

ADULTS' HEALTH, ADULTS' CARE AND HOUSING OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 7 FEBRUARY 2017

PRESENT:- Councillors Claire Ellis (Chair), Alan Bishop, Gemma McCracken, Caryl Sydney-Smith, Steve Weisinger, Julie Wright and Robert Wright and Mark Edwards (Swindon Healthwatch) and Michelle Howard (Equalities Advisory Forum).

Apologies for absence were received from Councillors Steve Allsopp, Steph Exell and Mary Friend and Kevin McNamara (Director of Strategy, Great Western Hospital).

Also Present: Sue Wald (Director, Adult Social Services), Cherry Jones (Director of Public Health), Newland Anning (Avon and Wiltshire Partnership NHS Trust), Paul Clarke, Pharmaceutical Advisor and Gill May (Executive Nurse at NHS Swindon Clinical Commissioning Group).

33. Declarations of Interest

The Chair reminded Members of the need to declare any known interests in any matters to be considered at the meeting. No declarations were made.

34. Minutes

Resolved -That the minutes of the meeting held on 6th December 2016 be confirmed and signed as a correct record.

35. Public Question Time

No public questions were asked or submitted for this meeting

36. Great Western Hospitals NHS Foundation Trust Update

The Chief Executive of the Great Western Hospital (GWH) NHS Foundation Trust Committee submitted a report on key issues and developments at the Great Western Hospital. Ms Gill May, The Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) responded to members' questions and comments in respect of the following matters:

- The care of alcohol dependent patients when admitted to the Accident and Emergency Department.
- Actions undertaken to address the reduction in applications received from European staff wishing to work in British hospitals.
- The number of patients transferred, admitted or discharged from hospital within the four hour target as compared to national data.
- The use of interpreters through Language Line to support those with English not as their first language.
- The expansion of Swindon and its impact on healthcare within the borough.
- Vocational courses for nurses being offered at Oxford Brookes and University of the West of England.

- The accreditation received by the Stem Cell Service in the field of haematopoietic stem cell transplantation.
- The short listing of Ms Kerry Wheeler, maternity support worker, for the College of Midwives' award.

Resolved: (1) That the report be noted.

(2) That the Director of Public Health be requested to circulate information on the care provided to alcohol dependent patients when they are discharged from the hospital.

(3) That the Chair, on behalf of the Committee, write to local Members of Parliament regarding the impact on healthcare within the borough following the expansion of Swindon.

37. Continuing Healthcare

The Project Manager, Swindon Clinical Commissioning Group (CCG), submitted a report updating the Committee on Continuing Healthcare. Ms Gill May, the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), explained that Continuing Healthcare was a package of ongoing care that was provided and funded by the NHS where an individual had been found to need primary health care. She advised that the Continuing Healthcare service was designed to meet the needs that had arisen as a result of disability, accident or illness.

Following the introduction of the report, the Executive Nurse at NHS Swindon CCG and the Director of Adult Services responded to members' questions and comments in respect of the following matters:

- The work of the Care Home Selection and Swindon Hospice and how the criteria for each provision differ.
- Occasions when patients accessed out of borough services.
- Comparison of appeals and complaints with national figures.
- Patient service funding.

Resolved- That the report be noted.

38. IVF Policy

Ms Gill May, the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), submitted a report updating the Committee on the consultation process being undertaken between 16th January 2017 to 17th February 2017, regarding proposed changes to its current IVF policy. Ms May, explained that Swindon CCG was responsible for funding IVF treatment and the consultation was being conducted to enable Swindon CCG to align its policy with Wiltshire and BaNES CCGs.

Following the introduction of the report, Ms May responded to members' questions and comments in respect of the following matters:

- IVF treatment guidance issued by the National Institute of Health and Care Excellence.
- The rise in health service tourism where patients opted to travel overseas for treatment.
- Consultation feedback to be utilised for Diversity Impact Assessment and both would be made available on the Swindon CCG website.

Resolved- That the report be noted.

39.

Prescription Ordering Direct Service

Ms Gill May, the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), submitted a report updating the Committee on the Prescription Ordering Direct (POD) service. Mr Paul Clarke, t Pharmaceutical Advisor, explained that this service was based on a call centre model and it empowered patients by allowing them to order repeat prescriptions. This call centre was manned by trained prescription clerks and supported by registered pharmacist from Swindon CCG. He advised that due to the rise in demand, the POD service availability had increased. Mr Clarke also made reference to the number of surgeries using the POD service and to an increase in the volume of calls.

Following the introduction of the report, Mr Clarke responded to members' questions and comments in respect of the following matters:

- Patients were still able to request a repeat prescription through their surgery and the POD system was an additional service.
- The role of the pharmacist in reviewing patients' prescriptions and how extend services could be offered such as blood pressure monitoring.
- All Swindon surgeries were encouraged to adopt the Prescription Ordering Direct system.
- Assistance given to those patients whose first language is not English.

Resolved - That the report be noted

40.

Avon and Wiltshire Partnership NHS Trust

Mr Newland Anning, the Managing Director, Avon and Wiltshire NHS Partnership Trust (AWP), submitted a report updating the Committee on the performance and key issues relating to the organisation. He commented on the challenges faced by mental health services in Swindon, in particular the recruitment of registered nurses for Inpatient and Community areas, currently being addressed by using bank and agency staff.

Following the introduction of the report, Mr Anning and the Director of Adult Services responded to members' questions and comments in respect of the following matters:

- The re-launch of the Section 136 consultation paper.
- Staffing challenges and what actions were being taken to address these.
- Ways to encourage staff to work and settle in Swindon.
- Dementia assessments for patients.
- The support offered to families when relatives were suffering from emotional disorders.

Resolved: (1) That the report be noted.

(2) That the Managing Director, Avon and Wiltshire NHS Partnership Trust, be requested to include information on the support offered to families when relatives were suffering from emotional disorders.

(3) That a task group be set up during the next Municipal Year to review the support offered to families of those with emotional disorders.

(4) That a task group be set up during the next Municipal Year to review ways to attract health and social care staff to Swindon.

41.

Transitions Programme

The Director of Adult Social Services submitted a report informing the Committee on the performance and key issues relating to the Transitions Programme which was set up in September 2016 in response to Task Group investigations and a report presented to the Adult Social Care, Health and Housing Overview and Scrutiny Committee on 21st March 2016.

Following her introduction of the report, the Director of Adult Services responded to the members' questions and comments in respect of the following matters:

- Age range covered by the Transitions Programme.
- The collaborative work between the Transitions and Route of Employment Teams.
- The introduction of the Work Scheme to ensure successful work experiences for young people.
- Support provided for young people with learning disabilities.

Resolved - (1) That the report be noted.

(2) That the Director of Adult Social Services be requested to circulate the number of Black and Minority Ethnic young people being supported by the Transitions Team.

42.

Performance for Adult Social Care Commissioning

The Director of Adult Social Services submitted a report updating the Committee on the performance of Adult Services. The Director explained that the report had been structured to highlight the strengths and challenges of the work that had been undertaken, making specific reference to the challenges of clients with complex needs who required specialist care packages or placements.

Following her introduction of the report, the Director and the Director of Public Health responded to the members' questions and comments in respect of the following matters:

- The Delayed Transfer of Care challenges.
- Abusive patients suffering from a range of issues including alcohol abuse and its effect on staff.
- The quality of life of those in domiciliary care.

Resolved - (1) That the report be noted.

(2) That the Director of Adult Social Services be requested to include information on actions being undertaken to address alcohol abuse.

(3) That a Task Group to address the quality of life for those in domiciliary care be set up during the next Municipal Year.

43.

Work Programme

The Committee received a report from the Director of Law and Democratic Services detailing its updated work programme for the Municipal Year 2016/17 and noted that a preliminary report by the Dementia Task Group was submitted to the Cabinet Member for Adults' Health and Social Care for his comments.

Resolved – That the report be noted.