

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.

KEY				
		No Progress Reported	Action In Progress	Action Completed
Date of meeting	Item	Recommendations/Actions	To	Response
17 December 2020	Scrutiny of 2021/22 Draft Budget and Medium-Term Financial Strategy to 2025/26	<u>Recommendations</u> That, subsequent to this meeting, the Adults and Health Select Committee will agree wording for inclusion in the report regarding the draft Budget and Medium-Term Financial Strategy, which is to be prepared jointly by the Council's four select committees. <u>Actions</u> 1. Democratic Services officers to look into the possibility of organising for Members to visit Learning Disabilities and Autism services	Cabinet Member for Adults and Health Scrutiny Officer, Democratic Services Assistant	The joint report is currently being produced and will be presented to Cabinet at its meeting on Tuesday 26 January 2021. 1. Democratic Services officers are currently in the process of looking into the possibility of organising for Members to visit Learning Disabilities and Autism services (whether remotely or in person)

		<p>(whether remotely or in person)</p> <p>2. Democratic Services officers to look into the possibility of updating the Select Committee on Technology Enabled Care</p>	<p>Scrutiny Officer, Democratic Services Assistant, Cabinet Member for Adults and Health</p>	<p>2. The Cabinet Member for Adults and Health has been contacted regarding this.</p>
<p>17 December 2020</p>	<p>ASC Complaints April – September 2020</p>	<p><u>Actions</u></p> <p>1. The Deputy Director of ASC to incorporate videos on new training techniques to the Select Committee at the 19 January 2021 meeting</p> <p>2. The Senior Programme Manager to incorporate data covering a 12-month period into future ASC Complaints reports</p>	<p>Deputy Director of ASC</p> <p>Senior Programme Manager, ASC</p>	<p>1. Videos on new training techniques will be presented to Members at the Select Committee’s meeting on 19 January 2021</p> <p>2. The Senior Programme Manager has confirmed that data covering a 12-month period will be incorporated into future ASC Complaints reports</p>

		<p>3. The Senior Programme Manager to ensure the Listening to Your Views leaflet is made available as a core leaflet in care homes and community hubs</p> <p>4. The Senior Programme Manager to include specific examples of complaints and/or case studies in future ASC Complaints reports</p> <p>5. The Senior Programme Manager to provide Members with more information on complaints that are 'still pending' in future ASC Complaints reports</p> <p>6. The Deputy Director of ASC to remind</p>	<p>Senior Programme Manager, ASC</p> <p>Senior Programme Manager, ASC</p> <p>Senior Programme Manager, ASC</p> <p>Deputy Director of ASC</p>	<p>3. The Senior Programme Manager has been contacted regarding this.</p> <p>4. The Senior Programme Manager has confirmed that specific examples of complaints and/or case studies will be included in future ASC Complaints reports</p> <p>5. The Senior Programme Manager has confirmed that more information on complaints that are 'still pending' will be provided in future ASC Complaints reports</p> <p>6. The Deputy Director of ASC has been contacted regarding this.</p>
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		<p>team managers to supervise and conduct spot checks with staff in the complaints team</p>		
17 December 2020	Healthwatch Surrey – What Are We Hearing About Adult Social Care?	<p><u>Actions</u></p> <p>The Cabinet Member for Adults and Health is to keep the Select Committee updated on the progress made regarding the possible introduction of a care navigators system</p>	Cabinet Member for Adults and Health	The Cabinet Member for Adults and Health has been contacted regarding this.
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>	Assistant Director of Mental Health, ASC	The Assistant Director has been contacted regarding this.
15 October 2020	Winter Pressures in Surrey Heartlands	<p><u>Recommendations</u></p> <p>1. The Select Committee recommends that GPs ensure digital modes of contact remain available for</p>	Senior officers at Surrey Heartlands	<p>1. The response to recommendations 1 and 2 is as follows: “Face to Face appointments will be available during 8am - 6.30pm when GP is also open for online requests. We have commissioned</p>

		<p>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 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</p>		<p>additional capacity over the Christmas period and will have a local hub open including weekends and bank holidays.”</p> <p>3. “During the 2020/2021 flu campaign programme, we have been working closely with the Surrey County Council (SCC) Comms and Public Health (PH) Teams through the Health and Well Being (HWB) winter comms sub group. Methods used to ensure consistent, timely and accurate messaging and to</p>
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		<p>that advice about flu vaccinations can be sought from pharmacists and GPs.</p>		<p>maximise flu vaccination awareness and reach to residents include:</p> <ul style="list-style-type: none">• Scheduling regular Teams meeting calls/chats and emails with the HWB winter comms sub group to build strong partnerships and maintain robust flu messaging with residents.• Providing flu comms toolkits for all eligible groups. These comprise of information, media release examples, long and short copy for newsletters, myth busting tips, social media posts and case study videos, website copy, bespoke and national flu campaign design assets and links to websites and accessible resources e.g. Easy Read, BSL, Braille, multiple languages.• Seeking endorsement for media release content with quotes signed off by the relevant SCC councillor/officer.• Sharing briefings of the latest flu comms lines from NHSE/I for Surrey News, Adult Social Care, Surrey Matters bulletins, Healthy Surrey website, digital and social comms and printed resources e.g. Surrey Together publication which
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		<p><u>Actions:</u></p> <ol style="list-style-type: none">1. The Associate Director of Urgent and Integrated Care to provide details on the duration of waits over 60 seconds for 111 calls to be answered;	<p>Associate Director of Urgent and Integrated Care, Surrey Heartlands</p>	<p>was delivered to all Surrey residents.</p> <ul style="list-style-type: none">• Collaborating with SCC flu PHE leads on targeted projects e.g. the flu vaccination programme for homeless people in Surrey.” <p><u>Actions:</u></p> <ol style="list-style-type: none">1. “During the period 1st December 2019 to 30th June 2020, 41.9% of 111 calls answered had waits over 60 seconds. To quantify this, the timeline being used was exceptional due to the impacts of COVID. <p>The information below is from April 2020 to October 2020. The first table provides information in relation to the number of calls answered within 60 seconds and shows an improvement in June and again in October 2020; the second table provides the number of calls answered after 60 seconds [click links for tables at the end of this document].</p> <ol style="list-style-type: none">a) Calls answered within 60 seconds (April 2020-October 2020)
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		<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>Director of Performance, Surrey Heartlands</p>	<p>b) <u>Calls answered after 60 seconds (April 2020-October 2020)</u></p> <p>The provider has experienced challenges since the beginning of the year and the national Covid pandemic has also created additional pressures, being one of the first point of contact for patients. They are working through the issues of staffing, sickness and also supporting other providers across the country through periods of National Contingency. Measures are being put in place to improve the speed in which calls are answered, this includes reviewing the recruitment and training processes and in providing ongoing development workshops/courses to support current trends.”</p> <p>2. “Having spent a considerable amount of time reviewing the available information and data, unfortunately we do not have a mechanism in place to measure this. Information is gathered regarding the NHS 111 disposition outcomes; however, currently we are not able to measure individual patient journeys as requested.”</p>
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		<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>Director of Performance, Surrey Heartlands</p>	<p>3. "Essential workers are prioritised for testing via the national portal. The full list of essential workers prioritised for testing in the UK can be found at: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#list-of-essential-workers-and-those-prioritised-for-testing-england-only</p> <p>This list includes all NHS and social care staff, including 'the support and specialist staff required to maintain the UK's health and social care sector.'</p> <p>In addition, Surrey Heartlands has an agreed prioritisation framework in place to support essential worker testing via our local Pillar 1 testing where access via the national portal is challenging. Domiciliary care workers are also included within this framework as essential workers."</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>Full initial responses to the Mental Health Task Group's recommendations are included in the agenda papers for the Select Committee's 17 December 2020 meeting (Annexes 1-5 of Item</i></p>

		<p>i. Each primary care network in Surrey nominates a mental health champion to help strengthen partnership working across the primary care system</p> <p>ii. 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</p>	<p>Surrey Heartlands ICS, Frimley Health and Care ICS</p> <p>Cabinet Member for Adults and Health, Surrey Heartlands ICS</p>	<p>7: 'Responses to Recommendations Made by the Adults and Health Select Committee')</p> <p>Surrey Heartlands have been contacted regarding this.</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>liaise as a matter of urgency</p> <p>iii. Surrey County Council conducts a review of the nature and length of contracts currently offered to third sector providers, and that all future contracts are for a minimum of five years</p> <p>iv. 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>	<p>Cabinet Member for Adults and Health</p> <p>Cabinet Member for Adults and Health</p>	<p>“We are looking at all contracts and will be looking at how the recommendations of the MH task group could be implemented, including the compliant ways in which we can offer longer term and more stable funding arrangements to third sector organisations so that they can play their part in supporting the delivery of SCC’s priorities. This work is being taken forward as part of our annual procurement plans and we are working collaboratively with corporate colleagues on this and where applicable with our districts and boroughs.”</p> <p>Conversations are taking place with officers to determine how the Task Group’s recommendation might be implemented.</p>
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		<p>v. 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> <p>vi. From 2021, induction-level training in mental health awareness and suicide prevention is provided for all Surrey County Council members of staff and councillors, as well as all affiliated organisations</p> <p>vii. Surrey County Council and Surrey</p>	<p>Cabinet Member for Adults and Health</p> <p>Cabinet Member for Adults and Health</p> <p>Cabinet Member for Adults and</p>	<p>Conversations are taking place with officers to determine how the Task Group's recommendation might be implemented.</p> <p>Conversations are taking place with officers to determine how the Task Group's recommendation might be implemented.</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>and Borders Partnership NHS Foundation Trust explore how they can work more closely together to ensure Surrey County Council 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>Health, Surrey and Borders Partnership NHS Foundation Trust</p>	
<p>14 July 2020</p>	<p>Learning Disabilities and Autism Service Update</p>	<p>The Select Committee:</p> <ol style="list-style-type: none"> 1. Recommends that future annual health assessments are more focused on unearthing mental health issues, which 	<p>Assistant Director of Disabilities</p>	<ol style="list-style-type: none"> 1. The Assistant Director is composing a briefing note to address this and the below recommendation.

		<p>can have physical manifestations;</p> <p>2. Recommends that greater emphasis is placed on the transition period and that the steps taken to address this are outlined in a follow-up report.</p>		<p>2. The Assistant Director will address this in the briefing note as above.</p>
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Annexes to 15 October 2020, Winter Pressures in Surrey Heartlands responses:

a)

	Apr	May	Jun	Jul	Aug	Sep	Oct
Calls received	18945	19066	17797	18023	20648	21050	19331
Calls answered	13078	15473	17026	16746	17625	13797	17825
	69.03%	81.15%	95.67%	92.91%	85.36%	66.41%	92.21%

b)

	Apr	May	Jun	Jul	Aug	Sep	Oct
Calls answered after 60 secs	5867	3593	771	1277	3023	7253	1506