

Adult Social Care and Health Select Committee

A meeting of Adult Social Care and Health Select Committee was held on Tuesday, 12th September, 2017.

Present: Cllr Lisa Grainge (Chairman), Cllr Evaline Cunningham, Cllr Kevin Faulks, Cllr Lynn Hall, Cllr Norma Stephenson (Sub for Cllr. Mohammed Javed), Paul Rowling (Sub Lauriane Povey)

Officers: Michael Henderson, Peter Mennear (DCEO), Ann Workman, Tanja Braun (AH)

Also in attendance: Jane Hore, Tony Beckwith (Healthwatch),

Apologies: Cllr John Gardner, Cllr Mohammed Javed, Cllr Allan Mitchell, Cllr Lauriane Povey, Cllr Sylvia Walmsley

ASH 39/17 **Evacuation Procedure**

The evacuation procedure was noted.

ASH 40/17 **Declarations of Interest**

There were no declarations of interest.

ASH 41/17 **Minutes of the Meeting held on 11th April 2017-For Signature**

The minutes of the meeting held on 11th April 2017 were confirmed as a correct record and signed by the Chairman.

ASH 42/17 **Healthwatch Stockton-On-Tees Annual Report 2016-17**

The Committee was provided with the Annual Report of Healthwatch, Stockton-on-Tees.

The Committee considered the report and discussion related to:

- The closure of the GP practice at Tithebarn House, including concerns raised by members of the community in this regard. Discussion widened and the Committee noted some of the factors associated with practice closures, such as GPs retiring or moving on, or practice mergers. The Clinical Commissioning Group was often unable to influence such factors and it was often difficult to maintain the same local provision. Three calls on this matter had been made to Healthwatch by members of the public.
- Healthwatch didn't deal with individual complaints but did aggregate them and investigate potential problems highlighted by those complaints.
- Car parking by staff, and people accessing services at North Tees Hospital was causing problems for the community on the Hardwick Estate and it was suggested that this continue to be raised with the Trust to try and resolve the situation.
- The Healthwatch contract, held by the Pioneering Care Partnership had been extended to the end of March 2018. The Council could re-tender, ahead of this date, with a new contract starting in April 2018.

- The Committee noted that Healthwatch priorities were determined internally but very much took account of issues that were important to stakeholders.

- Reference was made to one of the Healthwatch priorities - 'John's Campaign'. This was a national programme that gave family and carers of patients, living with dementia, the opportunity to stay with them during stays in hospital. University Hospital of North Tees would be implementing a version of the programme, including other vulnerable patients, not just those with dementia, during 2017/18. Healthwatch would monitor progress.

RESOLVED that the Annual Report 2016/17 and discussion be noted.

**ASH
43/17**

Healthwatch Published Reports

It was explained that the Local Healthwatch was able to undertake Enter and View visits of health and social care services to support their role. Healthwatch was also able to carry out other reviews into services.

Members received the following Healthwatch reports:

An Enter and View visit at Roseberry General Practice.

It was explained that Healthwatch had been made aware of several issues regarding patient experience at the Roseberry Practice. It had received specific complaints about a lack of male GPs employed at the practice and difficulty accessing the practice by telephone.

The Select Committee noted the methodology used for this Enter and View visit, which included observations and questionnaires for patients and staff.

Members noted the recommendations from the visit, which included:

- review and update staffing displays, literature, posters, website etc.
- reinstate and advertise Patient Participation Groups.
- the self service check-in should be functioning correctly as often as possible.

The Committee discussed the report and associated issues. That discussion could be summarized as follows:

- One member referred to the lack of podiatry services at surgeries in general and the Committee noted that Healthwatch had produced a report on podiatry services, which was available on its website.
- Members felt that the Enter and View visit report included excellent attention to detail and even small, but important points for patients, had been highlighted.
- In the practice's waiting area it was important that alerts to see doctors catered for all patients' needs e.g anyone blind or partially sighted. It was explained that the practice's appointment system should flag up patients' needs. Healthwatch would look at this area in future reviews.

Healthwatch was due to undertake a follow up visit in October.

Report - Communication at University Hospital of North Tees

Members noted that the report aimed to determine how, and to what extent, poor communication was impacting on service delivery and causing negative patient experience.

The report described the feedback gathered by Healthwatch and highlighted a number of issues that the Trust had been asked to respond to. Those issues covered the following areas:

- communication with patients who had particular needs and compliance with the Accessibility Standard.
- terminology within policy and procedural documents pertaining to Trakcare.
- awareness raising and training opportunities for staff relating to TrakCare.
- specific problems identified relating to Orthopaedic Outpatient appointments.
- staff access to medical records.
- lack of an answer machine in the fracture clinic.

Discussion

- members highlighted some of the concerns expressed by staff about the incorrect use of the medical records tracking system, Trakcare, which could lead to records being misplaced. It was noted that a new scanning system had been put in place but this would take many years to fully embed. The Trust had indicated that a comprehensive programme of training around Trakcare was now in place, including new starter and refresher training. It was envisaged that this would assist in getting the most out of the Trakcare system, reduce misplaced notes and help with other related issues. This would be an area of focus for Healthwatch when it revisited the Trust in December and outcomes of this could be fed back to the Committee.

- It was noted that, at the time of the review, the fracture clinic didn't have an answer machine but this had been addressed. A member highlighted problems she was aware of at the audiology department and indicated that there was a confusing system for getting in touch with that department. In addition it was suggested that the signage in the hearing aid clinic was out of date, the length of time patients spent in the waiting room was excessive and it was a particularly confusing environment for people with hearing difficulties.

- it was suggested that appointment reminders, via telephone, could be a source of concern for some elderly people, as the reminders were very short and sometimes not understood. This was something Healthwatch would look at further.

RESOLVED that reports and discussion be noted.

**ASH
44/17** **Scrutiny Review of Defibrillators**

Members considered a report that presented a summary of evidence that had been received, to date, during the review of defibrillators, to assist members to consider draft recommendations.

The Committee was provided with six suggested recommendations and members were asked to consider them and provide feedback. Members supported the general direction of the recommendations but provided a number of observations:

- Members agreed that there were a number of potential recommendations relating to the mapping and highlighting of locations of defibrillators.
- The Town Pastors had undertaken fundraising for defibrillators and this needed to be referenced in the report.
- it was suggested that proposed recommendation 2 could be reworded to include myth busting information that would reassure the public about their use of defibrillators. Stockton News could be utilised in this regard.
- there was an obvious gap in Stockton Town Centre and this issue could form the basis of a recommendation.
- recommendations could include reference to linking community groups to training provided by the Fire Brigade, NEAS and other training providers.

Members were asked to feed any other observations that they had about the proposed recommendation back to the Committee's Scrutiny Officer by 14th September 2017.

A draft report would be considered at the Committee's meeting on 10 October, and the review's final report was scheduled to be submitted the meeting of Cabinet on 16 November 2017.

RESOLVED that:

1. the evidence be noted.
2. the draft recommendation be agreed subject to comments made by members at the meeting or provided to the Scrutiny Officer by 14th September 2017.

**ASH
45/17** **Review of NHS Commissioned Respite and Short Breaks Services for People with Complex Needs, Learning Disabilities and/or Autism**

It was explained that Hartlepool and Stockton-on-Tees, and South Tees CCGs were consulting on potential changes to NHS commissioned Respite Services.

The CCGs had launched a ten week public consultation, and the Committee considered a report that provided information associated with that consultation.

Discussion:

- concern was expressed about option 1 in the consultation paper, that proposed replacing existing bed based services, as it was not clear what they would be replaced with.

- members agreed that any changes to this service would be a 'substantial variation' to local health services.

- the Committee agreed that Stockton would work with relevant Tees Valley authorities to formulate a joint response to the proposals.

RESOLVED that:

1. the information relating to the consultation be received and noted.
2. the Select Committee considers that changes to this service would be a 'substantial variation' to local health services;
3. representatives from the Council work with relevant Tees Valley authorities to formulate a joint response to the consultation, with feedback being provided to a future meeting of this Committee.

**ASH
46/17** **Work Programme**

Members received an update on its work programme.

RESOLVED that the work programme be noted.

**ASH
47/17** **Chair's Update**

The Committee was reminded that a visit to the Urgent Care Centre, at North Tees Hospital, had been arranged for Friday 22nd September 2017 at 2 pm and members were asked to confirm to the Scrutiny Officer whether they would be attending.