; quality and safety; partnerships; and public involvement. Information was provided on the budget delegation for 2012/13 with the total budget being £556.6m.

The achievements of the CCG in the following areas were highlighted:

- Primary Care Quality and Safety
- Frail Older People
- Wellbeing in Mental Health
- Healthy Living and Lifestyle Choices
- Best Practice in Hospital Care

The presentation concluded with information on performance issues.

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

- The importance of using language that could be understood by members of the public
- Further information about responsible prescribing for people over 85 and the role of pharmacists
- Concerns about the availability of GP appointments in the city
- The implications of the reduction of the management charge per patient which was down to £25 with a further cut anticipated
- The clinical sustainability of some specialist services
- The current situation at the George Eliot Hospital
- Further information about the availability of patient information for ambulance staff
- Managing too early or delayed patient discharges
- Further details on the CCG budget, in particular the percentage spend on mental health
- Should there be more investment in public health
- Measures to reduce frequent unnecessary attendance at A and E
- The number of beds in the city for dementia patients
- Quality in care homes, in particular the roles of the CCG and the CQC
- Safeguarding training
- How are GPs encouraged to share best practice
- Views on information sharing of patient's records

**RESOLVED that:**

**(i) The presentation and the progress made by the Coventry and Rugby CCG be noted.**

**(ii) Information on (a) mental health spending as a percentage of the total budget and (b) the number of dementia beds in the city be sent to all members.**

57. **Referral by Healthwatch Coventry - Commissioning of Patient Transport Services**

The Scrutiny Board considered a briefing note of the Scrutiny Co-ordinator concerning a referral from Healthwatch Coventry relating to the commissioning of local Patient Transport Services. Ruth Light, Healthwatch Coventry attended for the consideration of this matter and outlined the organisations' concerns. Dr Steve Allen and Juliet Hancox, represented Coventry and Rugby Clinical Commissioning Group (CCG) and Councillor Claire Edwards, Rugby Borough Council was also in attendance.

The briefing note indicated that the Health and Social Care Act 2012 allowed Healthwatch to make referrals to the Local Authority Health Overview and Scrutiny Committee.

Patient Transport Services for Coventry and Warwickshire were provided by West Midlands Ambulance Service under an historic contract negotiated with local Primary Care Trusts. Late last year following a process of engagement with Healthwatch Coventry regarding the specification for a new tender, a decision was taken by the CCG to postpone the re-tendering of the contract with a one year extension being put in place to maintain the current provider.

The letter from Healthwatch Coventry requesting the Board to investigate the matter which detailed their specific concerns was appended to the briefing note. A response from the CCG setting out the reasons for delaying the issues and the involvement of Healthwatch was set out at a second appendix.

John Mason, Coventry Healthwatch, reported on the concerns of David Spurgeon regarding the transport of patients for dialysis treatment.

Members of the Board questioned the representatives and responses were provided, matters raised included:

- Concerns about quality issues and the failings of the current service
- Further details about the tender process that was halted
- Examples of areas of concern
- How the current contract could be better managed
- An assurance that the CCG would talk to patients and staff about the service requirements
- The need to learn from past mistakes to make the current situation better.

There was an acknowledgement from the CCG that the current service was not good enough and that the tender process needed to deliver a better quality service.

**RESOLVED that:**

**(i) The Coventry and Rugby Clinical Commissioning Group (CCG) be recommended to look into the requirements of the existing contract for the commissioning of patient transport.**

**(ii) The CCG be recommended to consider the use of penalty clauses in the new contract for patient transport.**

**(iii) Representatives from the CCG be requested to attend a future meeting of the Disability Advisory Panel when the Panel consider the issue of allowing personal fold down walkers or personal wheelchairs in the patient transport vehicles.**

**(iv) In light of the experiences of Healthwatch Coventry, the CCG be recommended to work closely with Healthwatch when commissioning the new contract for patient transport and in any other issue involving patient transport.**

## **58. Physical Healthcare of Learning Disability and Mental Health Patients**

The Scrutiny Board considered reports from University Hospitals Coventry and Warwickshire (UHCW) concerning the care of patients with learning disabilities and the hospitals response to mental health inspections by the Care Quality Commission. A briefing note from the Council's Head of Mental Health and Learning Disabilities advising members on the purpose and process required to fulfil the legal responsibilities under the Mental Capacity Act was tabled at the meeting. Gillian Arblaster, Associate Director of Nursing, UHCW, attended the meeting for the consideration of this item.

The report concerning the care of patients with learning disabilities provided an overview of the work being undertaken at UHCW in relation to the development of pathways of care and enhancing the experiences of patients with a learning disability who accessed services and received care at the hospital. There had been a number of reports and inquiries published since 2011 relating to the care received by people with learning disabilities. Key findings were that the quality and effectiveness of health and social care afforded had been shown to be deficient in a number of ways.

The report identified areas of good practice in particular partnership working with the Acute Liaison Team, education and training and reasonable adjustments. Areas for improvement were enhanced identification of patients with a learning disability; process for trigger serious incident or mortality review for people with learning disabilities.

Members questioned the representative, in particular asking for examples of how, in a ward with lots of patients, would nursing practices would change.

The briefing note indicated that the Mental Capacity Act applied to everyone who worked in health and social care and was involved in the care, treatment or support of people over 16 years of age who may lack capacity to make decisions for themselves. The Act was accompanied by a statutory Code of Practice which explained how the Act worked on a day to day basis and provided guidance. Attention was drawn to the work of the Independent Mental Capacity Service which provided advocates to help particularly vulnerable people who lack capacity to make important decisions about serious medical treatment and changes in accommodation.

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

- Who would determine the best person to make a decision on behalf of a vulnerable person
- The treatment of a person with mental health needs compared to someone requiring treatment for a physical health issue
- The training available for staff and the opportunities for joint training between different organisations
- The options available for joint working
- A framework indicator set relating to the prevention of premature deaths

**RESOLVED that:**

**(i) Any future reports to be considered by the Board to be circulated with the agenda for the appropriate meeting to allow members the time and opportunity to understand all the relevant issues.**

**(ii) The City Council and University Hospitals Coventry and Warwickshire (UHCW) be requested to undertake joint working around training relating to learning disability and mental health.**

**(iii) UHCW be requested to give consideration as to how they can contribute to the development of a framework indicator set for the CCG relating to the prevention of premature deaths for vulnerable patients.**

**59. Outstanding Issues Report**

The Board noted that all outstanding issues had been included in the work programme, Minute 60 below refers.

**60. Work Programme 2013-14**

The Board noted their work programme for the current year, in particular the issues to be considered at the last two meetings for 2013/14.

**61. Any other items of Public Business**

There were no additional items of public business.

(Meeting closed at 5.00 pm)