

## **Inquiry Session into Demands on Urgent Care Services and Patient Flow into and out of Hospital**

### **Purpose**

1. To present to the Health Select Committee the findings and proposals from the inquiry session into the demands on urgent care services held on 19 July 2023.

### **Background**

2. In July 2022 the Committee resolved to hold an inquiry session looking at the factors contributing to the extreme pressures currently being experienced and reported in urgent care. The committee also agreed the session would consider the systemic challenges impacting on patient flow through acute hospitals used by Wiltshire residents.

### **Inquiry session attendees**

#### Guests

Paul Birkett-Wendes	South West Ambulance Service Trust (SWAST)
Sarah Branton	Avon & Wiltshire Mental Health Partnership Trust
Sarah Cardy	Age UK
Heather Cooper	Bath & North East Somerset, Swindon & Wiltshire (BSW) Integrated Care Board (ICB)
Jo Cullen	Bath & North East Somerset, Swindon & Wiltshire (BSW) Integrated Care Board (ICB)
Diane Gooch	Wiltshire and Swindon Users Network & Health Select Committee Stakeholder member
Lisa Hodgson	Wiltshire Health & Care
Clare O'Farrell	Bath & North East Somerset, Swindon & Wiltshire (BSW) Integrated Care Board (ICB)
Michelle Reader	Medvivo
Catharine Symington	Healthwatch Wiltshire
Lisa Thomas	Salisbury NHS Foundation Hospital Trust
Ian Williams	Southbrook Surgery, Devizes PCN

#### Elected Members

Cllr David Bowler	Health Select Committee
Cllr Clare Cape	Health Select Committee
Cllr Mary Champion	Health Select Committee
Cllr Johnny Kidney (Chair)	Health Select Committee
Cllr Gordon King (Vice Chair)	Health Select Committee
Cllr Anthony Pickernell	Health Select Committee

Cllr Tom Rounds	Health Select Committee
Cllr Pip Ridout	Health Select Committee
Cllr Mike Sankey	Health Select Committee
Cllr David Vigar	Health Select Committee
Cllr Jane Davies	Cabinet member for Adult Social Care, SEND & Inclusion
Cllr Elizabeth Threlfall	Portfolio Holder for Adult Social Care Transformation

### Officers

Kate Blackburn	Director of Public Health
Helen Henderson	Head of Service, Reablement
Helen Mullinger	Commissioning Manager
Mel Nicolaou	Head of Commissioning – Adult Services
Lucy Townsend	Corporate Director of People

### **Summary of the Inquiry Session**

3. Points raised by participants during the inquiry session are summarised in Appendix 1.

### **Proposals**

4. The Health Select Committee resolve to:
  - a) Thank all participants in the Inquiry session for their time and contributions.
  - b) Review progress on the action plan of the Joint Health and Wellbeing Strategy, as key themes of the inquiry, align with the key themes of the strategy i.e., **prevention and early intervention, localisation and connecting with communities and integration and working together.**  
[https://cms.wiltshire.gov.uk/%28S%28hnlswsj4w151yf55bd0kmu55%29%29/documents/s211732/Item\\_7\\_WJLHWS2023\\_v1.31.pdf](https://cms.wiltshire.gov.uk/%28S%28hnlswsj4w151yf55bd0kmu55%29%29/documents/s211732/Item_7_WJLHWS2023_v1.31.pdf) . See also the BSW Integrated Care Strategy, the implementation plan for Wiltshire is on p 35  
<https://cms.wiltshire.gov.uk/documents/s217184/BSW%20Implementation%20Plan%20v2.pdf>
  - c) Consider the strategies to manage the rise in mental health problems. The development of the BSW Emotional Wellbeing and Mental Health Strategy is an agenda item at Health Select Committee in September 2023.
  - d) Follow up on the ICB plans for Primary Care Networks to improve access to Primary Care and consider scheduling an item on the subject in the HSC Forward Work Plan in 2024.

- e) Explore the voluntary sector's perspective on its role in the health and wellbeing of Wiltshire residents, potentially through rapid scrutiny.
- f) Continue to follow the progress and impact of the new care commissioning model and include an update in the HSC Forward Work Plan in 2024.
- g) Consider the best approach to gain insight into initiatives to reduce readmissions into urgent care – e.g., 'home for lunch', falls prevention. This could be, for example, through a rapid scrutiny exercise or by featuring preventative initiatives as a recurring agenda item for the committee.
- h) Ensure the patient's voice has always been taken into consideration when reviewing new strategies and policies.

---

**Cllr Johnny Kidney, Lead Member for the Inquiry Session into the demands on Urgent Care**

Report author: Julie Bielby, Senior Scrutiny Officer, 01225 718702,  
[julie.bielby@wiltshire.gov.uk](mailto:julie.bielby@wiltshire.gov.uk)

**Appendices**

**Appendix 1: Summary of the Discussion**