

HEALTH AND SOCIAL CARE SCRUTINY SUB (COMMUNITY SERVICES)
COMMITTEE

17 February 2012

Minutes of the meeting of the HEALTH AND SOCIAL CARE SCRUTINY SUB (COMMUNITY SERVICES) COMMITTEE held at Guildhall, EC2 on Friday 17 February 2012 at 1.45pm.

Present

Members:

The Rev'd Dr Martin Dudley (**Chairman**)
Deputy Billy Dove (**Deputy Chairman**)
Deputy the Rev'd Stephen Decatur Haines
Deputy Henry Jones
Peter Leck
Angela Starling
Nicholas Cressey (appointed by Court of Common Council)
Vivienne Littlechild (appointed by Court of Common Council)
Steve Stevenson (co-opted - LINK Member)
Nick Kennedy (co-opted - LINK Member)

Officers:

Caroline Web	- Town Clerk's Department
Neal Hounsell	- Community & Children's Services Department
Farrah Meherali	- Community & Children's Services Department
Keith Manaton	- Community & Children's Services Department

In Attendance:

Lee Eborall	- Head of Hospital Contracting, City and Hackney at NHS East London and the City
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1. APOLOGIES

Apologies were received from Dr Peter Hardwick.

2. DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA

City of London resident Members declared personal interests in all the agenda items, as users of the services under discussion. They did not consider these to be prejudicial interests.

Nick Kennedy declared a personal interest in Item 5 as Chairman of the City LINK, the current City Healthwatch Pathfinder organisation.

3. MINUTES

The public minutes and summary of the meeting held on 23 November 2011 were approved.

MATTERS ARISING

Merger of the Three NHS Trusts in North East London

Vivienne Littlechild stated her dissatisfaction in the response from Dr Lucy Moore regarding the annotated legal advice relative to formal consultation on the proposed merger of the three NHS Trusts. Mrs Littlechild stressed the importance of obtaining the full legal advice in order to demonstrate that the Sub Committee had fully scrutinised the proposals should they be accused of negligence in the future. The Deputy Chairman supported Mrs Littlechild's concerns. Acknowledging the risk involved in the merger, the Chairman pointed to the discussion with Dr Ryan recorded in the minutes that demonstrated the Sub Committee's attention to the matter. The Strategy and Performance Director was mindful of Mrs Littlechild's concerns but advised that a satisfactory response had been received in relation to the question that had been asked. The Strategy and Performance Director undertook to consult other Scrutiny Committees to investigate whether similar issues had been raised and felt that a joint-up approach may lead to a more detailed response.

4. URGENT CARE SERVICES UPDATE

The Sub-Committee received a brief presentation from Lee Eborall, Head of Hospital Contracting, relative to the proposed changes to urgent care services in the City of London and Hackney.

Mr Eborall highlighted that current provision for City residents is largely through the GP Out of Hours through Harmoni and A&E through Barts and the London Hospital. The 'Phone before you go' 111 service would allow City residents to receive urgent medical help or advice in non-life-threatening situations outside of GP opening hours, either as part of the telephone assessment or by directing residents to the right local service as quickly as possible. It was noted that there could be confusion around the difference between 'emergency' and 'urgent' care and that callers with non-urgent ailments would be referred back to their GP. Mr Eborall informed Members that the 111 programme was currently on hold and was likely to 'go live' within the next financial year.

The proposals to decommission the two walk in centres (WICs), Tollgate Lodge and Springfield, both in north east Hackney, would not have a direct impact on City residents. The WICs were working closely with Homerton Hospital to ensure there was appropriate GP coverage and good service response times. Mr Eborall informed Members that full engagement with residents had been conducted City wide, particularly through LINK events and group meetings. Patients using the walk in centres at Tollgate Lodge and Springfield had been consulted directly; however, no patients at the Barts minor injuries unit had been consulted, despite plans to decommission this City service. He stressed that City and Hackney were keen to realign the healthcare needs of the City, so, for example, options were currently being considered to align GP out of hours services with Tower Hamlets.

It was noted that the Neaman Practice had been selected as a potential pilot site for the 'GP Choice' scheme which would allow patients to choose whether to register with a practice close to their workplace or home. Another pilot site was situated in Tower Hamlets. The City pilot would run from June 2012 –

March 2013. Mrs Littlechild stated that this was not her understanding of the situation with regard to the Neaman Practice.

A number of Members, who were also City residents, expressed concern over the lack of consultation that had been carried out with residents. There were also questions raised over the training and experience of the call handlers. Mr Eborall stated that various resident engagement events had taken place and more would be held closer to the 'go live' date. He also reassured Members that various steps had been undertaken to ensure all members of staff were well trained and aware of the diversity within the City and Hackney.

Mr Eborall, in answer to a question from a Member, stated that the service provision for young people had also been investigated, particularly as they may be more reluctant to call for services. He highlighted that Bristol had created an application for smartphones in order to provide similar 111 services for young people and that a similar scheme could be launched in the City once 111 was launched. The Strategy and Performance Director agreed to work with Mr Eborall to explore options in consultation with City youth advisors.

A Member, also the Chairman of the LINK, expressed concern over the impact of decommissioning the Liverpool Street WIC in 2010 due to the high population density within the City. He stated that the WIC were highly valued where GPs were not accessible, particularly in regards to opening hours. WICs tended to be heavily used by immigrants, homeless people and by patients with mental health needs as they generally found A&E services difficult and aggressive. Mr Eborall assured the Member that his concerns would be addressed appropriately and articulated in future reports.

Mr Eborall stated that he could not comment on the costs of the 111 service at this moment in time as it was still undergoing the procurement process.

Members were informed that increased opening hours at current GP practices were being explored and that the websites were currently being developed to ensure City residents have easy access to consultation information.

The Strategy and Performance Director stressed to Members that the City Wellbeing Practice and the Neaman Practice had only agreed to meet with NHS East London and the City of London in March to discuss the GP Choice pilot scheme and had made no commitment to become a site for the City pilot.

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5. PROGRESS TOWARDS CITY HEALTHWATCH

The Sub Committee received a report of the Director of Community & Children's Services outlining the background to Healthwatch and the progress to date nationally.

RESOLVED: That:

- (i) the progress in establishing Healthwatch nationally and locally and the proposals for Healthwatch England be noted;

- (ii) the current City Healthwatch Pathfinder organisation (City LINK) should take on the City Healthwatch responsibilities from the 1st April 2013 be agreed principally; and
- (iii) a progress report on the City Healthwatch be submitted to the Community & Children's Services Committee in September 2012, with a subsequent report submitted for approval by the Grand Committee following the successful establishment and incorporation of City Healthwatch in January 2013.

6. IMPACTS OF RECENT GOVERNMENT GUIDANCE RELATING TO PUBLIC HEALTH

The Sub Committee received a report of the Director of Community & Children's Services which provided an overview of recent public health policy guidance released by the Department of Health. The roles and responsibilities of local government in public health and the public health outcomes framework were also outlined.

It was noted that the public health budget estimate for the City had been released. This had been based upon the current joint public health budget with Hackney, with around £116 per head of population, the second highest in London, being allocated.

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7. HEALTH AND WELLBEING PROFILE 2011 (JOINT STRATEGIC NEEDS ASSESSMENT)

The Sub Committee received a report of the Director of Community & Children's Services summarising the 2011 Joint Strategic Needs Assessment (JSNA), locally known as the Health and Wellbeing profile.

It was noted that the proposed JSNA priorities for residents of the City were listed in order of significance; however the weighting attributed to each of the priorities was the result of an assessment which was based on available evidence, as well as acknowledging "known issues" which did not necessarily have as strong an evidence base e.g. 2001 census data.

The importance and significance of the views of the Health and Wellbeing Board were discussed in relation to the influence they may have on other departments throughout the City of London Corporation.

It was noted that the consequences of the current cuts to mental health and voluntary sector funding may need to be explored.

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8. ANY QUESTIONS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no questions.

9. ANY OTHER URGENT BUSINESS

Commissioning Support Organisation

The Commissioning Support Organisation prospectus was tabled. The Strategy and Performance Director informed Members that a ONEL Joint Health Overview and Scrutiny Committee was to take a presentation on the proposed Commissioning Support Organisation at its next meeting on Tuesday 10 April at 3.30pm at Waltham Forest Town Hall. The Health and Social Care Scrutiny Sub Committee had been invited to nominate a representative to attend the meeting on the Sub Committee's behalf.

10. DATE OF NEXT MEETING

Wednesday 2 May 2012 at 1.45pm

The meeting closed at 3.00pm

CHAIRMAN

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