





		<ul style="list-style-type: none"><li>iii. Senior Programme Manager to provide the Select Committee with an example of a summary of complaints provided to the leadership team.</li><li>iv. Senior Programme Manager to ensure that future Adult Social Care Complaints reports include:<ul style="list-style-type: none"><li>a. Detailed summaries of complaints where learning was identified and implemented (as referenced in Paragraph 29),</li><li>b. Key messages relating to complaints received by providers and how they are being addressed (as</li></ul></li></ul>		
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		<p>referenced in Paragraph 31),</p> <p>c. Work being done to ensure that Adult Social Care is reaching and receiving feedback from residents from all demographics across Surrey,</p> <p>d. A breakdown of complaints received regarding the Learning Disabilities, Autism and Transition service and the specific areas to which these complaints are related.</p>		
20 October 2021	Enabling You With Technology Transformation Programme	<p><u>Actions</u></p> <p>The Cabinet Member for Adults and Health and Scrutiny Officer are to explore the possibility of organising a site visit for</p>	Cabinet Member for Adults and Health	A site visit is in the process of being organised and dates on which it might take place are being identified. Due to the current Covid-19 situation, this is likely to take place in March 2022.

		Select Committee members to see what technology-enabled care looks like in action.		
20 October 2021	Covid-19 Recovery Programmes and Preparation for Winter Pressures	<p><u>Recommendations:</u></p> <p>The Select Committee recommends that Frimley and Surrey Heartlands:</p> <ol style="list-style-type: none"> <li>1. Work closely with Surrey County Council's Public Health team to create and deliver a communications campaign that highlights to residents the importance in following 'Hands. Face. Space' and social distancing to help reduce the pressures being put on hospitals over the winter months</li> <li>2. Work with residents and Members to co-design standardised communications that hospitals can provide to the next of kin of those being</li> </ol>	<p>Director of Recovery and Transformation, Surrey Heartlands ICS</p> <p>Executive Lead for Urgent and Emergency Care, Frimley CCG</p>	<p>Responses were attached to the Recommendations Tracker as Annexes 1-6 in the 16 December 2021 meeting agenda papers.</p> <p>The implementation of the Select Committee's recommendations will be monitored going forward and regular updates will be provided.</p>

		<p>discharged into care, and for these to clearly detail their care needs and questions they need to be aware of</p> <p>3. Explore ways in which they can highlight to patients the right services for their needs to ensure they do not attend A&amp;E when their condition does not require them to</p>		
3 March 2021	Adult Social Care Debt	<p><u>Actions</u></p> <p>The Head of Resources (Adult Social Care) is to provide the Select Committee with an update on the work being undertaken with Judge and Priestley Solicitors when it has progressed</p>	Head of Resources, Adult Social Care	The Head of Resources has been made aware of this. The update will be provided as part of the report that comes to the Select Committee on 3 March 2022.
3 March 2021	General Practice Integrated Mental Health Service Overview and Service Model	<p><u>Actions</u></p> <p>The Clinical/Managerial Lead (Integrating Primary and Mental Health Care) for Surrey and Borders Partnership is to share with</p>	Clinical/Managerial Lead (Integrating Primary and Mental Health Care), Surrey and	It was agreed that the Select Committee would be updated in summer 2021. The Clinical/Managerial Lead has been contacted for a response.

		the Select Committee the reablement pilot referral rates for BAME residents and people with long-term health conditions	Borders Partnership	The Clinical/Managerial Lead has been contacted for an update.
3 March 2021	Covid-19 Vaccination Programmes	<p><b>Recommendations</b></p> <p>The Select Committee congratulates Surrey Heartlands and Frimley Health and Care on the successful rollout of their Covid-19 Vaccination Programmes and recommends that they:</p> <ol style="list-style-type: none"> <li>1. Ensure that the need to continue following government guidelines on social distancing and mask wearing is both verbally communicated to all residents at their vaccination appointments and included in a prominent position in all leaflets</li> </ol>	Surrey Heartlands ICS, Frimley Health and Care ICS	The responses are attached as Annex 1.

		<p>2. Expand their communications messaging to as wide a variety of social media websites and applications as possible to help tackle vaccine disinformation</p> <p>3. Ensure that those residents without access to mobile phones and/or the internet receive all required vaccination information in a timely manner, and that steps are taken to identify and support those who are digitally excluded as quickly as possible</p>		
<p>19 January 2021</p>	<p>Adult Social Care Transformation Update</p>	<p><u>Recommendations</u></p> <p>The Select Committee requests that Members of the Select Committee attend and observe staff motivational interview training</p>	<p>Deputy Director, Adult Social Care</p>	<p>The Deputy Director has been made aware of this and will pass on more details once these are available. Members may receive a recording or other materials from the training sessions rather than actually attending, as this may be more</p>

		<p><u>Actions</u></p> <p>1. Democratic Services officers to liaise with the Cabinet Member for Adults and Health about organising a briefing session on the Care Pathway programme of work</p>	<p>Scrutiny Officer, Democratic Services Assistant, Cabinet Member for Adults and Health</p>	<p>appropriate with regards to staff attending the training.</p> <p>1. Information on the Care Pathway programme of work has been included in the Adult Social Care Transformation Programmes Review report that will be presented to the Select Committee at its 14 January 2022 public meeting.</p>
17 December 2020	Scrutiny of 2021/22 Draft Budget and Medium-Term Financial Strategy to 2025/26	<p><u>Actions</u></p> <p>Democratic Services officers to look into the possibility of organising for Members to visit Learning Disabilities and Autism services (whether remotely or in person)</p>	<p>Scrutiny Officer, Democratic Services Assistant</p>	<p>In-person visits will be scheduled for a suitable time due to the effects of the Covid-19 pandemic.</p>
15 October 2020	Update on ASC Mental Health Transformation Programme	<p><u>Actions</u></p> <p>The Assistant Director of Mental Health to share suitable pre-prepared text and JPEG images with the Select Committee for sharing on social media.</p>	<p>Assistant Director of Mental Health, ASC</p>	<p>Officers in Adult Social Care and Democratic Services are working together to identify suitable ways pre-prepared text and JPEG images can be shared with Members to help aid future recruitment campaigns.</p>

## Annex 1

1. Ensure that the need to continue following government guidelines on social distancing and mask wearing is both verbally communicated to all residents at their vaccination appointments and included in a prominent position in all leaflets .

Response: working with our Surrey county council communications colleagues we have continued to ensure key Government messaging is included in all our communications and at every opportunity there is to reinforce these key messages.

2. Expand their communications messaging to as wide a variety of social media websites and applications as possible to help tackle vaccine disinformation.

Response: Again, working closely with Surrey county council and other communication colleagues across the county we have continued to widen out our communications channels for both the vaccination programme and wider Covid-19 and infection prevention messages. This has included social media platforms including twitter, facebook, Instagram, NextDoor, YouTube, Spotify and use of the Ringo app to reinforce certain messages (NB: Tiktok was discounted as it's not possible to tailor messaging locally, only at national level); in tackling vaccine misinformation we have also worked closely with our community champions, local community and voluntary groups to widen out opportunities to spread messaging. Regular communication updates have also been provided to the Local Outbreak Engagement Board and the Health and Wellbeing Board.

3. Ensure that those residents without access to mobile phones and/or the internet receive all required vaccination information in a timely manner, and that steps are taken to identify and support those who are digitally excluded as quickly as possible.

Response: We have continued to target all residents through a variety of communication channels including local radio, print media, on leaflets and via our community champions and local community and voluntary sector partners as above