

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

TUESDAY, 5 MARCH 2019

PRESENT:- Councillors Fionuala Foley (Chair), Malcolm Davies, Steph Exell, Mary Friend, Nick Martin, Caryl Sydney-Smith and Robert Wright and Carol Willis (Healthwatch).

Apologies for absence were received from Councillors Cathy Martyn (Cabinet Member for Housing and Public Safety), Claire Crilly and Julie Wright and Rosemary Curtis (Homeless Organisation Standing Together in Swindon) and Michelle Howard (Equality Advisory Group).

Also present: Councillor Brian Ford (Cabinet Member for Adults).

41. 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.

42. Minutes

Resolved -That the minutes of the meeting held on 29th January 2019 be confirmed and signed as a correct record.

The Chair noted that this was also the last meeting of the Municipal Year and expressed her appreciation to members, partners and the officer teams for their support and commitment over the Municipal Year.

43. Public Question Time

In accordance with Standing Order 28, Mr Roy Worman asked a number of questions covering the five surgeries in North Swindon, which included: a) the compatibility of the IT system across the surgeries, b) the surgeries start time in the morning, c) availability of patient's named doctor when booking appointments online, d) queues forming outside Moredon surgery prior to 8 o'clock opening time, e) the number of locums currently employed, the training they receive on induction and the functions they undertake within the practices, f) the relationship between The Telephone Hub and practices and the Hub's financial status.

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), responded at the meeting.

Councillor Bob Wright submitted questions to the Committee on behalf of Mr Keenan, Business Manager at Threshold Housing Link regarding the involvement of the voluntary sector in developing the Council's Homelessness Strategy.

The Chair thanked Councillor Wright and advised that responses would be circulated to members of the Committee after the meeting.

44. Councillors Fionuala Foley (Chair), Mary Friend and Julie Wright

The Chair confirmed that she would not be seeking re-election at the forthcoming local government election on the 2nd May 2019 and would be standing down from the Council after nineteen years of service to Swindon and its residents.

The Chair also advised that she had been informed that Councillors Mary Friend and Julie Wright had recently indicated that they would also not be seeking re-election at the forthcoming local government elections.

Resolved – (1) That the Committee express its appreciation to Councillor Foley for her commitment and service to Swindon and its community, including time spent as Cabinet Member.

(2) That the Committee express its appreciation to Councillors Mary Friend and Julie Wright for their significant contribution to the Council and the local community over many years.

45. Avon and Wiltshire Partnership NHS Trust Update

The Committee received a report by the Clinical Lead, Avon and Wiltshire NHS Partnership Trust (AWP), that highlighted the achievements of the organisation and provided a summary of the challenges it was facing. Ms Nicola Hazle, Clinical Director for Bath and North East Somerset (BaNES), presented the report and drew the following key issues to member's attention:

- The evaluation of the Swindon Acute Unit being carried out to determine if an expansion to the service would be undertaken and to note that a decision was anticipated by the end of March.
- The performance of the Health Based Place of Safety and how a review of the service was being conducted by the Swindon Clinical Commissioning Group (CCG) to inform future work.

Following the introduction of the report, Ms Hazle, together with Mr Jason Everett, Operations Manager (AWP) responded to members' questions and comments on the following issues:

- The process undertaken and the organisations involved in determining how and when a patient was to be detained at a place of safety under Section 136 criteria.
- Discussions on how the street triage service works in conjunction with the police and on how the advice and support offered to people who may be experiencing mental health difficulties at the pre-arrest stage helps reduce the number of people who were not mentally ill, being detained under section 136.
- How "Listening into Action" (LiA) was an initiative designed to help AWP introduce new ways of working. This initiative allowed frontline staff to lead on changes they know would benefit service users and would help create a better working environment.

Resolved – (1) That the report be noted.

(2) That the Operations Manager (AWP) be requested to include an update on national challenges and achievements for the Trust in the report to the next meeting of this Committee.

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), presented a report providing the Committee with a performance update and a summary of key issues in relation to the planning and provision of health and social care services within the Borough. She informed the Committee that following the concerns raised by the community regarding the Integral Medical Holdings (IMH) Group, a learning event for specific named members of the public and key stakeholders was being held on the 26th March 2019. Following this, a public meeting will be held, allowing members of the community to express their views. Ms May also drew the following key issues to member's attention:

- The success of the sunflower lanyards launch at Great Western Hospital where children with hidden disabilities wearing the sunflower lanyards were immediately visible to staff.
- Recruitment of staff to provide a bespoke service of care and support for patients who were terminally ill and were requesting to be discharged home.
- The merger of Swindon, Wiltshire and Bath and North East Somerset CCGs to centralise services.

Councillor Brian Ford, Cabinet Member for Adults, explained that he was involved in the staff recruitment processes undertaken by the CCG following the merger of the 3 CCGs. He confirmed that all relevant parties within the Council were kept updated regarding the new governance arrangements for the new organisation and the outcomes from this merger meant further integration between the CCG and the Council services.

Following the introduction of the report, Ms May, with the assistance of Mr Kevin McNamara, Director of Strategy, Great Western Hospital (GWH) NHS Foundation Trust, responded to members' questions and comments on the following issues:

- The need for further training in customer service techniques at the IMH surgeries.
- How and where the minutes of the public meeting to be held by the CCG on the 26th March 2019 would be circulated.
- The cancer diagnostic services provided by Churchill Hospital (Oxford) included PET scans and that the service was commissioned by NHS England.
- The success of the "Red Bag" scheme which supported older people in care homes having a smoother, speedier and more supported journey in and out of hospital and how the scheme parameters would be widened to include older people returning home.
- How promoting and raising awareness of the sunflower lanyards brings benefits to children with hidden disabilities.
- Discussions on the extent of CCG's involvement in addressing homelessness in Swindon.

Resolved – (1) That the report be noted.

(2) That the Director of Strategy, Great Western Hospital be requested to liaise with the Director at NHS England to include an update on the cancer diagnostic services provided by Churchill Hospital (Oxford) and how this effected Great Western Hospital services, at a future meeting of the Committee.

Mr Kevin McNamara, Director of Strategy, Great Western Hospital (GWH) NHS Foundation Trust, submitted a report providing the Committee with a performance update and a summary of the following key issues in relation to the planning and provision of health and services provided by the hospital. Issues reported on by Mr McNamara included:

- An overview of the power outage at GWH.
- The regular in-house and external meetings with partners to review cancer performance.
- Actions being taken to support challenging areas including urology, colorectal, head and neck cancers.
- An explanation of the Trust's priorities for 2019/20.
- The Trust's plans for expanding the Emergency Department.
- The action plans being implemented across a number of departments following the Care Quality Commission's (CQC) inspection.
- The reasons for delays in appointment bookings and actions taken to address this.
- GWH as the first hospital in England to launch the new sunflower lanyard pilot to support children with hidden disabilities.
- The progress made on early sepsis identification and patient treatment.

Following his introduction of the report, Mr McNamara, together with Councillor Brian Ford, the Cabinet Member for Adults, and the Director of Public Health responded to members' questions and comments on the following issues:

- Discussions on the collaborative work with Thames Valley Cancer Alliance on supporting the review of cancer pathways and that whilst performance had improved, there were still challenges to be addressed.
- How the Emergency Department's (ED) was continuously assessing performance and that the department had successfully launched the Ambulatory Care and Triage unit.
- Discussions on actions being taken to change the work culture within GWH, to help staff review the Care Quality Commission as a tool that offers service improvement.
- Implementation of the new outpatient appointments booking service to ensure patients were offered appointments as quickly as possible.
- How whilst the setting of waiting times for hospital appointments were determined nationally, the actual waiting times at GWH was dependent on the patients' case.
- Discussions on the recruitment of two Admiral Nurses who were providing the specialist dementia support to families in need.
- Discussions on the effect of the power outage on 1st February 2019 on the daily running of the hospital and the actions being taken to ensure maximum resilience in future.
- The development of local support within the community to promote physical activity for the elderly, particularly those suffering with dementia.
- The advertising campaign on social media and in GP's practices to raise public aware of the first signs of sepsis and on what actions to

take.

Resolved – (1) That the report be noted.

(2) That the Director of Strategy, Great Western Hospital (GWH) be requested to include an update on the reasons for and subsequent actions taken regarding the power outage in his report to be submitted at the next meeting of this Committee.

48. Domestic Abuse (DA) - Task Group Report

The Committee received a report from its Domestic Abuse (DA) Task Group, established to undertake a review of domestic abuse in Swindon. The Director of Health introduced the report and updated the committee on the membership and role of the volunteers on the task group. The Chair referred to the suggestions highlighted in the report aimed at raising awareness of the support available in Swindon for those experiencing domestic abuse. The Committee heard that the support of parish councils in promoting the services available in Swindon would be beneficial.

The Director of Health responded to members' questions and comments regarding follow-up support for children witnessing domestic abuse and the additional funding required for this work. She also confirmed that all the work by the group and their recommendations would be incorporated in the new domestic abuse strategy which was currently in the process of being updated.

Resolved - That the Committee welcomes this report and acknowledges the hard work of the Task Group in undertaking this review to inform the development of future work.

(2) That all officers and Members involved in the Task Group review be thanked for their hard work.

(3) That the Head of Housing be requested to include an update on the work being undertaken by the department to address the challenges faced by people in The Swindon Domestic Abuse Support Centre regarding move-on accommodation, be submitted at a future meeting of the Committee.

49. Work programme 2018/19

The Committee considered a report by the Interim Director of Law on the results of the work programme consultation, and the suggested priorities for the work for the Municipal Year, 2018/19.

Resolved – (1) That the report be noted.

(2) That contributions received from Councillors and stakeholders for consideration for inclusion in the Committee's Work Programme for the Municipal Year, 2019/20, be welcomed.