

**Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at
2.00 p.m. on Wednesday, 30th July, 2014**

Present:

Scrutiny Board Members: Councillor Thomas (Chair)

Councillor J Clifford
Councillor P Hetheron
Councillor J Mutton
Councillor Skinner
Councillor Taylor
Councillor Welsh (substitute for Councillor O'Boyle)

Co-opted Member: Mr J Mason, representing Mr D Spurgeon

Other Members: Councillor Gingell (Cabinet Member (Health and Adult Services))

Employees (by Directorate):

People: S. Brake

Resources: S. Bennett, S. Symonds

Apologies: Councillors Ali, Howells and O'Boyle

Others present:

Coventry and Warwickshire
Partnership Trust: P. Masters, T. Wrench

Coventry and Rugby Clinical
Commissioning Group: Dr S Allen, M. Gilks

West Midlands Ambulance
Service: M. Gough, J. Kavanagh, S. McLeod, H. Patel

Public Business

1. Declarations of Interest

There were no declarations of interest.

2. Minutes

The minutes of the meeting held on 30th April, 2014 were signed as a true record.

There were no matters arising.

3. Quality Accounts 2013/14

The Scrutiny Board considered a Briefing Note of the Scrutiny Co-ordinator which introduced the Board to the 2013-14 Quality Accounts produced by local provider NHS Trusts. The Quality Accounts for the Coventry and Warwickshire Partnership Trust (CWPT) and West Midlands Ambulance Service (WMAS) were set out in appendices to the note and it was noted that the Quality Accounts for University Hospital Coventry and Warwickshire would be scheduled for a future meeting. Representatives from CWPT and WMAS attended the meeting for the consideration of this item. Councillor Gingell, Cabinet Member (Health and Adult Services) also attended the meeting for the consideration of the issue.

The Department of Health introduced the requirement for NHS trusts to issue Quality Accounts in 2009. The purpose was to encourage boards and leaders of healthcare organisations to assess quality across all the healthcare services they provided and to engage in the wider processes of continuous quality improvement. The Scrutiny Board had the opportunity to provide a commentary on the local Trusts. During this year, a quality accounts task and finish group made up of representatives from Warwickshire County Council, the City Council, Healthwatch Coventry and Healthwatch Warwickshire had met to provide a joint commentary on the Quality Accounts for Coventry and Warwickshire Partnership Trust and University Hospitals Coventry and Warwickshire.

Paul Masters, Assistant Director of Governance and Tracey Wrench, Director of Nursing, introduced the Quality Account for CWPT. Attention was drawn in the Quality Accounts to the following:-

- Work undertaken in respect of Vision and Value
- The response to the Robert Francis Inquiry
- Learning from complaints
- Work undertaken towards transforming how care and treatment are delivered

The Board questioned the representatives on a number of issues and responses were provided. Matters raised included:-

- i) The effectiveness of the Quality Accounts in providing all of the necessary information for appropriate and interested parties
- ii) Whether mental health services provided were fit for purpose
- iii) Work being carried out on the early diagnosis of dementia and the impact that early diagnosis has on services
- iv) Inpatient activity, including low level physical activity

Ham Patel, General Manager and Joanne Cavanagh, Clinical Support Manager, introduced the Quality Account for WMAS. Attention was drawn in the Quality Accounts to the following:-

- Increase in the number of frontline clinical staff, which will further increase in the next 12 months
- Completion of the rollout of the Make Ready Hubs, which means vehicles are refuelled, cleaned and restocked for use by staff when they arrive for duty.

- The successful taking over of the NHS 111 service across the majority of the West Midlands
- Work undertaken with commissioners and stakeholders to make improvements to the service by addressing service demand increases, hospital turnaround delays and underfunding
- Improvements in the collection of evidence and data
- Increasing engagement with both staff and the public

The Board questioned the representatives on a number of issues and responses were provided. Matters raised included:-

- i) Staff training and development, particularly in the area of data and evidence collection
- ii) Waiting time at hospitals
- iii) The difference between paramedics and Community First responders
- iv) Outcomes for cardiac arrests patients

The Board also noted, with concern, that the Trust had recently decided to allow the Chief Executive of the West Midlands Ambulance Service to go part-time.

RESOLVED:-

- 1) That the Quality Accounts for the Coventry and Warwickshire Partnership Trust and the West Midlands Ambulance Service be received and noted.**
- 2) That, in light of the organisational challenges highlighted, the Chair of the Scrutiny Board, Councillor Thomas, be requested to write to the Trust, on behalf of the Board, regarding their recent decision to allow the Chief Executive of the West Midlands Ambulance Service to undertake his role on a part-time basis.**

4. Patient Transport Services

The Scrutiny Board received a presentation from Dr Steve Allen, Accountable Officer and Matt Gilks, Head of Contracting and Procurement, Coventry and Rugby Clinical Commissioning Group (CCG), on a review of the current Patient Transport Services (PTS), following concerns raised regarding the requirements and delivery of the existing contract.

The presentation provided information on:-

- The service background, including the historical contract and KPI's; the demand for the service outside of CCG control (ie Renal Patient Allocation); outside factors affecting service delivery; and regular monitoring and contract review meetings
- How the service has been reviewed, by undertaking a phased approach, with an initial focus on Renal PTS; an Action Plan, agreed with the West Midlands

Ambulance Service; a “Deep Dive” data analysis exercise; and an escalation of the lack of on-going engagement from the Renal Service

- Findings to date and an interim taxi service solution agreed on a 3 month trial basis, which commenced 1st June, 2014; data recording issues identified for outward journey target (60 minutes); and the fact that the renal service is now more engaged

The Scrutiny Board questioned the representatives on a number of issues and responses were provided. Matters raised included:-

- i) Clarification that the Acute PTS Service and the Renal PTS Service would be two separate contracts, commencing on 1st April, 2015
- ii) Concerns raised by Healthwatch
- iii) Initial feedback from the outcome of the trial interim taxi service
- iv) Confirmation that patient users would be included in the tendering process
- v) The patient experience

RESOLVED that the presentation be noted and that, in relation to the comments and concerns raised by Coventry Healthwatch, the Clinical Commissioning Group be requested to contact Coventry Healthwatch directly at key points through the contract process.

5. **Adult Social Care Peer Review and Commissioning and Personalisation Plan**

The Scrutiny Board considered a report of the Executive Director, People, which had been considered and approved by the Cabinet Member (Health and Adult Services), (Minute 7/14 refers) and which indicated that a significant number of local and national financial and policy challenges were being experienced across Adult Social Care. Further reductions in the local government settlement, along with increased demand on resources through changes introduced through the Care Act, means Adult Social Care has to continue to improve the way services are provided in line with managing the increasingly challenging financial position.

The Local Government Association launched its approach to Sector Led Improvement in 2011 following the removal of national targets and assessments with the aim of driving improvement through self-regulation and innovation. A regional Adult Social Care Sector Led Improvement Board, chaired by Martin Reeves, is responsible for driving and monitoring progress of a Sector Led Improvement programme and as part of this regional approach, each of the 14 local authorities had agreed to participate in a Peer Review. Coventry City Council's Adult Social Care was subject to a Peer Review in March 2014. The scope of this review was the City Council's approach to Commissioning and how this could reduce demand for traditional services through the use of community assets, families and friends. Five key lines of enquiry were identified to give focus to the review.

Following the conclusion of the Peer Review, the findings outlined strengths and

areas for consideration. As a response to this, an Adult Social Care Commissioning and Personalisation Plan 2014-16, had been developed to outline the key areas and to provide a strategy to progress the responses to the findings of the Peer Review along with the other financial and service challenges facing Adult Social Care.

The Scrutiny Board questioned officers on aspects of the report and welcomed the fact that a Briefing on the new Care Act, which was due for implementation during 2015/16 and 2016/17 and which was likely to lead to a significant increase in demand on Adult Social Care, had been arranged for all Elected Members.

RESOLVED:-

- 1) **That the outcome of the Peer Review and the proposed actions as encapsulated in the Commissioning and Personalisation Plan be noted.**
- 2) **That the Scrutiny Board receive further updates on this issue as and when appropriate.**
- 3) **That the following two issues, identified by the Peer Review Team, be added to the Scrutiny Board's Work Programme:-**
 - i) **There was not an understanding of the reasons behind the low alert and referral rates for adult safeguarding.**
 - ii) **Commissioners did not have a clear understanding of their role on quality assurance following Winterbourne View and the Concordat**

6. Outstanding Issues

The Scrutiny Board noted that all outstanding issues had been included in the Work Programme for the current year.

7. Work Programme

The Scrutiny Board considered the Work Programme for 2014-2015. It was agreed that, in addition to the items identified in Minute 5 above, to include the following item in the Work Programme:-

Report back on the work of the Health and Wellbeing Board

8. Any Other Items of Urgent Public Business

There were no other items of urgent public business.