



Wiltshire Health Overview & Scrutiny Committee

MINUTES of a MEETING held at WILTSHIRE COUNTY COUNCIL
15th May 2008

PRESENT:

County Councillors: Mr Jeff Osborn, Mr Roy While, Mrs Margaret White, Dr John English, Mrs Mollie Groom, Mr Bill Moss
District Councillors: Mr Mike Hewitt (Salisbury District Council), Mr Brian Mudge (West Wiltshire District Council), Mrs Paula Winchcombe (Kennet District Council), Mrs Sheila Parker (North Wilts District Council).

OTHER COUNCILLORS: Mr Peter Davis

STAKEHOLDERS: Dr Peter Biggs, Terry White, (Wiltshire Patient's Forum), Jean Cole (Wiltshire & Swindon Users Network)

OTHERS: Alison Knowles (Wiltshire Primary Care Trust) Jenny Edwards (Wiltshire Primary Care Trust, Sian Walker (Wiltshire County Council))
Miranda Gilmour (North Wilts District Council),

Members of the public present: 1

16 Apologies

Mrs Pat Rugg
Mrs Judy Seager

17. Election of Chairman and Vice Chairman.

Mr Roy While was re-elected as Chair
Dr John English was re-elected as Vice Chair

18. Minutes of the Previous Meeting

The minutes from the meetings held on 20 March 2008 were accepted as a true record.

Action

Item 13: Alison Knowles (AK) will supply waiting times for dental Treatment at Erlestoke Prison

19. Chairman's Announcements

The chair made three announcements.

- Jo Howes is leaving Wiltshire County Council to join Wiltshire PCT. Caroline Pickford will be taking over the post of Health Scrutiny Officer until 31 March 2009 in the first instance.

Jo's last day in the office is Friday 23rd May. Her contribution to the Committee has been very highly valued and members expressed their grateful thanks. Members are also looking forward to Jo's return at a social occasion to be arranged by the Committee.

- Sian Walker has recently joined the Council as Assistant Director (Operations) Department of Community Services.
- The Review of Social Care will have implications for the Committee

20. Member's Interests

Jeff Osborn, Chair, Trowbridge Hospital League of Friends
Margaret White, Health Advocacy Partnership
Paula Winchcombe, Devizes Action to Save the Hospital (DASH)

21. Public Participation

There were no questions from the public.

22. Great Western Ambulance Trust (GWAS) – Joint Health Overview & Scrutiny Committee (JHOSC) – Update Report.

Wiltshire is now recognised as a full member of the Joint Scrutiny Committee. The Unions will be attending the next JHOSC.

Response Times:

Concerns were raised about Response times for Wiltshire, which are lagging behind other member authorities, and adherence to the 6 month timescale for improvement.

Air Ambulance:

Plans to move / change the Air Ambulance service raised questions about reduced coverage. To understand the impact, information on how many lives it saved, how often it was used as First Responder, and how many times it was called out at night, was needed.

Levels of technology on the Air Ambulances is an issue, and costs need to be identified, however the speed of getting patients to hospital is possibly more important.

The GWAS has stated that it is reviewing the Clinical Model only, but Wiltshire would like them to consider wider issues and to engage with the Public. The Council intends to take a strong stance and Mrs J Scott has written to GWAS today.

Community First Responders (CFR):

CFRs are core funded by the PCT and should be seen by the public as complimentary to the Ambulance service.

Tony Deane would like Parish Councils to give support to the CFRs.

Tony Barron (Wiltshire PCT Chairman) would like to promote the scheme as he has had good experience of the service as Chairman of Hampshire Ambulance Trust.

Use of the Fire Service to attend calls instead of Ambulances raised questions of public perception and appropriateness of its use. Statistics would help put this in perspective.

The Committee was reassured that it was the practice for Ambulances from Neighbouring Authorities to provide cross border cover when required.

It was resolved that:

The Committee's concerns and statistical requests for the Air Ambulance Service will be raised with the JHOSC. It is in the Committee remit to question the Air ambulance proposals. Caroline Pickford was asked to carry out some fact finding.

Citizens Advice Bureau (CAB) could/should be asked to communicate to the public that CFRs are a complimentary service to the Ambulance Service.

Sophie McCracken (Community Response Manager, Wiltshire Sector GWAS) will be invited to talk the Committee on the role of CFR's, to outline how the system works, and further explain response times. Councillor Tony Deane will be invited to this meeting.

At the next Joint Health Scrutiny Committee:

- Enquire if St John's Ambulances had been considered as a supplementary resource for use at high pressure times.
- Ask for numbers of occasions when the Fire Service attended in place of an Ambulance, and whether or not a fire tender or car was used.

23. Reforming Community Services Task Group.

The May meeting unfortunately had to be deferred. Dates need to be decided now for the next six months.

There is anxiety, at national level, surrounding the Darzi proposals and consultations have taken place with the General Medical Council (GMC). A report is due in the summer of 2008. The American style private consultations are not favoured by our GP's and Patients surveys are not supporting the need for extended opening hours. (is this fact or just a feeling?).

It was resolved that:

Caroline Pickford set dates for the next 6 month meetings of the Reforming Community Task Group.

Minor Injury Units are to be discussed at the next meeting of the group, but it will also be added to the work plan.

A PCT glossary of terms will be circulate to Members. (also available on the PCT website at:

http://www.wiltshirepct.nhs.uk/Publications/Glossary_of_Terms.pdf

24. Wiltshire Primary Care Trust Briefing.

Alison Knowles (Director of Communications and Corporate Affairs for Wiltshire PCT) provided two additional papers for the Committee and also gave a verbal briefing. These papers will be made available on 'Committee Papers online' on the WCC website.

<http://194.72.162.210/documents/dscqi/ds.py/View/Collection-1478>)

Wiltshire Community Health Services PCT Progress on Reforming Community Services

Next weeks' PCT Board will receive six papers to show progress since the Strategic Framework 2008 – 2011 was published in November 2007.

On 15th July the PCT Board will be visiting Malmesbury Primary Care Centre (PCC). Members from the Committee will have difficulty attending as the date clashes with Full Council.

The Committee raised concerns about poor co-ordination, at patient level, in the service supplied by the Neighbourhood Teams. Some patients had reported being seen by different people, and that knowledge of their medical needs was poor. Incidence of a two hour delay in unblocking a catheter, and difficulty getting through to the Out of Hours (OOH) service was also raised.

In response to questions from Members, AK informed the Committee that:

- A glossary of terms is available on the PCT website.
http://www.wiltshirepct.nhs.uk/Publications/Glossary_of_Terms.pdf
- Predicted changes in Wiltshire's population had been recognised in the Spatial Strategy.
- The Neighbourhood teams in South Wiltshire had extended hours to compensate for the lack of Community Hospitals in the area.
- The Stroke Unit would remain unchanged, and that a Stroke Strategy was to be presented to the June PCT Board.
- Plans for the new Chippenham Hospital were ongoing. An Outline Business Case will be ready for Autumn 2008.
- Delayed Transfers of Care (DToC) were much lower following better working practices with DCS and appropriate discharge plans. It was a multidisciplinary project.

- Maggie Rae (Director of Public Health) is looking at potential problems for Home Nursing in modern housing, where bedroom sizes are comparatively smaller than older properties.
- Neighbourhood teams Pilots were carried out during seasonal peak times (November to February). The Task Group had looked at an integrated 24hr scheme in the Pilot, and were now looking at an On Call option.
- The PCT Board recognised that the Overnight Nursing Service Model was not perfect, but that the pilot would continue.
- When a call is received by the Overnight Service, it is triaged and a nurse or doctor may be sent out as appropriate.
- No patient in the Overnight Nursing Service pilot had needed to be transferred to Hospital following a home visit.
- Minor Injury Units (MIU) are staffed by nurses only. If a patient is assessed as needing to see a doctor, they will be passed to the OOH Service.
- A leaflet on services supplied by MIU's is available for patients.
- A patient may be referred to another MIU for treatment due to an extended GP contract in that practice.
- The national tariff for an attendance at a MIU is £58.
- 'Cost of Bed' Models had been shared with the Reforming Community Services Task Group.
- Nursing Skill development in the MIU's was a problem where attendances were low.
- Plans for Salisbury PCC had not gone smoothly. However developments for Fountain Way and Avon Approach will go ahead, and the PCT and WCC are investigating whether Children's Centre Services can be included.

NHS South West. Delivering Equitable Access in Primary Medical care. Information Briefing for the Overview and Scrutiny Committee

AK explained that Parts 1 to 3 of the Briefing paper had been produced nationally, and that Part 4 was taken from the PCT's Memorandum of Intent. The target date for service commencement in South Wiltshire is 1 April 2009. Tidworth is especially noted as a target area due to the expected increase in military personnel.

In response to questions from Members, AK informed the Committee that:

- Staff in Walk In centres are only able to electronically access Patient's Hospital records at the moment, but the intention is to have a National Electronic Record System.
- Community engagement will happen in the evaluation stages.
- Members should note that services that were not available to 'Non-registered Patients: Walk In' were those to do with Health Screening and best carried out by GPs.
- Finance for the project is not built into this year's finances, but will be in next year's budget.
- An update on the Independent Sector Treatment Centre (ISTC) will now come to HOSC in July
- The Positron Electronic Scanner (PETS) is a mobile scanner for cancer detection. It is part of a South West procurement and is focusing on North & Kennet area. South Wiltshire will go to a southern service. When the

South West Strategy is launched AK will provide the Committee with a summary.

The Chairman thanked Alison Knowles for the Briefing papers and also for her verbal contribution to the Committee.

It was resolved that:

AK agreed to follow this up with the Neighbourhood Team Co-ordinators and Out of Hours Service on provision of the patient details from Members.

Sian Walker, Department of Community Services (DCS) also agreed to investigate stories of bad time keeping by Home Carers with James Cawley (DCS) on provision of the client details.

Committee to note the two additional reports supplied by Alison Knowles.

Alison Knowles will summarise the findings of the Darzi Review.

25. Wiltshire Local Involvement Network (LINK).

Peter Biggs (PB) is Chairman of the interim LINK, and Terry White is also a member. Anyone can attend the LINK meetings.

A work programme will be devised at a meeting on Tuesday 20th May that will take the group up to the up to 1 September 2008, when the new LINK will officially begin. Members agreed that the network should be called by its full title to avoid confusion with other schemes with the same acronym.

It was resolved that:

PB would keep the Committee informed of progress.

26. Work Plan Update:

The agenda for the July Committee is very heavy and Members agreed to split it over 2 days.

The need to have involvement of Social Care in the Committee work was recognised and that 'Personalisation of Social Care' should be added to the Work Plan.

An 'Away Day' to produce the Work Plan, supported by the Health Scrutiny Budget, is to be arranged. Key people such as Maggie Rae will be asked to attend. A facilitator will be asked to attend the event.

It was resolved that

Jo Howes will arrange a date for members to visit the Malmesbury Primary Care Centre.

Personalisation of Social Care should be added to the Work Plan.

Paul Kelly to be consulted on implications for the new structure and extra involvement of Social care in the Committee's Work Plan.

Roy While is asked to attach a summary of the JSNA to the Minutes (*These papers will be made available on 'Committee Papers online' on the WCC website.*

<http://194.72.162.210/documents/dscgi/ds.py/View/Collection-1478>)

An additional Committee will be arranged for late June.

27. Date of Next Meeting

17 July 2008 – 10.30.

A June meeting date will, if necessary, be advised after re-consideration of the agenda.

The officer who has produced these notes is Caroline Pickford, Health Scrutiny Officer within Democratic and Members' Services, direct line (01225) 713058. Email: carolinepickford@wiltshire.gov.uk