

## **Scrutiny Review Briefing Note**

### **Subject**

Adult Social Care & Health Scrutiny Committee - Scrutiny Review

Topic selected: Access to Health Services (to include waiting lists for GP's and hospitals)

### **Summary**

To update Scrutiny Review Panel Members on the discussions and suggestions proposed at the informal meeting held on Wednesday 24<sup>th</sup> November 2021.

The purpose of the meeting, held between Councillor Wright as Lead Member and representatives of the Council, Clinical Commissioning Group (CCG), NHS Foundation Trust and Healthwatch, was to formulate a plan to progress the review. The meeting considered logistically how the review could be undertaken, witnesses/ invited guests that would need to be present, information required in order to effectively scrutinise the topic, to understand the scope of the topic, consider the lines of enquiry and begin to consider the recommendations that may be formulated by Members following the review.

### **Background**

At the meeting of Adult Social Care & Health Scrutiny Committee on 9<sup>th</sup> September 2021, Members of the Committee were asked to suggest Scrutiny Review Topics for inclusion in the 2021/2022 scrutiny work programme. Following discussions, it was determined that the Council Meeting be recommended to include "Access to Health Services" (to include waiting lists for GP's and hospitals) within the 2021/22 Scrutiny Work Programme. Subsequently, at the Council meeting held on 7<sup>th</sup> October 2021, it was resolved that approval be given to the Scrutiny Review Programme for 2021/22. Membership of the review was requested and confirmed at the Adult Social Care & Health Scrutiny Committee meeting on 14<sup>th</sup> October 2021, membership includes Councillors John Wright (as Lead Member), Angie Clark, Helen Foster-Grime and Dickie Davies.

### **Informal Discussion**

Officer attendance at the informal discussion meeting was as follows:

- Angela Dawber – Head of Strategic Planning (NHS Foundation Trust)
- Anita Rolfe – Executive Nurse (CCG)
- Anne Barlow – Senior Service Manager – Adult Social Care
- Ben Fryer – Acting Consultant in Public Health
- Charles Yankiah – CSS Manager – Democratic Services
- Dr Simon Woodworth – Medical Director (CCG)
- Emma Bowe – Transformation Lead Adult Social Care
- Georgia Latham – Senior Democratic Services Officer
- Gillian Miller - Associate Director of Commissioning (CCG)
- Karishma Chandaria – Strategy, Performance and Partnerships Lead
- Laura Mercer - Strategic Commissioning and Contract Performance Manager
- Maria Kildunne – Chief Officer (Healthwatch)
- Mel Maguinness – Director of Integrated Commissioning (CCG)
- Peter Owston - CSS Manager - Strategy and Commissioning
- Vincent Fraga – Head of Commissioning and Infrastructure – Adult Social Care

Georgia Latham started the meeting by outlining the Scrutiny Review process, context and objectives for the meeting.

Councillor John Wright provided the background information in relation to why the topic was selected by Members which included concerns from residents across the borough over access to the medical landscape, the current wait time on appointments for GP's/ specialised appointments at hospitals and the effect this was having on A&E. Councillor Wright advised that the Scrutiny Review aimed to understand the extent of waiting lists for appointments and explore any solutions that could be recommended by the Scrutiny Review panel.

Maria Kildunne advised that Healthwatch were currently conducting two surveys due to conclude March 2022, around GP access and 'while you wait' to understand residents experiences around their journey in hospital. Whilst the results of the survey would not be available prior to the Scrutiny Review, Healthwatch agreed to provide a verbal update on the survey progress and findings, including some examples of feedback.

Anita Rolfe agreed to share slides to demonstrate various performance outcomes including access to primary and secondary care. It was stated that GP access had increased since the start of the pandemic and part of the session would look at digital inclusion and communication. The session could also explore the issues relating to access to secondary care and how this is being managed due to COVID-19 which included staffing and a reduced number of beds/theatres.

Angela Dawber agreed to include inpatient, outpatient and urgent care data and the change in demand for services due to increased local need within the Secondary Care session.

Gillian Miller agreed to share GP patient survey data and the subsequent analysis of the data within the Primary Care session, with the option to invite GPs to share their experiences.

In considering whether mental health should feature as part of the scope of the review, it was agreed by Councillor Wright that in order to conduct the review effectively and produce tangibly outcomes the review should be focussed on GP's and hospitals with a view to potentially look at Mental Health services as a future review topic.

## **Recommendations**

It is recommended that:-

- (1) the Scrutiny Review be undertaken as two half day sessions, the first of which would be focussed on Primary Care (GP's) and second focussed on Secondary Care (Hospitals).
- (2) Ben fryer be identified as the general lead officer with Gillian Miller taking lead and co-ordinating witnesses/ evidence for Primary Care and Angela Dawber taking lead and co-ordinating witnesses/ evidence for Secondary Care.
- (3) Healthwatch be included to incorporate the voice of the resident.