

## ADULTS AND HEALTH SELECT COMMITTEE - ACTIONS AND RECOMMENDATIONS TRACKER

The recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

<b>KEY</b>				
	No Progress Reported	Action In Progress	Action Completed	
Date of meeting	Item	Recommendations/Actions	To	Response
15 October 2020	Report of the Mental Health Task Group	<p style="background-color: lightgreen;">The Select Committee endorses the recommendations set out in the Mental Health Task Group report.</p> <p>Action:</p> <p style="background-color: lightgreen;">Democratic Services officers to share a diagram showing the patient mental health pathways in Surrey.</p>	Task Group  Scrutiny Officer	<p style="background-color: lightgreen;">The Task Group has noted the recommendation.</p> <p style="background-color: lightgreen;">Diagram circulated to the Select Committee on 30 October 2020</p>
15 October 2020	Update on ASC Mental Health Transformation Programme	<p style="background-color: lightgreen;">1. The Select Committee agrees to nominate a member to sit on the Mental Health Programme Board Reference Group;</p> <p style="background-color: lightgreen;">2. The Select Committee recommends that the Council continues to lobby for Surrey Care Record access to be extended to third sector organisations;</p>	Chairman  Assistant Director of Mental Health, ASC	<p style="background-color: lightgreen;">1. The Chairman has been nominated to sit on the Reference Group.</p> <p style="background-color: lightgreen;">2. "ASC does not lead on the Surrey Care Record, we are a contributor and a viewer; the lead at an ICS level is Surrey Heartlands. We will continue to support access to Surrey Care</p>

		<p>and that a follow-up on this is included in the next Transformation Programme Update paper;</p> <p>3. The Select Committee recommends that the Council explores the development of ASC recruitment drives in schools, colleges and universities, as well as the further development of apprenticeship schemes.</p> <p>Action: 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>Records for third sector organisations that have NHS contracts and will update the Select Committee at a later date.”</p> <p>3. “In ASC we have strong recruitment links with universities and colleges for student placements for social workers and OTs, the recruitment of newly qualified practitioners and a graduate Social Work programme. We also have strong links with sixth form colleges through our Corporate Apprenticeship programme and maintain many successful placements across our Locality Teams and in Service Delivery. Good engagement is essential for us to be able to draw on the National Apprenticeship Levy.”</p> <p>Action: The Assistant Director has been contacted regarding this.</p>
<p>15 October 2020</p>	<p>Winter Pressures in Surrey Heartlands</p>	<p>1. The Select Committee recommends that GPs ensure digital modes of contact remain available for patients during winter 2020/21, and that all Surrey residents are able</p>	<p>Senior officers at Surrey Heartlands</p>	<p>1. Senior officers have been contacted for a response.</p>

		<p>to access a practice website that allows for self-care, self-referral and the submission of an online consulting request;</p> <p>2. The Select Committee recommends that measures are put in place to ensure that residents who are not able to access GP services digitally are prioritised when requesting access to face-to-face appointments;</p> <p>3. The Select Committee recommends that Surrey Heartlands works closely with Surrey County Council to ensure it publicises to residents that advice about flu vaccinations can be sought from pharmacists and GPs.</p> <p>Actions:</p> <p>1. The Associate Director of Urgent and Integrated Care to provide details on the duration of waits over</p>		<p>2. Senior officers have been contacted for a response.</p> <p>3. Senior officers have been contacted for a response.</p> <p>Actions:</p> <p>1. The Associate Director has been contacted for a response.</p>
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Associate Director of Urgent and Integrated

		<p>60 seconds for 111 calls to be answered;</p> <p>2. The Director of Performance to provide data on the average time between a service user calling 111 or 999 and being seen or treated by a doctor or consultant;</p> <p>3. The Director of Performance to check whether domiciliary care workers are counted as key workers and therefore prioritised for Covid-19 testing.</p>	<p>Care, Surrey Heartlands</p> <p>Director of Performance, Surrey Heartlands</p>	<p>2. The Director has been contacted for a response.</p> <p>3. The Director has been contacted for a response.</p>
15 October 2020	Winter Pressures in Frimley Health and Care	<p>1. The Select Committee recommends that GPs ensure digital modes of contact remain available for patients during winter 2020/21, and that all Surrey residents are able to access a practice website that allows for self-care, self-referral and the submission of an online consulting request;</p> <p>2. The Select Committee recommends that measures are put in place</p>	Senior officers at Frimley Health and Care ICS	<p>"We are happy with the recommendations that followed the Select Committee meetings on 15 October. In terms of a response/assurance, these three approaches are already in place and part of the standard operating procedures of practices. Our flu uptake for 20/21 is already the best we have ever achieved as a CCG for both the over 75-year-olds and under-65 at-risk groups. We are commencing flu vaccination for the over-50s and preparing for the Covid-19 vaccination programme. A huge thank you to our partners who have ensured they are supporting the messages around the importance of flu vaccination this year."</p>

		<p>to ensure that residents who are not able to access GP services digitally are prioritised when requesting access to face-to-face appointments;</p> <p>3. The Select Committee recommends that Frimley Health and Care works closely with Surrey County Council to ensure it publicises to residents that advice about flu vaccinations can be sought from pharmacists and GPs.</p> <p>Action: The Director of Planning and Delivery to provide footfall data for the Aldershot Safe Haven.</p>	<p>Director of Planning and Delivery, Frimley Health and Care ICS</p>	<p>Action: This information has been circulated to the Select Committee.</p>
<p>15 October 2020 – Budget Workshop</p>	<p>Budget Workshop</p>	<p>Action: The Scrutiny Officer to look into the possibility of organising a private budget workshop in advance of the December 2020 Select Committee meeting.</p>	<p>Scrutiny Officer</p>	<p>Finance officer(s) will attend the full committee pre-meeting before the December Select Committee meeting, to answer Members' questions in a private setting.</p>

<p>Mental Health Task Group</p>	<p>Mental Health Task Group report</p>	<p>The Mental Health Task Group recommends that:</p> <p>i. GPs, when referring patients, ensure that all relevant information is passed on so that patients avoid repeating their stories multiple times, and that GPs ensure they explain to patients, both those they are referring and those who are self-referring, how they can release their medical records to mental health services</p>	<p>Surrey Heartlands ICS, Frimley Health and Care ICS</p>	<p>Full responses to the Mental Health Task Group’s recommendations are included as Annexes 1-5 of Item 7: ‘Responses to Recommendations Made by the Adults and Health Select Committee’</p> <p>Surrey Heartlands: “We recognise that there is more to do to make it easier for people to find the right support when they need it and to avoid them having to tell their stories more than once. We are sorry that people have found it so difficult and frustrating to get to the right help first time, and we thank your witnesses for being so open about their experiences. We are developing the Surrey Care Record which will bring multi-agency information together and ensure relevant professionals have appropriate access to records to support good care planning and reduce the fragmentation people have experienced. We will also make sure that information about access to medical records is clearly communicated to all service users.”</p> <p>Frimley Health and Care: “We recognise the frustrations experienced by the witnesses with whom you spoke and acknowledge there is more we need to do, together, to prevent people having to unnecessarily repeat their story. We are hoping that the further developments of the Shared Care Record being rolled out across Surrey will result in improvements shortly and will support general practice to ensure all relevant information is shared from and to general practice. We will also make sure that the process on how</p>
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		<p>ii. From 2021, GPs receive additional mental health top-up training on an annual basis, and that at least one GP per practice has undertaken more specialist mental health training</p>	<p>Surrey Heartlands ICS, Frimley Health and Care ICS</p>	<p>patients can access their medical record is clearly communicated in general practice.</p> <p>Surrey Heartlands: "Surrey Heartlands is committed to life-long learning and improvement and we support your recommendation for GPs to be able to access additional training. Mental Health training sessions and online suicide awareness are currently available to GPs and we will continue to promote these sessions through our PCNs. For PCNs that already have the GPIMHS service, there is a nominated GP from each to undertake the GP Advanced Diploma in Mental Health. As GPIMHS spreads across the ICS this will become the standard."</p> <p>Frimley Health and Care: "It is important that all GPs are confident in supporting people with mental health issues as national surveys have highlighted that 30% of GP consultations contain a mental health component and this has been rising during the Covid-19 pandemic. As part of our ongoing education sessions we will feedback the concerns raised and ensure mental health, learning disabilities and autism continues to form a core part of our conversations with practices through these events. We have found that the embedding of mental health practitioners as part of the GPIMHS model (known as the MHICS model in the Frimley System) and the support from SABP to advice and training through this physical presence in practices has been hugely beneficial as one route for advice and development, and we look forward to this being rolled out across all practices."</p>
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		<p>working across the primary care system</p> <p>v. A solution is found to the problems surrounding the sharing of data and IT infrastructure between the NHS, Surrey County Council and external providers to enable third sector organisations to fully and safely support those in their care, and that Surrey County Council and Surrey Heartlands liaise as a matter of urgency</p> <p>vi. The GP-consultant text system is expanded to include questions relating to mental health concerns</p>	<p>Cabinet Member for Adults and Health, Surrey Heartlands ICS</p> <p>Surrey Heartlands ICS, Frimley Health and Care ICS</p>	<p>Conversations are taking place with officers to determine how the Task Group's recommendations might be implemented.</p> <p>Surrey Heartlands: "GPs can access advice and guidance from SABP's Single Point of Access and crisis teams using the consult connect system."</p> <p>Frimley Health and Care: "We will explore with SABP the best way to improve the two-way communication between GP and Consultant. The GPIMHS model and integrating older person's mental health services into our Integrated Hubs have already improved these lines of communication over recent years but we are always looking for means of supporting each other to support getting the right care to people in a timely way. General practice is already able to access advice and guidance</p>
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		<p>vii. Third sector organisations are given the ability to refer to Community Mental Health Recovery Services and Community Mental Health Teams to ensure that those with mental health issues are signposted to the services that are right for them and their needs</p> <p>viii. From 2021, meetings involving CCG leads and third sector organisations take place on at least an annual basis to help facilitate stronger partnership working and understanding, and that all stakeholders, including third sector organisations, are represented at all meetings and committees that impact the work of</p>	<p>Surrey and Borders Partnership NHS Foundation Trust</p> <p>Surrey Heartlands ICS, Frimley Health and Care ICS</p>	<p>from SABP through the SPA (single point of access).”</p> <p>“Your report highlights an area for improvement in the way we manage third sector referrals to our Community Mental Health Recovery Services (CMHRS). [SABP] are pleased to announce that colleagues from Community Connections are now better integrated within the SABP Single Point of Access (SPA), which allows us to share knowledge to get people to the right support first time. It is also worth noting that anyone can contact the SPA/Crisis Line and get advice 24/7, including third sector organisations. The SPA can then mobilise a rapid response or generate a referral to CMHRS if needed.”</p> <p>Surrey Heartlands: “The third sector are an essential and valued part of our mental health system. They have seen an increase in demand and acuity within their services as a result of the Covid-19 pandemic, but they are also reporting positive changes in relationships with other providers. Community Connections are now better integrated within the SABP Single Point of Access and attend regular joint reviews to ensure people are navigated to the right services and support. Additionally, Community Connections are represented at all levels of our mental health governance and recognised as delivering good outcomes for people with mental health needs. However, there is still more to do to</p>
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		<p>the third sector and external providers</p> <p>ix. All health providers and commissioners ensure that the use of remote meeting software remains an option for future meetings, appointments and therapy sessions to ensure that location and</p>	<p>Surrey Heartlands ICS, Frimley Health and Care ICS, Surrey and Borders Partnership NHS</p>	<p>ensure the impact of their work is widely promoted, recognised and appreciated within our ICS. We are very aware that the current contractual model creates vulnerability for third sector organisations, and we are committed to reviewing this as part of our work on transforming outcomes through integrated commissioning.”</p> <p>Frimley Health and Care: “Third sector partners are now an integral part of the care model for mental health (Community Connections) and regular meetings take place (more than annually) with third sector partners in Surrey Heath and Farnham. However, we will have further conversations with them on how we can strengthen partnership working across the system, including CCGs. Local working within integrated care teams ensures that the mental and physical needs are core to this “whole person” approach. Our ICS governance structure includes third sector representation, and they are core partners in the delivery of our Safe Havens, Recovery College and GPIMHS (MHICS).”</p> <p>Surrey Heartlands: “There are many examples of spreading digital innovation in Surrey Heartlands to support people with mental health needs and practitioners. This includes our development of an integrated Surrey Care Record, virtual consultants, real-time home monitoring for people with dementia and carers, and the digital first primary care programme which will offer online help for</p>
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		<p>access issues are not a barrier to participation</p> <p>x. Surrey County Council conducts a review of the nature and length of contracts currently offered to third sector providers, and that all future</p>	<p>Foundation Trust</p> <p>Cabinet Member for Adults and Health</p>	<p>people with depression. All our providers are now offering online intervention, and in most cases, we can blend this with in-person contact where clinical need and user preference dictates. Our aim is to continue to develop our digital offer to provide better access to choice for people using our services and carers.”</p> <p>Frimley Health and Care: “One of the benefits of the pandemic has been the acceleration of digital options within general practice and positive feedback has been received around access improvement. We are sensitive that remote working does not work for everyone and there will be times when the best option is a face to face consultation. However, where appropriate the new options implemented during Covid-19 will be embedded as a core part of the general practice offer.”</p> <p>Surrey and Borders: “We continue to personalise our offer by providing a choice of approaches, including digital, telephone and in-person, and we deliver a broad range of NICE recommended interventions.”</p> <p>Conversations are taking place with officers to determine how the Task Group’s recommendation might be implemented.</p>
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		contracts are for a minimum of five years		
		<p>xi. Surrey County Council lobbies central government for more funding for mental health to enable further initiatives to achieve early intervention, and that a review is undertaken of third sector funding</p>	Cabinet Member for Adults and Health	Conversations are taking place with officers to determine how the Task Group's recommendation might be implemented.
		<p>xii. Public Health undertakes an employer-focused mental health campaign in 2021 to help improve employer knowledge about mental health and ensure that Surrey employers are aware of how to access courses and training</p>	Cabinet Member for Adults and Health	Conversations are taking place with officers to determine how the Task Group's recommendation might be implemented.
		<p>xiii. From 2021, induction-level training in mental health awareness and</p>	Cabinet Member for	

		<p>suicide prevention is provided for all Surrey County Council members of staff and councillors, as well as all affiliated organisations</p> <p>xiv. From 2021, frontline members of staff and decision makers from all public and health organisations in Surrey receive training so they use instructions and terminology with service users that are appropriate for those with mental health issues, learning disabilities and autism to ensure that those whose conditions are not immediately obvious are better served</p> <p>xv. Surrey County Council and Surrey and Borders Partnership NHS Foundation Trust explore how they can work more closely together to ensure Surrey County Council</p>	<p>Adults and Health</p> <p>Cabinet Member for Adults and Health, Surrey Heartlands ICS, Frimley Health and Care ICS, Surrey and Borders Partnership NHS Foundation Trust</p> <p>Cabinet Member for Adults and Health, Surrey and Borders Partnership NHS</p>	<p>Conversations are taking place with officers to determine how the Task Group's recommendation might be implemented.</p> <p>Frimley Health and Care: "It is important that all GPs are confident in supporting people with mental health issues as national surveys have highlighted that 30% of GP consultations contain a mental health component and this has been rising during the Covid-19 pandemic. As part of our ongoing education sessions we will feedback the concerns raised and ensure mental health, learning disabilities and autism continues to form a core part of our conversations with practices through these events. We have found that the embedding of mental health practitioners as part of the GPIMHS model (known as the MHICS model in the Frimley System) and the support from SABP to advice and training through this physical presence in practices has been hugely beneficial as one route for advice and development, and we look forward to this being rolled out across all practices."</p> <p>Conversations are taking place with officers to determine how the Task Group's recommendations might be implemented.</p>
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		<p>social workers are involved as early as possible (including at the diagnosis stage) so that those with autism, Asperger's and/or learning disabilities – especially those with complex needs – are fully supported and potential mental health issues are identified</p> <p>xvi. The Surrey Heartlands mental health diploma is re-established and offered to all GPs in Surrey</p> <p>xvii. Health commissioners obtain funding to undertake a modelling exercise and, if funding permits, a pilot study</p>	<p>Foundation Trust</p> <p>Surrey Heartlands ICS</p> <p>Surrey and Borders Partnership NHS</p>	<p>“Surrey Heartlands is committed to life-long learning and improvement and we support your recommendation for GPs to be able to access additional training. Mental Health training sessions and online suicide awareness are currently available to GPs and we will continue to promote these sessions through our PCNs. For PCNs that already have the GPIMHS service, there is a nominated GP from each to undertake the GP Advanced Diploma in Mental Health. As GPIMHS spreads across the ICS this will become the standard.”</p> <p>“We would like to thank the Task Group for their positive comments about the Safe Haven model which we deliver in partnership with the third sector. The main concern articulated in the report seems to be the hours of operation</p>
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		<p>focusing on what patient outcomes could be achieved by extending opening hours for Safe Havens in Surrey and operating them throughout the night, to ensure that people experiencing a mental health crisis or emotional distress, and the police officers who are often relied on to support them, are no longer left without any option but to attend A&amp;E to receive help</p>	<p>Foundation Trust</p>	<p>and a recommendation was made about trialling later operating hours in Safe Havens.</p> <p>It is important to note that Safe Havens were developed by reviewing peak times of demand which we found drops significantly post 11pm – especially in the early hours of the morning. There is an argument for a 24/7 Safe Haven in Surrey if it is able to provide crisis or sanctuary beds but any extension of the standard Safe Haven beyond the peak flow will probably have limited impact. Police considering apply s136 emergency powers under the Mental Health Act can contact the Emergency Duty Team out of hours and speak to the Approved Mental Health Practitioners (AMHPs) and they can also speak to the SABP SPA/crisis line and a Healthcare Practitioner who can provide informed advice/guidance. The SPA can also activate a rapid response if needed. We are currently developing an interface between the SPA and 111 which will provide additional support for the Police and ambulance crews, and we have been rolling out Trauma Informed Care training to build knowledge and capacity across crisis services. Our Home Treatment Team also provide essential out of hours support for patients and professionals alike.</p> <p>For some people experiencing a mental health crisis A&amp;E can be an appropriate option and the use by police can be entirely justified when people need support with both their physical and mental health e.g. in the case of an overdose. We have 24/7 Mental Health</p>
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		<p>xviii. The General Practice Integrated Mental Health Service continues to be rolled out across Surrey and receives the funding needed to ensure its continued operation, and that a report on the progress made and future plans is presented to the Adults and Health Select Committee no later than October 2021</p> <p>xix. The production of the final business case for the improvements to the Abraham Cowley Unit is progressed urgently and implemented with the utmost speed and no further delays. It also requests that a report on the progress made and future plans is presented</p>	<p>Surrey Heartlands ICS, Frimley Health and Care ICS, Surrey and Borders Partnership NHS Foundation Trust</p> <p>Surrey and Borders Partnership NHS Foundation Trust</p>	<p>Liaison services across all hospitals in Surrey delivering against the CORE 24 national best practice standard. They see between 900 and 1050 people every month in A&amp;E and provide about 1000 follow up reviews in inpatient wards.”</p> <p>Item has been added to the forward plan and is scheduled to be considered by the Select Committee at its public meeting on 3 March 2021.</p> <p>Members of the Executive Team attended a private session of the Select Committee on 27 October 2020 to discuss the inpatient capital programme and improvement works at the Abraham Cowley Unit.</p> <p>The Select Committee will continue to receive updates on the progress made at the Abraham Cowley Unit throughout the implementation of the works programme.</p>
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		<p>to the Adults and Health Select Committee no later than October 2021</p> <p>xx. The Children, Families, Lifelong Learning and Culture Select Committee conducts a similarly broad and wide-ranging mental health journey task group concentrating on both children and those transitioning to adult mental health services</p>	<p>Chairman of Children, Families, Lifelong Learning and Culture Select Committee</p>	<p>The Chairman's full response is included as Annex 2 of Item 7: 'Responses to Recommendations Made by the Adults and Health Select Committee'</p> <p>The Adults and Health and Children, Families, Lifelong Learning and Culture Select Committees have committed to exploring opportunities for joint scrutiny of the new Emotional Wellbeing and Mental Health Service at the appropriate time in 2021.</p>
14 July 2020	Accommodation with Care and Support Programme Update	<p>The Select Committee:</p> <ol style="list-style-type: none"> <li>1. Asks for a follow-up report outlining plans for further sites for Independent Living and Extra Care Housing.</li> </ol>	<p>Assistant Director of Commissioning</p>	<p>Report circulated to the Select Committee on 13 October 2020</p>
14 July 2020	Learning Disabilities and Autism Service Update	<p>The Select Committee:</p> <ol style="list-style-type: none"> <li>1. Recommends that future annual health assessments are more focused on unearthing mental health issues, which can have physical manifestations;</li> <li>2. Recommends that greater emphasis is placed on the</li> </ol>	<p>Assistant Director of Disabilities</p>	<ol style="list-style-type: none"> <li>1. The Assistant Director is composing a briefing note to address this and the below recommendation.</li> <li>2. The Assistant Director will address this in the briefing note as above.</li> </ol>

		transition period and that the steps taken to address this are outlined in a follow-up report.		
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