

Adult Social Care, Health and Wellbeing Sub-Committee

15 June 2017

Present: Councillor G Bell (Chair)
Councillors K Barrie, L Bell, J Cassidy, K Clark, P Earley,
M Huscroft, L Spillard

Also Present: Councillor M Hall,
Cabinet Member for Adult Social Care, Public Health and
Health and Wellbeing

ASCHW01/06/17 Apologies

Apologies for absence were received from Councillors P Brooks, A Percy, M Reynolds and J Walker.

ASCHW02/06/17 Substitute Members

Pursuant to the Council's constitution the appointment of the following substitute Member was reported:-

Councillor P Earley for Councillor P Brooks

ASCHW03/06/17 Declarations of Interest and Dispensations

There were no declarations of interest or Dispensations reported.

ASCHW04/06/17 Minutes

Resolved that the minutes of the meeting held on 9 March 2017 be confirmed and signed by the Chair.

ASCHW05/06/17 Healthwatch North Tyneside 6 Month Activity Report

The Director of Healthwatch North Tyneside (HWNT), Jenny McAteer, presented the concerns received by residents in relation to health and social care services during the period October 2016 to March 2017.

The presentation outlined the key positive and negative feedback trends received from members of the public in relation to hospitals, GPs, Community Services, Mental Health, Urgent Care and other services. Members heard what HWNT had done in terms of amplifying local people's voices by making reports and recommendations. The sub-committee were also presented with information relating to work which was planned.

In connection to accessing GP appointments, members were informed that many people were dissatisfied with the length of time they had to wait to see a GP and also reported difficulties with the booking systems. A member queried if the difficulties with the booking systems included online bookings. It was explained that following a pilot of an online system in North Tyneside, a number of issues had been raised about the system, however it was stressed that if done well, online booking systems can work well.

In relation to appointments for secondary health services, a member raised concerns about the length of time patients were waiting for appointments and failures with the whole system, in particular communication issues between GPs and hospital services. Members were informed that HWNT had been made aware of failures in the system and would be raising these with Northumbria Healthcare Foundation Trust at their next meeting.

Members expressed concern regarding the confusion around where people needed to go for urgent care treatment. A member gave an example of someone who had attended North Tyneside General Hospital (NTGH) walk-in centre for urgent treatment but due to them not being able to do blood tests was referred to the Northumbria Hospital at Cramlington and had to start the whole process again.

A member sought clarification on the issues raised by carers, in relation to access to support and information and what was happening to resolve this. It was explained that HWNT in partnership with North Tyneside Citizens Advice Bureau had developed and distributed posters and leaflets raising awareness of carers' rights to carers' assessments across North Tyneside. Engagement with carers had taken place in support of the research into carers' awareness of experiences of carers' assessment, support and information.

The Chair thanked the Director of Healthwatch North Tyneside for the report.

It was **agreed** to note Healthwatch North Tyneside's 6 month activity report.

ASCHW06/06/17 North Tyneside Health and Wellbeing Board Update

The Chair informed the sub-committee that he was on the Health and Wellbeing Board (HWB) along with Councillor Clark and suggested that if any member had any issues they would like relayed to the HWB to forward them to himself, Councillor Clark or the Democratic Services Officer.

The Chair also thanked Councillor Spillard for all of the good work she had done whilst on the HWB.

The Cabinet Member responsible for Adult Social Care, Public Health and Health and Wellbeing gave a verbal update on the work of the Health and Wellbeing Board.

Members were informed that the HWB was the machinery to get all of the various players together to discuss what they were doing and to identify issues.

A meeting of the HWB had just taken place and topics discussed had included:

- North East Ambulance Service (NEAS) role in relation to urgent care. NEAS had provided performance data in relation to response rates. Although emergency 'red' calls were good, the HWB had expressed concern about the continued dissatisfaction around the response rates for non-life threatening calls categorised as "green".
- The Chief Officer of North Tyneside CCG (NTCCG) had given a presentation on the Northumberland, Tyne and Wear and North Durham Sustainability and Transformation Plan. Through the Director of Public Health a prevention workstream had been created across the Sustainable Transformation Plan (STP) footprint.

- The HWB received two reports a year from Healthwatch North Tyneside, and had just received the 6 Month Activity Report.

The Chair thanked the Cabinet Member responsible for Adult Social Care, Public Health and Health and Wellbeing for the update.

ASCHW07/06/17 Report of the Older Person's Mental Health Sub-group

On behalf of the Older Person's Mental Health Sub-group, Councillor Cassidy presented the report which outlined the work, findings and conclusion of review.

The sub-group had been established by the Adult Social Care, Health and Wellbeing Sub-committee during 2016/17 to review support and services available to people with dementia, their family members and carers.

The sub-group was cross party and had included:

Cllr Brooks (Chair)
Cllr Cassidy
Cllr Huscroft
Cllr Percy
Cllr Spillard

Initially the main objective of the sub-group was to add value to the work which had taken place in relation to the new service specification for the Memory Support Service in North Tyneside. Another objective was to contribute towards the action plans linked to the Older Person's Mental Health Strategy.

Following an initial scoping meeting, the sub-group held a series of evidence gathering meetings with expert witnesses, people with dementia and their carers including:

- Meetings with establish groups to hear first hand the views of people with dementia and their carers in relation to the support and services available.
- Meeting with staff from Northumberland, Tyne and Wear's Memory Support Service
- Meeting with Dr Ramsey about Memory Clinic run by Northumbria Healthcare Foundation Trust.

During the review the sub-group were made aware that North Tyneside Clinical Commissioning Group were unable to fund the provision of a Memory Support Service in North Tyneside. At this point the sub-group refocused and agreed to consider how best to continue to provide services with a reduced amount of funding which was available via the Council.

At the end of October the sub-group were informed that the Self Care and Prevention Board were going to look at the future support for people with dementia and how to use the reduced funding. The Board's first meeting was scheduled to take place at the beginning of December, so due to the tight timescale the sub-group asked the Council's Commissioning Manager to feed back to the Board the sub-groups recommendations. Full details of the recommendations were outlined in paragraph 5.19 of the report. All of the recommendations were accepted in some form, except for the 24 hour crisis care.

In March the sub-group were informed that various options for delivering services in future had been explored, the preferred option was to provide the services through the community and third sector, along side a Community Navigator employed by the Council's Care n Connect team. Details of the services provided by the community and third sector organisations were outlined in the report.

In terms of the next steps the sub-group recommended that the sub-committee received 6 monthly updates on the re-configuration of services for people with dementia to evaluate how successful they have been; and that the Older Person's Mental Health Strategy action plans were presented to the sub-committee for consideration and input at the stage they were being developed.

It was explained that the report would now be forwarded to the Overview, Scrutiny and Policy Development Committee for its information.

The Chair thanked members of the sub-group for this good piece of work and was pleased to hear that the majority of recommendations had been taken forward.

It was **agreed** that the sub-committee:

(1) receives regular updates on the re-configuration of services for people with dementia; and

(2) are presented with the Older Person's Mental Health Strategy for consideration and input at the stage they are being developed.

ASCHW08/06/17 Battle Hill GP Services Consultation

Members received information regarding GP services provided at Battle Hill Health Centre and the public consultation exercise which had taken place.

Councillor Spillard explained that a letter had been sent to patients informing them the current contract for GP services at Battle Hill was due to end on 30 September 2017. The preferred option was to keep the GP service open and link it to another local practice as a branch surgery which meant that the surgery would remain based in Battle Hill and there wouldn't be the need to disperse 4,000 patients to other GP practices. Members were informed that the initial online survey link hadn't worked and that Councillor Spillard had reported this to North Tyneside Clinical Commissioning Group (NTCCG).

Councillor Huscroft supported this and believed that the retention of GP services in Battle Hill would be the most positive outcome for local residents.

Jenny McAteer mentioned that Healthwatch North Tyneside (HWNT) had submitted a formal response to the consultation and agreed to forward this to share with the sub-committee. HWNT had also raised concerns with NTCCG about the broken link to the online survey and also about how they were reaching hard to reach patients as part of its public consultation exercise.

ASCHW09/06/17 Work Programme 2017/18

The Chair presented a report which informed members of the proposed Adult Social Care, Health and Wellbeing Sub-committee work programme 2017/18.

It was proposed that the sub-committee meetings would be focussed around four main themes, which were:

- Better Care Fund and associated projects
- Sustainable Transformation Plan (STP)
- Mental Health
- Health Inequalities

The Chair stressed that presentations and reports presented to the sub-committee would be used as a basis to identify specific issues and topics for further scrutiny or in-depth investigation by a sub-group of the sub-committee.

On the occasions when there isn't much to report in relation to a specific theme, it may be more appropriate and better use of the sub-committee's time to receive an information report. Information reports could be used to determine whether there were any specific areas that the sub-committee would like to consider further.

The Chair was keen to invite service users and residents to sub-committee meetings to hear first hand their experiences of health and social care services. The Chair asked members to let him know if they had any contacts in the community and third sector who would be willing to arrange for service users to attend a sub-committee meeting.

Members expressed their concerns in relation to the STP, including the huge amount of savings that still had to be made and the impact this would have on local health and social care services; the lack of information in relation to the details of the plan; and the impact any service changes would have on health inequalities in the borough. In light of this the sub-committee welcomed that the STP would be regularly monitored.

It was **agreed** (1) to proceed with the work programme 2017/18 as set out in the report; (2) that members inform the Chair if they have any contacts in the community and third sector who would be able to arrange for service users to attend a sub-committee meeting to share their experiences of health and social care services.