

Health Scrutiny Committee**Date: 15 October 2014****Health and Care Review Scrutiny Task and Finish Group
- Update****Membership**

1. The Members of the Health and Care Review Task and Finish Group are Councillors Michael Ladd, Sarah Adams, Colin Noble and Elizabeth Gibson-Harries. The Group agreed that Councillor Ladd would act as Chairman, and Councillor Adams as Vice-Chairman, although it was noted that meetings would generally be informal, with outcomes being formally reported back via the Health Scrutiny Committee meetings in public.
2. The work of the Group has been supported by Isabel Cockayne, Head of Communications, Ipswich and East and West Suffolk CCGs and Cathy Craig, Assistant Director, Adult and Community Services, and Theresa Harden, Business Manager (Democratic Services).

Meetings

3. To date, the Group has held two meetings, on 19 August and 29 September 2014.

Terms of Reference

4. At its meeting on 19 August 2014, the Group considered a draft Terms of Reference and, subject to minor amendment, felt that the document was clear and reflected what the Task and Finish Group had been set up to do. The Group noted it's work would be time-limited. A copy of the Terms of Reference is attached as Appendix A.

Progress under each of the workstreams

5. At its first meeting on 19 August, the Group received an update from the CCGs and Adult and Community Services on progress with the Health and Care Review. Models of service were under development for the Urgent Care and Health and Independence workstreams. These would now be brought together into a single model. Engagement work was well underway with the public to assess people's views. The Group was informed that service specifications for 111, GP out of hours and community services were under development and the timescales associated with this were discussed. Focus groups were being set up for stakeholders to consider the specifications and it was agreed that members of the Health Scrutiny Committee should be invited to attend/observe these meetings and provide feedback to the Task and Finish Group.

6. The Group also received an update on the development of Integrated Neighbourhood Teams and discussed the role of “care co-ordinators” and other support mechanisms available in local communities. The Group acknowledged there was a need to build capacity in the system to resource the changes as well as continue with current work, whilst the changes were taking place.

Public and patient involvement

7. At its meeting on 19 August, the Group was informed that public engagement was taking place in respect of the urgent care model and health and independence. More than 400 people had been spoken to at engagement events across the county, including the Summer Mela and Suffolk Pride festivals. Feedback to date had been generally positive.
8. Healthwatch Suffolk would be putting together a report at the end of August based on the findings from the public engagement work.
9. In addition, focus groups were planned in September to discuss what the vision might look like in more depth.

Feedback on observations from Health and Care Review engagement forums

10. Members of the Group attended a number of the Health and Care Review engagement forums.
11. On 11 September, Councillor Ladd attended a forum at Holiday Inn in Ipswich. 12 people had attended. There had been some discussion around opportunities for putting medical practitioners in place locally such as community matrons, to alleviate pressures on GP appointments and to ensure that the in-hours service available locally was as good as it possibly could be to avoid people feeling the need to go to A&E.
12. On 18 September, Councillor Gibson-Harries attended a forum at Morton Hall in Bury St Edmunds. Councillor Gibson-Harries reported a positive meeting had taken place, which had been well attended. The key observation from this meeting was that there still appears to be lack of awareness/confidence in the 111 service. Councillor Gibson-Harries will be taking this forward to promote awareness of the service in her own ward, and suggested there was a role for councillors more widely in helping to raise awareness of the role of the 111 service, particularly with winter approaching.
13. Events also took place on Monday 15 September at Woodbridge Community Centre and Wednesday 17 September at Forest Heath District Council Offices in Mildenhall. A further event will take place in Sudbury on Thursday 6 November at Sudbury Town Hall from 10am to midday.
14. The Group questioned how widely the forums had been advertised. It was confirmed that contact had been made with user groups and voluntary sector representatives. The forums had been set up specifically to test what the public had already said during the public engagement between June and August. Over 400 conversations had taken place with the public over the summer involving both CCGs and Suffolk County Council, and presentations had taken place for over 500 people (not including the forums).

themselves). It was generally felt that the forums had been well facilitated and those present had been encouraged to fully debate and feedback on the issues under discussion.

15. The Group heard a clear message from public engagement was the need to develop trust in the system. It was evident that messages about the need to use the 111 service had not reached the targets. It was noted that Care UK, as the provider of 111, was undertaking some work with young people to raise awareness of the service. Issues around ensuring appropriate staffing levels for the 111 service were discussed. The “scripted” nature of the 111 triage, which could be frustrating due to the nature of questions asked, was also discussed. It was noted that that the process of triage was nationally agreed and designed to be risk averse.
16. The Group was informed that consideration was being given to what further engagement should take place, as part of the next steps.

Development of the Urgent Care Model and arrangements and timescales for re-commissioning Out of Hours, 111 Service and Community Healthcare Services

17. The Group was informed that the Better Care Fund submission had now been signed off, following lengthy negotiation between ACS and the CCGs.
18. West Suffolk CCG Governing Body had met on 24 September, and had agreed to extend the contracts for the 111 service and Out of Hours service. It had also been agreed to undertake a mini procurement for the current community contract on a short-term basis. Ipswich and East Suffolk CCG Governing Body would be considering these issues on 30 September.
19. Following discussion it was agreed that further clarity about the overall lengths of the contracts, start dates and timescales for procurement would be helpful, along with an understanding of the rationale for this. It was suggested further information should be provided for the Health Scrutiny Committee meeting on 15 October, taking into consideration that some information could be classified as confidential or exempt, under Schedule 12A of the Local Government Act 1972, in that it related to the financial or business affairs of a particular person or organisation.
20. The Group heard that CCG and ACS schemes were also in the pipeline designed to help to alleviate pressures on the acute hospitals. The Group noted that West Suffolk and Ipswich and East Suffolk CCGs may wish to put in place different approaches, which could prove more challenging for ACS as a countywide function. There were some initiatives already taking place within the Great Yarmouth and Waveney (HealthEast) area which could potentially be replicated elsewhere.
21. The Group discussed what level of support there was for the developing model from GPs. Difficulties in recruitment of health professionals, including GPs, was noted. The Group sought information about funding for GP practices. The Personal Medical Services (PMS) contract was discussed, which had put in place a per head standard funding arrangement for GPs in Suffolk in 2007. It was noted that recent media coverage had highlighted that NHS England’s current review of GP funding may have a disproportionately negative impact on a number of Suffolk GPs.

Next Steps

22. The Group agreed a provisional date for its next meeting of Monday 3 November, with a view to taking a steer from the Health Scrutiny Committee at its meeting on 15 October 2014, as to what further work was required.