

CARE HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

1 DECEMBER 2015

PRESENT: Councillor S Green (Chair)

Councillors: M Hood, B Coates, W Dick, D Davidson, M Goldsworthy, B Goldsworthy, J Wallace, F Hindle

CHW25. APOLOGIES FOR ABSENCE

Apologies were received from Councillors M Charlton and J Simpson

CHW26. MINUTES

The minutes from the meeting held on 20 October 2015 were agreed as a correct record.

CHW27. REVIEW OF GP ACCESS – EVIDENCE GATHERING

The OSC received a presentation from Jane Mulholland, Newcastle and Gateshead CCG and Jenny Long, NHS England which set out the context regarding quality of care issues, relating to GP practices in Gateshead and key findings from the recent GP Patient Access Survey for Gateshead. In presenting the key findings comparator information was also provided on how Gateshead practices compare with Gateshead and national averages and previous patient access surveys. Other information and intelligence relating to the quality of care issues were also provided.

In this way, Committee will be able to consider the findings for Gateshead practices within a local and national context as well as the direction of travel for key questions that were also included within previous GP Patient access surveys.

At the last meeting of OSC, it was queried whether it was possible for data on GP access to be provided at a ward level. The Committee also expressed an interest in getting a better understanding of what patients do when they can't get an appointment with their GP or where the appointment offered wasn't convenient.

As part of the evidence gathering stage of the OSC review, it was agreed that committee members would have an opportunity to visit a GP practice(s) in order to see its backroom telephone and appointments system in operation and to look at opportunities and challenges linked to GP premises. Site visits took place to the newly opened Trinity Square Health Centre on 12 October and to Oxford Terrace on 2 November.

The OSC wished to place on record their thanks to the two practice managers for very informative site visits to Trinity Square and Oxford Terrace practices. Thanks

also were extended to John Costello for his help. Notes of the issues raised at the site visits were also provided to members of the Committee for information.

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK and includes a number of questions relevant to the second evidence gathering session.

The latest survey data is from the July 2015 publication, collected during July – September 2014 and January – March 2015. Charts have subsequently been produced for members of the Committee on key findings for Gateshead.

These were presented to committee and included:-

- How helpful did patients find the receptionists at their GP surgery?
- Questions on how patients found their last contact with a GP from their surgery, such as whether they felt they were:
 - Given enough time;
 - Listened to;
 - Provided with an explanation of any tests or treatments required;
 - Involved in decisions about their care;
 - Treated with care and concern; and
 - Whether they had confidence and trust in the GP they saw or spoke to?
- Similar questions on how patients found their last contact with a nurse from their surgery?
- How patients would describe their overall experience of their GP surgery?
- Whether they would recommend their GP surgery to someone who has just moved to the local area?

The Committee asked if were possible to measure data using patient postcodes? As it was felt that this would make the data presented much more useful.

The Committee also asked if there was any documentary evidence available for schools in special measures if parents moved their children as a result. As it was reported that very few people actually moved their GP after learning that the practice has been placed in special measures.

The next evidence gathering session will focus on GP Access and quality of care in the broader context of service developments/initiatives relevant to the review topic.

The Committee were advised that a site visit to the CCG visibility wall will take place on Friday 8 January 2016 at 1.15 pm and further details will be sent out separately in due course.

- RESOLVED -
- i) that the information be noted and the views of the OSC be considered
 - ii) that further updates be provided in due course.

CHW28. THE COUNCIL PLAN – SIX MONTH ASSESSMENT OF PERFORMANCE AND DELIVERY 2015/16

The Committee were provided with the six month assessment of performance for 2015/16. It provided an update on the performance and delivery of the Council Plan 2015-2020.

Following significant changes in the national policy landscape and the challenging financial climate the Council has, and is still facing, a new approach to the Council Plan was developed as part of the strategic planning framework.

The new Council Plan 2015-2020 was approved by Cabinet on 14 July 2015 and will enable the Council, along with partners, to be better placed to achieve positive outcomes for the people of Gateshead and deliver the ambition of Vision 2030 over the next 5 years.

As part of the Council's Performance Management Framework, five year targets were set for the period 2015/2016 to 2019/2020 which will enable performance to be monitored to ensure continuous improvement. These targets were approved by Cabinet on 14 July 2015.

The six month 2015/2016 assessment of performance report relates to the remit of the Care, Health and Wellbeing Overview and Scrutiny Committee and focuses on achievements, areas identified for improvement and future actions.

Progress as to how well the Council is performing in relation to the equalities objectives where information is available at the six month stage was also reported to the Committee.

The Committee were advised that further work is needed/ongoing on Alcohol related hospital admissions, childhood obesity, mental health and social prescribing. As well as the gap in life expectancy for men ward on ward in Gateshead.

The Committee were also reminded that a consultation event for the Deciding Together consultation was being held at St Edmunds Chapel Gateshead on Saturday 6 February 2016 from 1.00 pm – 3.00 pm.

- RESOLVED -
- i) that the activities undertaken during the last six months are achieving the desired outcomes in the Council Plan 2015-2020.
 - ii) agreed that the report be referred to Cabinet on 9 February 2016, with the recommendations from the Care, Health and Wellbeing Overview and Scrutiny Committee for their consideration.

CHW29. REVIEW OF ANNUAL WORK PROGRAMME

The Committee's views were sought on the current position with regard to the annual work programme.

In advance of the OSC agreeing its review topic for 2016-17, members of the OSC have been invited to identify any issues which may potentially be appropriate for a detailed review by 18 December 2015. It is proposed that those issues put forward by members are added to the list of potential review topics for consideration by the OSC at the start of the municipal year, unless the issue is already being, or would more appropriately be, dealt with through other processes within the Council. Members will be notified if this is the case and advised as to how their issue is being dealt with.

All of the Council's OSC's have received feedback on the outcomes of the specific reviews undertaken by them during 2015-16. This Committee has received a monitoring report on the outcomes generated by its Review of Mental Health and Wellbeing on 15 September 2015 and will receive a further monitoring report on 19 April 2016.

Case studies have been included within OSC work programmes to provide an additional means of examining specific issues of concern/carrying out more detailed work on a particular topic/measure the impact of a particular OSC's review recommendations over a specific period of time.

The case studies for 2015/16 are:

- MASH (January 2016)
- Carers (March 2016)

Each OSC has identified specific issues to be considered through the case study method and it was agreed that in view of the timing of case studies within the 2014-15 work programmes that feedback on their effectiveness be sought during its work programme review in 2015/16.

During 2014/15 the OSC considered the following case study:-

- Health Protection and Assurance

The OSC focused on:-

- the progress being made in relation to the Council's new role in providing an assurance for health protection arrangements.
- the arrangements that the Director of Public Health for Gateshead has put in place to assure the Health and Wellbeing Board that their responsibilities are being delivered
- the level of performance against each activity and of major issues for Gateshead since April 2013 when the Council took over these functions.

Having examined the issues the OSC:

- expressed concern that six schools had not taken part in the pilot programme to deliver the national flu immunisation programme to primary school age children in year six
- noted that in the pilot there was a requirement for a parent to be in attendance and queried whether this was a factor in affecting take up.
- received information that it is not mandatory for schools to participate and the school nursing service is used to encourage participation.

- received information that the issue of parental attendance was being considered as part of the evaluation of the pilot and how it was to be taken forward in the future.

In light of the above, the OSC indicated it was satisfied with the progress made and requested that its comments be fed back to the Health and Wellbeing Board.

In addition, the committee requested that the evaluation from the pilot flu programme be circulated to councillors in due course.

The Committee also requested that the overuse of prescription antibiotics be looked into as well as the delays currently being experienced with hospital transfers by the ambulance service. It was agreed that the Ambulance Service be invited to attend a future committee meeting to give a presentation.

- RESOLVED -
- i) that any issues identified by members of the OSC as potential review topics by 18 December 2015 will be included in the list of review topics to be considered by the OSC at the start of the municipal year unless such issues are being or would more appropriately be dealt with via other council processes.
 - ii) that the committee were satisfied on the review monitoring process carried out so far.
 - iii) that the committee were satisfied with the effectiveness of the case study carried out in 2015/16.