

Health and Adult Social Care Scrutiny Committee

8 March 2023 – At a meeting of the Health and Adult Social Care Scrutiny Committee held at 10.30 am at County Hall, Chichester, PO19 1RQ.

Present: Cllr Wall (Chairman)

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|--------------------------|---------------|--------------------|
| Cllr Cooper | Cllr McKnight | Cllr Walsh |
| Cllr Ali | Cllr Nagel | Cllr Bevis |
| Cllr Atkins | Cllr O'Kelly | Cllr Glynn-Davies, |
| Cllr Dunn, Left at 12.08 | Cllr Patel | Arrived at 10.49 |
| Cllr Forbes | Cllr Pudaloff | Cllr Irvine |
| | | Cllr Loader |

Apologies were received from Cllr Bangert, Cllr Peacock and Cllr Pendleton

Absent: Katrina Broadhill

Also in attendance: Cllr A Jupp and Cllr Lanzer

Part I

51. Declarations of Interest

51.1 In accordance with the code of conduct, the following personal interests were declared: -

- Cllr McKnight in respect of item 5, South East Coast Ambulance Service NHS Foundation Trust Improvement Update and item 6, Changes To Children's Specialised Cancer Services Principal Treatment Centre Programme as an NHS employee
- Cllr Pudaloff in respect of item 8, End of December 2022 (Quarter 3) Quarterly Performance and Resources Report as a member of the Royal Society for Public Health

52. Minutes of the last meeting of the Committee

52.1 Resolved – that the minutes of the meeting held on 11 January 2023 are approved as a correct record and are signed by the Chairman.

53. Responses to Recommendations

53.1 Further to the request for the Cabinet Member for Adults & Health to share information requested at December's County Council meeting relating to the total monies owed to the Council by social care funders, an additional request was made for the percentage of County Council social care customers that these figures relate to and the same data for the last three to five years and any comparisons between this authority and others

- 53.2 Further to the request for Public Health to explore barriers concerning people of a working age and falls prevention, more information was requested on the targeted approach for people with Parkinson's disease and diabetes
- 53.3 Resolved – that the Committee notes the responses to recommendations.

54. South East Coast Ambulance Service NHS Foundation Trust Improvement Update

54.1 The Committee considered a report by South East Coast Ambulance Service NHS Foundation Trust (SECAMB) (copy appended to the signed minutes) and learned, in addition to what was in the report, that: -

- The Care Quality Commission (CQC) observed the latest SECAMB Board meeting and acknowledged the Trust is making good progress in the 'must do' areas
- The Trust has appointed a Programme Director for Culture Change and has additional support through the Sussex system to deliver a People & Culture Strategy
- An Emergency Responder Team has started this week in the north of the county to attend 999 calls and is trained to help uninjured patients off the floor after falls, thereby reducing the number of people who need to attend falls and the number of people that need to go to hospital
- SECAMB has been involved in developing the new stroke services model and is satisfied that any increased travel time for patients is outweighed by the benefits of attending a specialised stroke centre
- Telemedicine trials in Kent are showing that overall this reduces the time it takes stroke patients to get to the appropriate treatment centre

54.2 Summary of responses to members' comments and questions: -

- Strike action impacted differently in different areas, but overall performance has improved on strike days with military and managerial support and reduced calls
- There were no more make-ready centres planned for West Sussex
- To help embed culture change
 - all managers were to take sexualised behaviour training
 - there is an 'Until it Stops' campaign promoting a productive, safe working environment and escalating concerns quickly
 - operational managers have attended away days centred around organisational values and conduct
 - there is zero tolerance to bullying
 - staff feel more comfortable raising concerns, which are dealt with quicker than before
 - whistleblowing policies have been revised
 - there are two 'speak up' guardians for staff to talk to
 - much work has been completed on 'You said, we did'

- raising concerns is not part of a formal process
- Local relationships are key to improving handover times at hospitals
- SECAMB, Worthing Hospital and St Richard's Hospital have joint operational managers' meetings to discuss delays
- SECAMB has no evidence that people are being taken to A&E by private transport
- Category 3 and 4 patients can be helped by using 'Hear and Treat', forwarding appropriate referrals to urgent community response teams, using virtual wards, care in the community and a new pathways consultation tool
- East Surrey Hospital (ESH) has more handover delays, but also has more conveyances in – the Clinical Assessment Unit (walk in service) in Crawley is helping to reduce the number of conveyances to ESH as are improved relationships between SECAMB and ESH

54.3 Resolved – that the Committee

- i. Has received assurance on the improvement journey and the ongoing improvement relating to response and handover times
- ii. Requests data on the number of people using walk in services and those that make their way to A&E using private transport
- iii. Requests a further report to its Business Planning Group at an appropriate time

55. Changes To Children's Specialised Cancer Services Principal Treatment Centre Programme

55.1 The Committee considered a report by NHS England (copy appended to the signed minutes) and

- Recognised that the Business Planning Group had recommended that this was not a substantial variation
- Felt that the proposals would improve clinical outcomes
- Highlighted that travel is an issue to some families

55.2 Resolved – that the Committee: -

- i. Agrees this is not a substantial variation for West Sussex
- ii. Requests to be part of the formal public consultation on changes to specialist Children's Cancer Services

56. Dentistry in West Sussex - Feedback from Evidence Gathering Session

56.1 The Committee considered a report by the Director of Law and Assurance (copy appended to the signed minutes).

56.2 Summary of responses to members' comments and questions: -

- The NHS works with the charity Dentaid to provide free dental treatment to a range of people including those struggling to access a dentist
- NHS Sussex has been working with Healthwatch to develop a web page which provides information on dental services
- The 'Prevention and Treatment Plan' will develop local KPIs and update the oral health needs assessment

56.3 Resolved – that the Committee asks: -

- i. For a letter to be drafted to West Sussex MPs and the Secretary of State for Health in consultation with the Cabinet Member for Public Health & Wellbeing and the Leader to set out concerns raised through the evidence gathering session
- ii. For NHS England to enhance its communications, through the use of performance indicators, to ensure residents are aware of the current challenges in dentistry in West Sussex and
- iii. Agrees that all other recommendations in 4.2 of the report be taken forward

57. End of December 2022 (Quarter 3) Quarterly Performance and Resources Report

57.1 The Committee considered a report by the Chief Executive and Director of Finance and Support Services (copy appended to the signed minutes).

57.2 Summary of responses to members' questions and comments: -

- The percentage of adult social care assessments that result in a support plan has dropped significantly due to a lag in reporting and possibly a small delay caused by financial assessments - work is underway to improve the way this is reported and there will be a better picture in the next report
- Anyone who is terminally ill is treated as a priority for a social care assessment
- The Council had recruited social workers from abroad to fill positions and would be running a recruitment programme to attract care workers and is working closely with care providers to support them
- Only 10% of adult social care work is on hospital discharge
- The Council works closely with partners to support people medically fit to leave hospital to do so as soon as possible and is providing extra domiciliary care
- Information on public engagement in a recent social media campaign around mental health was requested – **Action:** The Cabinet Member for Public Health & Wellbeing to liaise with the Communications team to provide the information
- Some of the Public Health grant underspend was due to specific face to face services not being available during the pandemic – part of the underspend will be used for new priorities such as detecting hypertension
- It may be that the Public Health grant is frozen or decreased, in which case the Council's underspend will be required

- Public Health was working with the Communications team to encourage uptake of the flu vaccination and the NHS has used mobile units in low take-up areas to encourage take-up – **Action:** The Cabinet Member for Public Health & Wellbeing to consider increasing the target for uptake of the flu vaccination
- Although many people preferred to access services in person, many were now using phone or internet
- Key performance indicators around access to dentistry might be more suitable for the Integrated Care Board - more informative ones on falls prevention to show comparisons with neighbouring authorities might be possible if data sources are available – **Action:** The Cabinet Member for Public Health & Wellbeing to consider key performance indicators for access to GPs and more informative ones for falls prevention

57.3 Resolved – that the Committee asks that: -

- Member sessions include co-opted members when appropriate
- Further information be provided on falls prevention, specifically around the work with conditions that increase risk such as diabetes or Parkinson’s disease, also any comparative data available

58. Forward Plan of Key Decisions

58.1 The Committee considered the Forward Plan of Key Decisions (copy appended to the signed minutes) and requested an update on the opening date for the Avila House - Extra Care Housing Scheme to be in the relevant Forward Plan entry – **Action:** Alan Sinclair to update the Committee by email

58.2 Resolved – that the Committee notes the Forward Plan of Key Decisions.

59. Work Programme

59.1 The Committee considered its Work Programme (copy appended to the signed minutes) and learned that it would receive a briefing on the Shaw Healthcare Contract this week and that arrangements for the Mental Health information gathering session was in hand.

59.2 Resolved – that the Committee requests that: -

- The update to make ready centres be removed
- An update on radiotherapy services at St Richard’s Hospital, Chichester that first came in committee in 2017 be added

60. Date of Next Meeting

60.1 The next meeting of the Committee will be held on 14 June 2023 at 10.30am at County Hall, Chichester.

The meeting ended at 12.53 pm

Chairman