



## **Wiltshire Health Overview & Scrutiny Committee**

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MINUTES of a MEETING held at WILTSHIRE COUNTY COUNCIL 19 July 2007

PRESENT: County Councillors; Mr Jeff Osborn, Mr Bill Moss, Mrs Pat Rugg, Mrs Judy Seager, Mr Roy While, Mrs White, Mr Hewson, Mrs Groom. District Councillors: Mrs Paula Winchcombe (Kennet District Council), Mr Mike Hewitt (Salisbury District Council), Mr Brian Mudge (West Wiltshire District Council), Sheila Parker (North Wiltshire District Council)

STAKEHOLDERS: Dr Peter Biggs, Mr Terry White, Mr Mike Griffiths (Wiltshire Patient's Forum), Mrs Jill Tompkins, Veronica Parker (RUH Patient's Forum), Mrs Jean Cole (User & Carers' Network) Chris Marsden (Great Western Ambulance Trust).

OTHER COUNCILLORS: Mr John Thomson, Wiltshire County Council Cabinet Members for Community Services

OTHERS: Jeff James, Nicholas Gillard, Jan Trethewey, Alison Knowles, Jenny Edwards, Wiltshire Primary Care Trust; Lyn Hill-Tout, Swindon & Marlborough Trust, Sue Redmond, Ceri Williams, Gillian Leake, James Cawley, Jo Howes, Wiltshire County Council, Miranda Gilmour, North Wilts District Council, Helen Karn, Kennet District Council

Members of the public present: 4

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### **29. Apologies**

John English  
Helen Thompson

### **30. Minutes of the Previous Meeting**

The minutes were agreed as a true record of the meeting held on 17 May 2007.

### **31. Chairman's Announcements**

The Chairman made three announcements:

Welcome to Sheila Parker who is the new co-opted member from North Wiltshire District Council.

The Chairman is awaiting a reply to his letter to the Great Western Ambulance Trust and has been exploring, with Swindon and Gloucestershire Councils, the possibility of joint scrutiny.

Swindon & Marlborough Trust is running two consultations, on car parking policy and the Foundation Trust bid. Documentation for each of the consultations will be circulated by the health scrutiny officer. Swindon OSC is meeting in early August to discuss the car parking issue, and any comments should be fed in via the officer. The Trust will make a presentation to the Committee in September.

**32. Member's Interests**

Jeff Osborn, Chair, Trowbridge Hospital League of Friends  
Paula Winchcombe, DASH  
Pat Rugg, DASH  
Margaret White, Health Advocacy Partnership

**33. Public Participation**

**34. Wiltshire Primary Care Trust – Update on Reforming Community Services**

The Chairman (RW) introduced Jeff James (JJ), Chief Executive of Wiltshire PCT, who updated the Committee on the reforming community services agenda since the last meeting.

There has been a lot of focus on the neighbourhood teams, rightly as they are the central part of the new system. The PCT has been talking to staff for months, but despite that there have been a number of teething problems. However, despite that problems have arisen with the changes in working practice that will be experienced by some staff. There will be longer working days for some and night shifts will also be required.

However, less cover is needed at night, so staff will only have to work four weeks of night shift per year. The PCT has tried to develop rosters with staff on a team by team basis. Self rostering generally creates a greater commitment. At the time the Task Group last met this was all progressing satisfactorily, but immediately prior to implementation some unresolved concerns resurfaced and it became clear that a few of the teams would need more attention.

The PCT decided it needed to make a formal response to resolve the immediate issue of launching the teams and it was agreed that the right thing was not to push ahead with implementation of teams that are not ready. Further conversations with staff are taking place until roughly the August bank holiday and all staff will be offered a one to one interview. The PCT will make further decisions about the implementation timetable after this process.

Members then asked a number of questions and made statements.

It was confirmed that elements of neighbourhood teams are working across the county, with the most developed being in Devizes and the south of the county where teams are working from 8am to 10pm.  
The only service that has been withdrawn is beds in Devizes, as per the implementation timetable.

There was a general discussion about the process for revising the implementation timetable the possible financial implications if the timing for bed closures slips further.

**It was resolved that:**

**The Task Group will continue to monitor the situation and make regular reports back to the Committee.**

**35. Avon Valley Practice – Update on Consultation**

Alison Knowles (AK), of Wiltshire PCT, gave an update on the current consultation being carried out by the PCT on behalf of the Avon Valley Practice that runs the surgery in Netheravon.

The PCT has sent out 4700 questionnaires and has received 16% responses so far. There have been three public meetings with one in Netheravon being attended by 266 people.

The PCT is working closely with the Netheravon Development Group and AK has met with representatives of the group three times. The PCT has funded some public health support to the group to help them put together their own questionnaire.

The three main areas of concern are confidentiality in the existing building as patients can be overheard, lack of disabled access and non compliance with the Disability Discrimination Act, and new regulations on dispensing from practices. Because of this the GPs feel they cannot go on with the previous negotiations.

**It was resolved that:**

**Three members (Paula Winchcombe, Mike Hewitt and Terry White) would work together to provide a response on behalf of the Committee.**

**36. South West Health Scrutiny Network**

RW took this item prior to items 8 & 9.

**It was agreed that:**

**The Committee would note the paper.**

**37. Wiltshire PCT Urgent Care Strategy**

Nicholas Gillard (NG) and Jan Trethewey (JT) presented the draft strategy to the Committee.

The strategy attempts to bring together a comprehensive plan for urgent care in Wiltshire, through the provider and commissioning arms of the PCT.

During the ensuing discussion members raised a number of points and the main concerns were that the public need to be made aware of how to access services and clear distinctions need to be made between urgent, out of hours and emergency care.

Members continued to express concerns over closures to minor injury units and there was discussion about how changes to the GMS contract have led to disruption in urgent care and out of hours services over the last couple of years.

It was acknowledged that this is a key strategy in the overall plans to reform community services and much hinges on its successful implementation.

**It was resolved that:**

**Three members of the Committee (Peter Biggs, Jean Cole and Pat Rugg) would meet and form a response to the draft strategy on behalf of the Committee.**

### **38. Delayed Transfers of Care**

RW introduced the item and drew members attention to the short explanatory paper. James Cawley (JC), Assistant Director for Community Services gave support to the suggestion to form a scrutiny task group to look into the problem and added that it would be helpful to look at the whole system of care for older people. NG supported this and said the task group needed to consider improvements across the care pathway.

It was made clear that all the agencies involved understand the problem, but need help joining the different systems together to find a solution.

Members discussed the proposal and agreed the Committee needed to be clear about the terms of reference for the task group. It was generally agreed that delayed transfers cost money that could be better spent providing services within the overall system.

**It was resolved that:**

**The Committee would form a task group to look into the issue of delayed transfers of care with a focus on a whole system approach from health and social care.**

**The task group would be made up of Malcolm Hewson, Judy Seager, Roy While, Mike Hewitt and Brian Mudge.**

### **39. Fees and Expenses for Task Group Members**

RW introduced the paper.

**It was resolved:**

**To agree to the recommendation within the paper.**

**40. Date of next meeting**

The next meeting will be held on 20 September 2007.

(Duration of the meeting 10:30 – 12:30)

The officer who has produced these notes is Jo Howes, Health Scrutiny Officer within Democratic and Members' Services, direct line (01225) 713004; Email [johowes@wiltshire.gov.uk](mailto:johowes@wiltshire.gov.uk)