

AGENDA

Meeting: Health Select Committee
Place: Council Chamber - County Hall, Trowbridge BA14 8JN
Date: Tuesday 23 September 2014
Time: 10.30 am

Please direct any enquiries on this Agenda to Adam Brown, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line (01225) 718038 or email adam.brown@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225) 713114/713115.

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Membership:

Cllr Chris Caswill	Cllr Dr Helena McKeown
Cllr Mary Champion	Cllr John Noeken (Vice Chairman)
Cllr Christine Crisp (Chair)	Cllr Jeff Osborn
Cllr Mary Douglas	Cllr Nina Phillips
Cllr Bob Jones MBE	Cllr Pip Ridout
Cllr Gordon King	Cllr John Walsh
Cllr John Knight	

Substitutes:

Cllr Pat Aves	Cllr David Jenkins
Cllr Chuck Berry	Cllr Julian Johnson
Cllr Trevor Carbin	Cllr Ian McLennan
Cllr Terry Chivers	Cllr Helen Osborn
Cllr Dennis Drewett	Cllr Ricky Rogers
Cllr Peter Evans	Cllr Nick Watts
Cllr Sue Evans	

Stakeholders:

Steve Wheeler	Healthwatch Wiltshire
Diane Gooch	Wiltshire & Swindon Users Network (WSUN)
Irene Kohler	Swan Advocacy
Annette Ball	South West Ambulance Service

PART I

Items to be considered whilst the meeting is open to the public

1 **Apologies**

2 **Minutes of the Previous Meeting** *(Pages 1 - 12)*

To approve and sign the minutes of the meeting held on 15 July 2014.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To note any announcements from the Chairman.

5 **Public Participation**

The Council welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named above for any further clarification.

Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution. Those wishing to ask questions are required to give notice of any such questions in writing to the officer named above (acting on behalf of the Corporate Director) no later than **5pm on Tuesday 16 September 2014**. Please contact the officer named on the first page of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6 **Non-Emergency Passenger Transport Service** *(Pages 13 - 32)*

The contract for non-emergency passenger transport service (NEPTS) was awarded to Arriva Transport Solutions (ATS), the contract was effective from 1 December 2013 and runs for five years. This service is for patients who have a

non-emergency medical need and require help with transport to reach their hospital appointment.

At the meeting on 11 March, the Committee expressed concern having received reports of poor experience for some patients and flows through the acute hospitals being affected due the capacity constraints of ATS. A summary of the type of complaints was given and it was found that most fell into the following categories:

- a) Waiting times for collection (from hospital);
- b) Ability to make bookings via the website;
- c) Errors with bookings

These complaints must be investigated and responded to within 25 days.

Some explanation was given to the types of complaints made under the aforementioned headings, stating that previously the PTS contract had inherited three different methods of booking and tracking as a result of the three different Acute Hospitals that the PTS contract serves. This had been somewhat resolved since Arriva had implemented a unified booking system for all Acute Hospitals in the county.

Member's attention was drawn to an action plan developed by Arriva in accordance with Acute Hospitals in the County which allows for better management and monitoring of the service.

It was resolved that the Committee would receive the attached performance update report at this meeting.

Andy Jennings, Commissioning Manager, CCG and Ed Potter, Arriva Head of PTS South West, will be in attendance to present the report and respond to any questions.

7 **Care Quality Commission Inspection Report : Mears Help to Live at Home Wiltshire** (Pages 33 - 48)

To discuss the recent Care Quality Commission Inspection Report in respect of the Mears Help to Live at Home service on the request of the Chair and Vice Chair on account of concerns that have arisen as a consequence of the report.

Mears were awarded the Help to Live at Home contract for the East and South regions of Wiltshire on 21 August 2013 and mobilised in a four week time period; the contract commenced on 30 September 2013.

The Committee receive a Position Statement from Mears along with the Action Plan as presented to the CQC in response to the CQC Inspection Report.

It is understood that Mr Adrian Higher, as a member of the public and witness, wishes to speak to this item.

Bernadette Walsh, Chief Operating Officer and Alan Long, Executive Director of

Mears will be in attendance to respond to any questions.

8 **Care Quality Commission Inspection Report : Westbury Court Care Home**
(Pages 49 - 78)

Following concern raised by Cllrs Gordon King and David Jenkins upon reading a media report in respect of the Care Quality Commission Inspection Report on the Westbury Court Care Home's failure in an unannounced inspection; it was requested by the Vice Chairman that this item be included in the agenda.

Particular reference was made in the Report to inadequacies identified across the following: providing care, treatment & support that meets peoples' needs; caring for people safely and protecting them from harm; quality & suitability of management; and insufficient staffing.

The full CQC Inspection Report can be accessed via this [link](#).

The Committee are asked to consider whether any further action is required and what this may entail if necessary, including its addition to the forward work programme.

9 **AWP/Dementia Task Group Final Report**

A report by Cllr John Noeken, Chairman of the Task Group, will be circulated.

10 **AWP Care Quality Commission Inspection**

AWP has recently undergone a Care Quality Commission Inspection, an update on the current position of AWP and details of the inspection will follow for discussion and review by the Committee.

11 **Charging for GP Services**

At the last meeting, the Committee received an announcement from the Chairman regarding a question posed on charging for GP services. It was noted that motions on the subject had been put forward at relevant conferences with more detailed and varied information than the Committee received. It was agreed that the item be brought back to this meeting for a fuller explanation.

Cllr Dr Helena McKeown was invited to provide additional information in support of the item. She clarified that the motion that was tabled at the last meeting was from a meeting of the Conference of Local Medical Committees that does not make BMA policy. Wiltshire LMC submitted one part of the motion and as Vice Chairman of the LMC, was asked to propose the motion, which is not her own proposal but a part of a democratic process of debate.

Cllr Dr Helena McKeown further explained that the British Medical Association makes its policy at its Annual Representative Meeting on 26 June, where she

submitted a motion through the agreement of the BMA's South West Regional Council, set out below:

- i) rejects any proposal of a means tested monthly levy to pay for the NHS;*
- ii) rejects the proposals from the Commission on Health and Social Care that the way to pay for social care is to charge for either GP or hospital appointments;*
- iii) demands that the funding of long-term social care is resolved without jeopardising the principles of the NHS;*
- iv) reasserts our belief as doctors that universal healthcare must be free at the point of delivery and available to all regardless of an individual's ability to pay.*

All parts of this motion were passed either unanimously or with overwhelming support, as is the policy of the British Medical Association.

The Committee is asked to be aware of the context of the issue in the light of the original announcement and further information provided.

12 **Adults Safeguarding Annual Report** (Pages 79 - 164)

This item features on the forward work programme for the Committee to receive on an annual basis.

The Committee is asked to comment on the draft version of the annual Wiltshire Safeguarding Adults Board report.

Margaret Sheather, Independent Chair, Wiltshire Safeguarding Adults Board, will be in attendance to present the report and respond to any questions.

13 **Draft Joint Mental Health & Wellbeing Strategy** (Pages 165 - 190)

To review the Draft Joint Mental Health and Wellbeing Strategy.

Cllr Sheila Parker, Portfolio Holder for Adult Care - including Learning Disability and Mental Health, will be in attendance to present the Strategy and respond to any questions. The Strategy will have received by Cabinet on 16 September.

14 **Public Health Annual Report** (Pages 191 - 210)

To review the Public Health Annual Report 2013-14.

Maggie Rae, Corporate Director, will be in attendance to present the report and respond to any questions. The Report will have been received by Cabinet on 16 September.

15 **Report on Health Scrutiny Guidance** (Pages 211 - 218)

At the last meeting, it was resolved that the Committee would receive a report

on the long awaited Local Authority Health Scrutiny Guidance. A report by Paul Kelly, Scrutiny Manager is attached.

The Guidance has previously been circulated and can be found via the following [link](#).

The Committee is asked to agree the recommendations in the report.

16 **Task Group Update** (Pages 219 - 220)

Written updates on Health Select Committee Task Group activity are attached.

17 **Forward Work Programme** (Pages 221 - 222)

To note and receive updates on the progress of items on the Forward Work Programme.

The relevant extract from the Overview and Scrutiny Forward Work Programme is attached for reference.

Meetings with the Executive

A round of meetings are currently being held (based on those held following the Council election in 2013) between the Chairmen and Vice-Chairmen of the Select Committees and the relevant Cabinet members, Portfolio-holders and Associate Directors to review and develop Overview and Scrutiny's Work Programme aligned to the Council's Business Plan. As before, a focus on outcomes and invitations to develop policy with use of single-topic, time-limited Task Groups should feature significantly adding value to Council decision-making.

The following meetings have been scheduled with the Chair and Vice Chair:

7 October - Adult Care to include Mental Health with Cllrs Keith Humphries and Sheila Parker; and James Cawley.

14 October - Public Health with Cllr Keith Humphries and Deborah Haynes.

The outcomes of these meetings will be reported to the subsequent meeting.

18 **Urgent Items**

To consider any other items of business that the Chairman agrees to consider as a matter of urgency.

19 **Date of Next Meeting**

To note that the next scheduled meeting of this Select Committee is due to be held on Tuesday 18 November 2014, starting at 10.30am at County Hall, Trowbridge.

PART II

Items during whose consideration it is recommended that the public should be excluded because of the likelihood that exempt information would be disclosed

None