

**MINUTES** of the meeting of the **WELLBEING AND HEALTH SCRUTINY BOARD** held at 10.30 am on 7 July 2016 at Ashcombe Suite County Hall Penrhyn Road Kingston upon Thames KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 14 September 2016.

**Elected Members:**

\* Mr W D Barker OBE  
A Mr Ben Carasco (Vice-Chairman)  
\* Mr Bill Chapman (Chairman)  
A Mr Graham Ellwood  
\* Mr Bob Gardner  
\* Mr Tim Hall  
\* Mr Peter Hickman  
\* Rachael I. Lake  
\* Mrs Tina Mountain  
\* Mr Chris Pitt  
\* Mrs Pauline Searle  
\* Mrs Helena Windsor

\*= Present  
A= Absent

**Ex officio Members:**

Mrs Sally Ann B Marks, Chairman of the County Council  
Mr Nick Skellett CBE, Vice-Chairman of the County Council

**Substitute Members:**

Barabra Thomson

**31/16 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

Apologies were received from Ben Carsco and Graham Ellwood. Barabra Thomson acted as a substitute for Ben Carsco.

**32/16 MINUTES OF THE PREVIOUS MEETING: 3 MAY 2016 [Item 2]**

The minutes were agreed as a true record of the meeting.

**33/16 DECLARATIONS OF INTEREST [Item 3]**

None received.

**34/16 QUESTIONS AND PETITIONS [Item 4]**

None received.

### **35/16 CHAIRMAN'S ORAL REPORT [Item 5]**

The Chairman updated the Board on recent meetings he had attended and thanked the three representatives from the Boroughs and Districts that had been required to withdraw. A copy of this report is included as an annex to these minutes.

### **36/16 SOUTH EAST COAST AMBULANCE SERVICE UPDATE [Item 6]**

#### **Declarations of interest:**

None.

#### **Witnesses:**

Jon Amos, Acting Director of Commissioning, South East Coast Ambulance Trust

#### **Key points raised during the discussion:**

1. The Acting Director of Commissioning began the item by giving the Board a brief introduction. It was noted that Geraint Davies had given his apologies for the meeting. The Board was informed that a further response would be published following the Care Quality Commission (CQC) report and that improvement actions in response to the report recommendations were ongoing.
2. The Acting Director of Commissioning spoke of challenges around commissioning and the strains of finances and resources. The Board was then informed of challenges that the South East Coast Ambulance Service (SECAmb) faced. It was highlighted that activity had risen by 6-7% while funding had only been increased by 2%.
3. The Acting Director of Commissioning reassured the Board that SECAmb were very aware and honest with the challenges they faced. It was highlighted that there had been significant changes in leadership, and that the Trust were working more closely with commissioners and NHS England through a Strategic Partnership Board in order to combat previous challenges. It was confirmed that the actions plans would be in the public domain.
4. The Acting Director of Commissioning stated that the Trust's improvement plan addressed many problems that would improve the service, it was highlighted that these were not quick fixes. It was confirmed that SECAmb would work closely with the Strategic Partnership Group and would share reports with the Wellbeing and Health Scrutiny Board.
5. The Board asked if SECAmb intended to improve how complaints were dealt with, and if they are aware of what the public were saying. It was explained that SECAmb was redeveloping the complaints process.

6. The Board discussed staff bullying as highlighted in the CQC inspection, and the increased expectation of staff in the service to report same. The Acting Director of Commissioning informed the Board that new training was being undertaken to encourage greater challenge of behaviours amongst staff. It was also highlighted that a HR advisor had been appointed to the Trust's board, in order to ensure that there was collective learning from bullying and harassment issues.
7. The Board discussed how data could be presented by the Trust to improve understanding and relay specific and relevant information. The Board asked why quarterly Quality Review meetings had been stopped as it allowed the Board to feedback on issues and concerns. It was explained that the Acting Director of Commissioning was not aware of this and would look into getting it reinstated.
8. The Board raised a question on the number of new ambulances and trained paramedics and other ground staff. The Board was informed that paramedics were challenging to recruit. It was outlined that SECamb was planning on recruiting 200 extra paramedics over 2016. The Board was also informed that a lease had been granted to recruit from abroad.
9. The Board queried what was being done to identify good practice in hospital handovers, and what role it could play in helping increase the profile of best practice. The Acting Director of Commissioning outlined that there was a range of different handover practices in place, and that a balance needed to be struck between rapid assessments and ensuring that patients were being supported. It was noted that the Key Performance Indicators were being reviewed and likely to change in the near future.

**Recommendations:**

- That progress updates from the Strategic Partnership Group are shared with the Board as appropriate
- That SECamb and representatives with the Board recommence quarterly quality review meetings
- That the Chairman meets with SECamb in three months for an update on progress.
- That SECamb provides a report in six months outlining the following:
  - Progress against action plan
  - Key priorities for the next six months
  - Evidence of improvements brought about as result of changes in the complaint procedure

**Declarations of interest:**

None.

**Witnesses:**

Justin Wilson, Medical Co-Director, Surrey and Partnership Foundation NHS Trust

**Key points raised during the discussion:**

1. The Medical Co-Director introduced the item and informed the Board. It was outlined that the number of hospital beds required to treat mental health patients had reduced since 2008, as many were being treated at home. This had led to a review of the decision made in 2008, with the consultation focussed on proposals to develop a second hospital. The Board was informed that there a set of options being considered, including a new site in Redhill; a new build at the Cowley unit in Chertsey; or a redevelopment at Epsom general.
2. It was outlined that the aim for the second hospital was to improve the consistency of care by consolidating resources and creating a centre of excellence in the east of Surrey. Workshops were being held to consult the public on the proposals over the summer. The Board was informed that further consultation could be a requirement once a final preferred option was identified. The Board queried how the proposals would be funded. It was confirmed that a disposal of assets by the Trust would contribute towards funding.
3. The Board asked if the police were currently involved in stakeholder meetings as some mental health patients were detained in police cells under Section 136 of the Mental Health Act. The Medical Co-Director highlighted to the Board that there had been a big change in the Section 136 assessment, and that partners had been working very closely with the police to reduce the number of mental health patients detained in cells during assessment. The role of the Crisis Concordant in supporting this work was noted.
4. The Board asked for information on the security of mental health wards and how confident witnesses were that patients and staff were kept safe. It was outlined that a number of improvements had been made to the two working age adults wards at Epsom hospital, and that changes had been made to procedures in order to managing the risk of absconding. It was highlighted that security was one of the reasons why they hope to build a new state of the art mental health hospital as this would be greatly improved.
5. The Board was informed that dementia did relate to mental health, but was treated differently as specialist dementia beds were needed. It was highlighted that most dementia patients would be based at home rather than at a specialist mental health provision. The Board was informed that the Trust worked with commissioners and providers to ensure that those with mental health needs were also supported in care home environments.

6. A discussion was had around the difficulty of retaining staff in Surrey and the factors that cause this. It was confirmed that workforce location was a factor in the proposals under consideration. A point was raised around geographical issues and how many people were choosing to commute into London.
7. The Board discussed how the Trust worked to support vulnerable people that desired acute support and treatment. It was highlighted that patients were treated on an individual basis and that discussions were had with them to create appropriate plans of treatment.

**Recommendations:**

The Board endorses the Trust's approach to consultation, noting comments regarding the need to extend the consultation into autumn.

It recommends:

- That a further update with the final proposals for hospital plans is brought to the Board following the consultation

**38/16 INTERNAL AUDIT: HIV SERVICE 2015/16 [Item 8]**

*The meeting adjourned from 12:00pm – 12:10pm*

*Tim Hall left the meeting at 12:00pm*

**Declarations of interest:**

None.

**Witnesses:**

David John, Audit Performance Manager  
Helen Atkinson, Strategic Director for Adult Social Care and Public Health  
Liz Uliasz, Deputy Director of Adult Social Care  
Lisa Andrews, Senior Public Health Lead

**Key points raised during the discussion:**

1. Officers introduced the item and informed the Board that the audit was conducted at the beginning of the 2015/16 financial year. Publication of the audit report was deferred with the agreement of the Adult Social Care Services during a period of financial negotiations with the Clinical Commissioning Groups (CCGs). It was highlighted that progress had been made against the action plan since it was published in April 2016, and that joint commissioning arrangements were in place in an effort to align the HIV services delivered by the Council with other sexual health services.
2. The Board raised a question regarding the planned 25% reduction to the Public Health budget, and how the service intended to reduce costs to match this. Officers informed the Board that it is not yet decided how these reductions will be implemented, but that work was underway with providers to identify ways of being more efficient with funding. It was highlighted that a re-tendering exercise was to be undertaken in relation to advocacy services for those diagnosed with

HIV, and that this would also impact on how services were supported and delivered.

3. The Board raised a number of questions related to HIV clinical services and expressed an interest in scheduling a future item clarifying how these services were commissioned and budgeted.
4. The Board asked about preventative work and how services were commissioned for those in high risk categories, such as those with substance misuse issues. It was noted that there were a range of preventative services commissioned and that this was a primary focus of Public Health's work in this area.

**Recommendations:**

- That Internal Audit share the findings of its follow-up audit with the Board
- That officers meet with the Chairman to outline how changes in sexual health service provision and re-tendering of advocacy services will impact on residents and carers
- That the Board receives a future report on HIV clinical services

**39/16 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 9]**

**Declarations of interest:**

None.

**Witnesses:**

None.

**Key points raised during the discussion:**

1. The Board were asked to note its recommendations tracker and to review its forward work programme. The Chairman highlighted that a number of outstanding recommendations would result in items being added to the forward work program and that he would discuss with officers as to manage this.

**Recommendations:**

None.

**40/16 DATE OF NEXT MEETING [Item 10]**

The next meeting of the Board will be held at 10:30am on 14 September 2016.

Meeting ended at: 1.15 pm

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**Chairman**

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## **Chairman's Report to the Wellbeing and Health Scrutiny Board – 7 July 2016**

### Independent Representatives on the WHSB

I'm sorry to have to report that our 3 representatives from the Boroughs and Districts have been required to withdraw.

This was caused by a condition in legislation which prevents co-opted Members from acting if they hold an executive position within their own council.

I am sure that Members will agree that Councillors Lucy Botting, Karen Randolph and Mrs Rachel Turner contributed enormously to the work of this Board, and will wish to join me in expressing our thanks to them and in wishing them the best for the future.

I understand that the 11 Leaders of the Surrey Boroughs and Districts have agreed on replacement Members for us and we should be informed any day of their decision. Andrew and I will prepare some induction material for these new Members of the Board.

### Social Care Services Scrutiny Board Meeting

I attended the SCSB Meeting of 23 June 16 on behalf of the Wellbeing and Health Scrutiny Board. My remit was to report back on progress on the Better Care Fund and how the SCSB and WHSB will cooperate on scrutinising the work on Better Care Fund and the Sustainability and Transformation Plans.

Helen Atkinson and Dominic Wright, CEO of Guildford and Waverley CCG, now co-chair the Better Care Board, which has been renamed as the Health and Social Care Integration Board.

Formal feedback is expected from NHS Improvement on the Surrey BCF Plan for 2016/17. Informally, the news is that the Surrey plan is well received and will likely be used as an exemplar.

The following manner of cooperation between the two scrutiny boards was agreed, subject to minor adjustments:

1. That the Social Care Scrutiny Board monitors the financial position of the Better Care Fund as part of regular service budget updates to the Performance and Finance sub-group.
2. That a further joint session of the 2 Boards on the Sustainability and Transformation Plans is scheduled for late 2016/17.
3. That the Wellbeing and Health Scrutiny Board chairman seeks to secure Member representation at a suitable level within the three STP governance

structures.

4. That the Wellbeing and Health Scrutiny Board cover the changes that NHS England will be making (for example in joint commissioning of Primary Care and in development of the clinical workforce).

5. That a joint Social Care Services Board and Wellbeing and Health Scrutiny Board four person monitoring group is established to oversee how the BCF and STP plans and delivery progress and report back to the joint session in late 2016/17.

Particular focus will be on:

- a. Information sharing across the organisation
- b. Social care and NHS staffing

### Sustainability and Transformation Plans

Members will recall that we held a private workshop on the emerging Surrey STPs on 31 May and that the presentation materials have subsequently been forwarded to them.

At the workshop Surrey Heartlands STP was represented by David McNulty (Chairman) and Julia Ross (Lead Officer) Frimley Health STP was represented by Jane Hogg, the Integration and Transformation Director.

My impression from the workshop was that there is a great deal of similarity for these 2 STPs in the issues facing them and the approaches that they intend to take.

There will be a short workshop on Sussex and Surrey STP later today where the STP will be represented by Elaine Jackson, Chief Officer from East Surrey CCG .

The Interim ST Plans were submitted on 30 June with more detailed plans required for 30 September.

I attended an initial meeting of a Members Reference Group (MRG) for Frimley Health STP, along with Mel Few.

### Epsom Hospital Quality Summit

The Quality Summit took place on 1 June 16 following a CQC Inspection which had taken place during November 2015. The findings of the Inspection were that the Trust 'Requires Improvement'. Several WHSB Members took part in the Quality Summit.

We have postponed the date for Daniel Elkeles, CEO of Epsom and St Helier Trust, to give evidence to the WHSB. This is currently planned for the 14 September. This will enable us to hear about the emerging options for development of the Trust's

Estate. This will also be an opportunity for an update on progress against the Improvement Plan to be derived following the Quality Summit.

#### Other Meetings Attended Since Last WHSB Meeting

On 4 May Andy and I received a briefing on Safeguarding Children Health Services from Guildford and Waverley CCG who lead on the subject.

I am attending the Social Care Services Board on 2 September, in order to hear an update from the independent Chair of the Surrey Safeguarding Children's Board.

This Board holds the statutory responsibility for ensuring safeguarding partners are co-operating effectively, and it is a good opportunity to raise some questions about our health partners.

On 19 May I took part in the 4<sup>th</sup> annual Surrey Heath 'Making it Real' event. The objective of these events is to bring together a wide cross-section of people from county and borough councils, Surrey Heath CCG and voluntary organisations with the intention to raise awareness and further co-operation in yielding benefits to the community. There were over 90 delegates.

On 26 May I attended an informal meeting of the Surrey Health and Wellbeing Board. The invitation had been extended following this Board's challenge to the H&WB to consider what might be done about air pollution, which is the second most serious determinant of ill-health and premature death in England. The H&WB received an excellent report on the subject and requested a follow-up paper.

On 22 June I attended the AGM of North West Surrey CCG. I had informal discussions with the NWS CCG Commissioning Team and with a representative of the NHS Area Commissioning Support Unit, both of which I will follow up on.

On 23 June I had informal discussions with Peter Dunt, Interim Chief Executive of Royal Surrey County Hospital (RSCH). We discussed what is being done to prevent a recurrence of the surprise deficit revealed in the 4<sup>th</sup> Quarter of 2015/16; and the consequences of the pause in the Merger process. Some service reconfigurations will continue despite the pause. Stroke Service reconfiguration will go out for Public Consultation shortly.

Tuesday 5 July to NWS CCG Commissioners to discuss procurement of the replacement Patient Transport Service; Co-commissioning of Primary Care; recommissioning of the 111 Service and procurement of Community Health Services

### Upcoming Meetings

13 July to meet Guildford and Waverley CCG CEO and the Commissioning Director.

14 July to take part in discussions with the Health Overview Chairmen for SE England and NHS England.

19 July. Surrey and Borders Partnership NHS Foundation Trust – Quality Summit.