

## TEES VALLEY JOINT HEALTH SCRUTINY COMMITTEE

Friday, 16 December 2022

**PRESENT** – Councillors Layton (Chair), Newall, Mrs H Scott, Creevy, Hellaoui, Cunningham, Gamble and Hall

**APOLOGIES** – Councillors Cook, Smith, Blades, Rees, Smith and Watts

**ALSO IN ATTENDANCE** – Martin Short (North East and North Cumbria Integrated Care Board), Craig Blair (North East and North Cumbria Integrated Care Board), Karen Hawkins (North East and North Cumbria Integrated Care Board), Dr Chris Lanigan (Tees, Esk and Wear Valleys NHS Foundation Trust), Avril Lowery (Tees, Esk and Wear Valley NHS Foundation Trust), Mark Cotton (North East Ambulance Service), Stephen Segasby (North East Ambulance Service), Patrick Scott (Tees, Esk and Wear Valley NHS Foundation Trust) and Sarah Gill (Tees, Esk and Wear Valley NHS Foundation Trust)

**OFFICERS IN ATTENDANCE** – Hannah Miller (Democratic Officer), Alison Pearson (Governance Manager), Gemma Jones (Scrutiny and Legal Support Officer) and Gary Woods (Scrutiny Officer)

### TVH17 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

### TVH18 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY HELD ON 23 SEPTEMBER 2022

Submitted – The Minutes of the meeting of this Scrutiny Committee held on 23 September 2022.

**RESOLVED** – That the Minutes of the meeting of this Scrutiny Committee held on 23 September 2022 be approved as a correct record.

### TVH19 WINTER PLANNING, INTEGRATED URGENT CARE ENGAGEMENT, VACCINATION AND PRIMARY CARE ACCESS - UPDATE

The Director, North East and North Cumbria Integrated Care Board gave a presentation (previously submitted) updating Members on winter planning, Integrated Urgent Care engagement, vaccinations and Primary Care access.

It was reported that the Tees Valley Urgent and Emergency Care (UEC) system had remained under significant pressure, with no reduction in demand during the spring/summer months; this pressure was impacting performance across all providers; and the contributing factors creating the pressure across the system were outlined.

Reference was made to the Tees Valley Local Accident and Emergency Delivery Board (LAEDB) in place as a requirement of NHS England and Improvement, to assess preparedness for winter against 33 national priorities. Members noted that 15 priorities were in place, 7

priorities had actions in place and were on track to be implemented within timeframes, and 11 priorities had risks associated with their delivery.

The presentation provided details of the initiatives in place to address the following aims; better support people in the community, deliver on ambitions to maximise bed capacity, ensure timely discharge, continuing to support elective activity, infection prevention and control measures, staff vaccinated health care and oversight and incident management arrangements. Reference was also made to the current projects underway to provide support this winter and additional schemes that had been identified. Members noted the current and emerging issues being focused on by the UEC Managed Clinical Network.

Members were provided with a reminder of the proposed new model of integrated urgent care for Middlesbrough and Redcar and Cleveland; an 11 week period of engagement was undertaken between 1 August and 16 October 2022; and the methods of engagement were outlined along with response figures and demographics.

Members noted the additional responses received; that engagement had shown there to be a high level of support for the proposals, with considerations required for a number of factors including accessibility and parking at James Cook University Hospital, capacity and staffing of the new model.

In relation to vaccinations Members were informed of seasonal flu and covid booster vaccination figures for the Tees Valley, including care home residents uptake. It was reported that uptake was lowest in areas of deprivation with uptake at under 30 per cent for flu and under 40 per cent for covid vaccinations; and reference was made to vaccine fatigue and the actions undertaken in the Tees Valley to address this.

Details were provided of the vaccination uptake for frontline healthcare workers, which had seen a reduction when compared to previous years, with flu vaccinations at 48 per cent across the North East and Cumbria and covid vaccinations at 46.7 per cent for frontline healthcare workers and 40.4 per cent for frontline social care workers.

The presentation also provided Members with an overview of primary care in the Tees Valley, with details provided of the configuration and the contract requirements for practices; reference was also made to the Primary Care Network Contract Directed Enhanced Services (DES).

Details were provided of the findings of the GP Patient survey 2022; causes of access challenges were outlined; and improvements to access included increased practice workforce and increased PCN workforce, with 204 staff funded across the Tees Valley from Additional Role Reimbursement Scheme.

Members were also provided with details of additional access to GP appointments on Sundays and Bank Holidays through a Winter Resilience scheme commissioned by the ICB; and the further support to improve access was outlined.

Discussion ensued regarding potential accessibility issues associated with the urgent care facility at James Cook University Hospital; and following a question Members were advised that a Workforce Planning Group was in place for the Tees Valley, working to identify

methods to improve recruitment and that virtual wards were an area of growth for the NHS.

Concern was raised by Members regarding vaccination uptake, in particular for healthcare workers; Members were informed that whilst vaccinations were not mandated, a range of targeted work was being undertaken to improve uptake.

**RESOLVED** – That the update be noted.

## **TVH20 NORTH EAST AMBULANCE SERVICE PERFORMANCE UPDATE**

The Chief Operating Officer and Assistant Director of Communications, North East Ambulance Service (NEAS) submitted a report (previously circulated) providing Members with a performance review for NEAS performance. A presentation accompanied the report.

It was reported that the NHS 111 call triage volume was significantly higher when compared to the previous year; that an additional 10,000 calls were received in October compared with the previous month; that average time to answer calls had increased as a result; and despite call volumes, there had been improved performance when compared to Quarter 1 in the previous year. Members were advised that significant investment had enabled over 100 additional health advisors to manage the increase in call volumes, with an expansion of the Billingham emergency operations centre.

Details were provided for 999 incident volumes, which had seen a significant increase; Members noted that the Category 1 response time target was being met and Tees Valley was performance better than the Trust as a whole; the response time target for Category 2 calls was not being met; and NEAS benchmark performance for all category calls was outlined. Reference was also made to See and Treat rates, with rates across the Tees Valley being higher than the service average.

It was reported that the average hospital handover time for NEAS in October was 30 minutes; that 21 per cent of handovers were completed within the 15 minute target timeframe; and that a pilot scheme in North Tees was seeking to reduce unnecessary hospital admission. The patient transport performance was also outlined.

Members were informed that the Trust had seen an increase in assaults and abuse of staff with alcohol being the main contributing factor; and that measures were in place to protect and support staff.

Discussion ensued regarding the patient transport performance and time on vehicles over 60 minutes; and following a question regarding abuse and violence towards staff, the Chief Operating Officer assured Members that all incidents were reported via an internal reporting system and the range of measures in place to support staff were outlined. Members requested figures for abuse and violence towards staff.

Discussion also ensued regarding patient attendance at hospitals; the impact of handover delays on the outcome of category 1 calls; and following a question Members were informed that a regional deflection process was in place for periods of significant delays. Details were also provided on the management of staff morale, which included the recruitment of a

Mental Health Practitioner, access to counselling services and a welfare car to provide support crews during periods of delays for hospital handover.

Following a question regarding resources, the Chief Operating Officer advised Members that funding into the service was adequate, however due to the wider system pressures, a significant increase in staffing numbers would be required to improve the performance of the service. Members suggested that an update regarding funding for the service be provided at a future meeting

**RESOLVED** – That the update be noted.

#### **TVH21 TEES, ESK AND WEAR VALLEY NHS FOUNDATION TRUST - QUALITY ACCOUNT Q2 UPDATE**

The Associate Director of Quality Governance, Compliance and Quality Data and Associate Director of Strategic Planning and Programmes and , Tees, Esk and Wear Valley NHS Foundation Trust (TEWV) gave a presentation (previously circulated) updating Members on the TEWV Quality Accounts.

It was reported that the Quality Account had 3 improvement actions, Personalising care planning, improving safety on wards and implementing the new National Patient Safety Incident Framework; that of the 16 actions that underpinned the improvement actions, 9 were on track with 4 fully complete, whilst 4 were off track but due to be completed by the end of the financial year and 3 were red and would not be completed in this financial year.

The presentation outlined the details of performance against the quality metrics for Quarter 1 and Quarter 2; and reference was made to the Trusts quality and safety journey.

Concerns were raised regarding physical interventions. Members noted that the increase was due to a small number of patients; that there had been a decrease in prone restraints; and this was a key safety priority for the Trust. It was suggested that a Members briefing be arranged on interventions. Members also requested that benchmarking data be included in future reports to Scrutiny and that trends in relation to the Quality Metric performance be shared with Members.

Concern was also raised in respect of the Quality Metric ‘percentage of patients who report ‘yes, always’ to the question ‘Do you feel safe on the ward?’’. Members were assured that this was being addressed through a number of initiatives; that a range of methods were used to gather information on the wards; and Lived Experience Directors had been appointed to ensure the voice of service users and carers/parents were being captured. It was suggested that an update be provided by the Lived Experience Directors at a future meeting of this Scrutiny Committee.

**RESOLVED** – That the report be noted.

#### **TVH22 TEES, ESK AND WEAR VALLEY NHS FOUNDATION TRUST - CQC INSPECTION UPDATE**

The Managing Director Durham Tees Valley and Forensics, Tees, Esk and Wear Valley NHS Foundation Trust gave a presentation (previously circulated) providing Members with an

update on the CQC inspection.

Details were provided of the re-inspection of CAMHS and SIS in July 2022; the CAMHS re-inspection had seen an improvement in the Safe domain which had been re-rated from inadequate to Requires Improvement; and significant improvements had been noted following the SIS re-inspection, however concerns remained in the Safe domain.

It was reported that a full inspection of the Adult Learning Disability (ALD) Services was undertaken in June 2022 following response to concerns identified by the CQC; and the service, which had previously been rated as good overall was re-rated as inadequate.

The presentation outlined the key messages of the CQC inspection report for the ALD Services, including areas of good practice and actions to be undertaken to improve services; and Members were informed that prior to the inspection, the Trust had commissioned Mersey Care NHS Foundation Trust to undertake a review of the services. Members noted that at the time of the review, in February 2022, the inpatient services had been closed to admissions and to date, no further inpatient admissions had been received into the service.

The key findings from the Mersey Care review were outlined for culture and patient care; an improvement programme had been developed with over 100 actions focusing on workforce, restrictive practice, models of care and governance; and details were provided of the key improvements made by the Trust to the service.

Members sought assurance that safety was a priority for the Trust; discussion ensued regarding staff feedback and the ability of staff to report concerns, with Members noting the steps taken at Lanchester Road to address concerns; and Members were advised that the quality assurance framework in place across the Trust ensured oversight across all services within the Trust, and a quality assurance programme allowed for external oversight and scrutiny.

**RESOLVED** – That the update be noted.

### **TVH23 WORK PROGRAMME**

The Assistant Director Law and Governance submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's work programme for the remainder of the 2022/23 Municipal Year.

A number of items were suggested for inclusion on the work programme, this included updates on Lived Experience Directors, Respite Provision and a Member briefing on Physical Interventions.

**RESOLVED** – That the work programme be updated to reflect discussions.