

CARE HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

20 October 2015

PRESENT: Councillor S Green (Chair)

Councillors: M Hood, W Dick, B Coates, D Davidson, P Ronan,
M Charlton, F Hindle

CHW17. APOLOGIES FOR ABSENCE

Apologies were received from Councillors C Bradley and J Simpson.

CHW18. MINUTES

The minutes from the meeting held on 15 September 2015 were agreed as a correct record.

CHW19. REVIEW OF GP ACCESS – EVIDENCE GATHERING

The Committee received a presentation from Dr Neil Morris, Medical Director, Newcastle Gateshead CCG which set out the context relating to access to GP services in Gateshead, relevant contractual arrangements in place with GP practices and key findings from the recent NHS 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 core issues of GP Access was also provided.

The Committee received a presentation from Kim Newton and Andrew Moore, Healthwatch Gateshead on findings of a recent survey carried out by Healthwatch Gateshead on access to GP services. The presentation set out the background to the survey, the areas covered, how it was undertaken and key findings relating to appointment systems, out of hour's provision, continuity of GP care and consultations with GPs.

As part of the evidence gathering stage of the OSC review, it has been agreed that committee members will have an opportunity to visit a GP practice in order to see its backroom telephone and appointments system in operation and to look at opportunities and challenges linked to GP premises.

The first site visit took place to Trinity Square Health Centre on 12 October 2015, which is a new purpose built health centre and members of the Committee found the visiting very helpful and interesting.

The second site visit is scheduled to take place on 2 November 2015 at Oxford Terrace Medical Practice and a further update on this visit will be given at the next meeting of the Committee.

The Committee were also advised that 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 first evidence gathering such as how easy or difficult it is for patients to make an appointment at their surgery, waiting times, satisfaction with opening hours etc.

The latest survey data is from the July 2015 publication, collected during July - September 2014 and January – March 2015. Charts were also provided to the Committee on key findings for Gateshead and include:-

- Ease of making contact with local GP surgery by telephone
- Ease of making an appointment, convenience of appointment, waiting times
- Overall experience of making an appointment
- Awareness of and use of on-line services provided by GP surgeries
- Patient satisfaction with opening hours
- Patient views on additional opening times
- Out-of-hours services; ease of contact, timeliness of care provided and experience of care.

The next evidence gathering session will focus on the quality of care provided including patient experience of care and work that is taking place by NHS England and Newcastle Gateshead CCG working with GP practices across Gateshead.

The Committee welcomed the report but were still concerned about the variation in results and experiences from practice to practice across Gateshead. It was suggested that the Committee may want to scrutinise individual GP practices and in particular the poor performing ones.

The Committee would like to see the whole picture across Gateshead once the CQC inspections are complete and hoped to see a report

RESOLVED - i) that the information be noted.
 ii) that further updates be provided in due course.

CHW20. WINTER PRESSURES/URGENT CARE PROGRESS UPDATE

**CHW21. UPDATE ON ISSUES ARISING FROM GATESHEAD HEALTH NHS
 FT QUALITY ACCOUNT**

**CHW22. HEALTH AND WELLBEING BOARD – PROGRESS UPDATE/CASE
 STUDY ON INTEGRATION**

The Committee received a report providing an update on progress highlighting key issues considered by the Health and Wellbeing Board since April 2015 and a look at the Board's Forward Plan for 2015/16.

In developing the Forward Plan, 5 key areas of work have emerged, one of which relates specifically to the Board's integration agenda:

- Strategy/policy development and commissioning intentions
- Transformational/integration agenda and ways of working
- Health and care service developments/reviews
- Performance Management Framework
- Assurance Agenda

The Committee were advised that other issues considered by the Board included:

- An update on strategic commissioning arrangements for children and young people focusing on the priority areas of special educational needs and disabilities, child and adolescent mental health services and an integrated approach to the design of the offer for children 0 to 19. The Board asked that membership of the Gateshead Children's Strategic Commissioning Group be extended to include representation from the voluntary sector and providers will be engaged through working groups established to progress work on the three priority areas.
- Personal Health Budgets – a progress report on the implementation of Personal Health Budgets in Gateshead, including work to review existing processes, challenges, future opportunities and next steps. A further update has been sought by the Board by April 2016.
- Social isolation – the impact of social isolation on people's wellbeing and how this can be addressed.
- The Learning Disability Joint Health & Social Care Self- Assessment for 2013/14.
- Substance Misuse Strategy Group – a revised terms of reference and work plan for 2015/16 was endorsed by the Board.
- Housing and Health – an overview of the role of housing providers in promoting health and wellbeing was considered by the Board to help identify issues for future consideration during 2015/16.
- Impact of Place Shaping on Health and Wellbeing – a progress update and next steps was agreed by the Board.

The Committee were advised that the Board's Forward Plan for 2015/16 will include the following topics:-

- Refresh of key strategies and operational plans
- 2016/17 commissioning intentions for the Gateshead health and care economy
- Integrated Children's Agenda : 0-19 years, including the transfer of public health services commissioning (0-5 years) to the Council
- Children & Adolescent Mental Health Services (CAMHS) Transformation Plan
- The Director of Public Health's Annual Report 2014/15
- Mental health employment trailblazer pilot – development of the model
- Learning Disability Transforming Care Programme – Regional Fast Track Plan
- A Tobacco Control 10 year plan
- Older people's health and wellbeing

- Health protection assurance arrangements in Gateshead and associated work programme.
- Role of the housing provider in promoting health and wellbeing – housing conditions; housing provision for people with specialist support needs etc.
- Alcohol – consultation on the draft statement of licensing policy
- Adult social care Local Account 2014/15
- Emerging issues linked to current health service reviews
- Better Care Fund quarterly returns to NHS England
- Performance management updates
- Development of OSC work programmes for 2016/17
- A whole system event on the integration agenda

The Committee were also advised that work will be undertaken to shape a Forward Plan and work programme for 2016/17.

RESOLVED - that the information be noted.

CHW23. ADULT SAFEGUARDING AND ADULT SOCIAL CARE IMPROVEMENT UPDATE

The Committee received a report which provided an update regarding Safeguarding Adults, Mental Capacity Act/Deprivation of Liberty Safeguards (DoLS) and the Multi Agency Safeguarding Adults Hub (MASH) and an update regarding improvements within Adult Social Care.

The Committee requested that local and national target figures be provided to a future meeting of the Committee.

The Committee suggested that Skills for Work be invited to attend a future meeting of the Committee and provide a presentation on their experiences of gaining employment.

RESOLVED -

- i) that the information be noted
- ii) that further updates as requested be provided to the Committee in due course.

CHW24. ADULT SOCIAL CARE LOCAL ACCOUNT

The Committee received a report which set out the main findings from the Adult Social Care Local Account, and outlined the identified areas for improvement and future priorities in order to develop adult social care in Gateshead.

In recent years, the demand for social care services in Gateshead has increased, placing extra demand on the adult social care budget during a time of financial strain.

More people in Gateshead suffer from poor health compared to the rest of the country. It is projected that by 2037 there will be an additional 16,400 people aged 65 years or older – an increase of 45%/. The greatest increase is amongst those aged 85 or over, the people most likely to require social care support.

The Care Act came into effect on 1 April 2015. New requirements include providing clearer information and advice to people, a national minimum eligibility threshold and more rights for carer. At the same time, more closer working with health services and other partners to provide more integrated care and support services for residents.

In 2014/15:

- 6,559 people contacted Gateshead Council's social services for help or advice
- 2,340 new service users had an assessment of their needs
- 82.3% of people took more control of their own support, in the form of a Personal Budget or Direct Payment
- 69.2% of people said that they were extremely satisfied or very satisfied with the care and support services they receive (above the England average of 64.9%)

Notable achievements in the last year include:

- Created a Quality Excellence Framework Policy for residential and nursing care homes
- Developed service improvement groups involving carers, people who use services and members of the public
- Established a single point of contact available 24/7 for the public and professionals who need intermediate health or social care services
- Re-commissioned home care services to provide more robust provision
- Conducted a carer's survey. 81% of carers report that they have been included in discussions about the person they care for.
- Implemented preventative approaches for safeguarding adults, as well as the identification of cross-cutting areas of work via the Multi Agency Safeguarding Hub (MASH)

Identified areas for improvement in 2015/16 include:

- Increase the number of people with a personal budget choosing to have a direct payment
- Reduce the number of permanent admissions to residential and nursing care and help more older people to stay in their homes
- Implement a project to improve the lives of working carers in partnership with Gateshead Carers' Association and the design school at the University of Northumbria
- Work with the Local Safeguarding Children's Board to ensure that vulnerable children and young people are protected as they become adults.

RESOLVED - that the information be noted and the Local Account be endorsed.