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MEETING	HEALTH OVERVIEW & SCRUTINY COMMITTEE
DATE	14 DECEMBER 2011
PRESENT	COUNCILLORS FUNNELL (CHAIR), BOYCE, CUTHBERTSON, DOUGHTY (VICE-CHAIR) AND RICHARDSON
IN ATTENDANCE	HELEN HUGILL- YORKSHIRE AMBULANCE SERVICE (YAS), PHIL BAINBRIDGE (YAS), JOHN YATES-YORK OLDER PEOPLE'S ASSEMBLY (OPA), GEORGE WOOD (OPA), CATHERINE SURTEES-YORK COUNCIL FOR VOLUNTARY SERVICE (CVS), ANNIE THOMPSON-YORK LOCAL INVOLVEMENT NETWORK(LINKS), JOHN BURGESS-YORK MENTAL HEALTH FORUM, RACHEL POTTS- VALE OF YORK CLINICAL COMMISSIONING GROUP/ NHS NORTH YORKSHIRE AND YORK, MANDY MCGALE-YORK TEACHING HOSPITAL NHS FOUNDATION TRUST, ALAN ROSE-YORK TEACHING HOSPITAL NHS FOUNDATION TRUST, HELEN MACKMAN-YORK TEACHING HOSPITAL NHS FOUNDATION TRUST, PAT SLOSS-NHS NORTH YORKSHIRE AND YORK, MIKE RICHARDSON-CYC, FRANCES PERRY-CYC, RICHARD HARTLE-CYC, PAUL MURPHY-CYC, ADAM GRAY-CYC.
APOLOGIES	COUNCILLORS FITZPATRICK AND HODGSON

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### 23. CHAIR'S THANKS

The Chair expressed her thanks to the Committee's outgoing Vice-Chair, Councillor Wiseman, in particular for her work on the Joint Health Overview and Scrutiny Committee looking at Children's Cardiac Surgery. She also welcomed Councillor Doughty in his new role as the Committee's new Vice Chair, and Councillor Richardson to the Committee.

## **24. DECLARATIONS OF INTEREST**

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda.

Councillor Richardson declared a number of standing personal non prejudicial interests including; a personal non prejudicial interest in agenda item 4 (Update from Yorkshire Ambulance Service on Ambulance Complaints Service) as a frequent user of the service due to ongoing treatment at Leeds Pain Management Unit, as a member of Haxby Medical Centre and due to his niece working as a staff district nurse for NHS North Yorkshire and York.

Councillor Boyce declared a personal non prejudicial interest in agenda item 9 (Update on the Carer's Review) as a carer.

No other interests were declared.

## **25. MINUTES**

RESOLVED: That the minutes of the meeting of the Health Overview and Scrutiny Committee held on 21 September 2011 by approved and signed by the Chair as a correct record.

## **26. PUBLIC PARTICIPATION**

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

## **27. UPDATE FROM YORKSHIRE AMBULANCE SERVICE ON AMBULANCE COMPLAINTS SERVICE**

Members received an update summary on ambulance service complaints. The Service and Quality Improvement Manager and Head of Emergency Operations, North Yorkshire, attended from the Yorkshire Ambulance Service (YAS) to answer questions.

Members expressed concerns over the process of making complaints, mainly because the complaints service was not thought to be well advertised for those who wished to use the telephone, rather than the internet. Additionally, it was felt that forms and signs regarding complaints were not clearly visible in ambulances or did not exist in some cases. Members felt that information on how and where to make a complaint needed to be easily visible and accessible.

The Committee felt that they should receive a further update report from the Yorkshire Ambulance Service in relation to this in March 2012.

RESOLVED: That the update from the Yorkshire Ambulance Service be noted.

## **28. 2011/12 SECOND QUARTER FINANCIAL & PERFORMANCE MONITORING REPORT - ADULT SOCIAL SERVICES**

Members received a report which analysed the latest performance for 2011/12 and forecast the financial outturn position which referred to the service plan and budgets for Adult Social Care.

Officers updated Members that there had been an overspend in the budget for Adult Social Services and a similar one in Children's Social Care.

Discussion between Officers and Members explored various issues including;

- Difficulties in measurements for customers and carers receiving Self Directed Support as a result of the old definition.
- Perceptions that the personalisation agenda was not working.
- Measurement of timeliness of social care assessments.
- The inclusion of ethnicity in Carer's Needs Assessments.

In her summing up of the item, the Chair specifically noted the financial pressures within the Directorate and the low rise in take up of Direct Payments in individual budgets.

RESOLVED: That the report be noted.

REASON: To update the Committee on the latest financial and performance position for 2001/12.

**29. SUMMARY & OUTCOMES REPORT - JOINT HEALTH OVERVIEW & SCRUTINY COMMITTEE'S RESPONSE TO THE CONSULTATION ON CHILDREN'S CONGENITAL CARDIAC SURGERY**

Members received a report which summarised the background to the Joint Health Overview and Scrutiny Committee's (HOSC) work in relation to the national consultation on Children's Congenital Cardiac Surgery. The report also informed the Committee of the recommendations from the Joint HOSC forwarded to the Joint Committee of Primary Care Trusts (JCPCT).

The report asked the Committee to nominate a new representative to sit on the Regional HOSC in place of Councillor Wiseman. Following discussion it was;

RESOLVED: (i) That the report be noted.  
(ii) That Councillor Funnell be elected as the Committee's representative on the Regional Joint HOSC.

REASON: To keep the Committee informed of the work of the Joint HOSC in relation to the proposed changes to children's cardiac services.

**30. BRIEFING FOR CITY OF YORK HEALTH OVERVIEW AND SCRUTINY COMMITTEE ON PROPOSALS TO CREATE AN URGENT CARE CENTRE**

Members received a briefing on proposals to create an urgent care centre in the Emergency Department at York Hospital.

The proposed urgent care centre would be located at York Hospital, adjacent to the emergency department and would create a single point for people to access care for minor illness or injury. By the relocation of the walk in centre from Monkgate to the emergency department at York Hospital, patients would be able to access the right care from the right healthcare professional at the right time.

A representative from York Older People's Assembly attended the meeting and highlighted the importance of the identification of psychological conditions of some patients during triage. He added that he felt that the busy atmosphere at the hospital did not help assessment of these conditions.

Discussion took place which focused on;

- Figures for attendances and referrals
- Agreed measures of customer service in the Urgent Care Centre (UCC)
- The suggestion of a further 24 hour observation of care at the UCC by the Hospital Governors and representatives from York LINKs.

It was reported that a GP would head the front of house team at the centre and that most of the cases they would see would be those such as minor illness or injury. It was felt that the new system would take away the need for triage nurses.

Members felt that performance at the new centre should be monitored and that a further 24 hour observation of care be carried out in the future to assess performance.

**RESOLVED:** That the briefing report be noted and a further report be brought to the Committee on a date to be confirmed.

**REASON:** To keep the Committee informed on the proposals to create an urgent care centre.

### **31. LOCAL HEALTH WATCH YORK: PROGRESS UPDATE**

Members received a report which updated them on the progression from LINKs (Local Involvement Networks) to Local HealthWatch by October 2012.

Officers gave a short definition of what Health Watch would be. It would be a new consumer champion for health and social care, which would signpost people to information about health and social care services along with potentially providing an advocacy service for complaints about NHS services.

It was noted that HealthWatch would have representation on the new York Health and Wellbeing Board, and therefore would be directly involved in their work in commissioning.

Questions from Members related to funding for HealthWatch and the need for further feedback on progress, once it had been established.

RESOLVED: That the report be noted.

REASON: To keep the Committee informed on progress relating to the establishment of Local Health Watch.

### **32. UPDATE ON CARER'S REVIEW**

Members received a report which included; an annual update on the Carer's Strategy, an update on the Implementation of the Recommendations arising from the Carer's Review and a six monthly report in relation to the Indicators being monitored in relation to carers.

Officers highlighted improvements that had come about as a result of the Carers Review such as; improved information for Carers and an active Carer's Forum.

It was reported that on the six-monthly report in relation to the indicators being monitored, that NHS North Yorkshire and York had sought clarification on which quality indicators wanted to have further clarification on what the quality indicators recommendation Aiii) of the review was referring to.

It was agreed that the Scrutiny Officer would clarify this and inform NHS North Yorkshire and York in writing.

Discussion took place on the implementation of recommendations arising from the Carer's Review that the Committee had made as a result of the review. They were asked to consider which, if any, of the recommendations they would like to be deemed as complete. Those recommendations that the Committee deemed complete were;

- (B) That the Multi-Agency Carer's Strategy Group identifies where it would be helpful to provide public information about what it means to be a carer and how to access support to enable carers to identify themselves earlier.
- (Bi) Where places are identified carer awareness training should be made available to key workers.
- (C) and (Ci) That City of York Council reviews its Equalities Framework to ensure that carers become an integral part of all equality and inclusion work and this to include; inviting a carer representative to become a member of the Equalities Advisory Group (EAG). (York Carers Forum representatives now attended EAG).
- (D) That health commissioners ensure that all care pathways provide guidance on the information and advice carers will need regarding specific medical conditions as well as sign-posting them to support and advice. This will need to address what the impact might be on: i) The Carer, ii) The family as a whole and iii) The cared for person

The Committee felt that the following recommendations were still ongoing and wished to be updated on the progress of their implementation. These were;

- (A), (Ai), (Aii) and (Aiii) That Health Commissioners and providers ensure that there is greater consistency around how carers are identified and once identified their needs addressed and this to include; (Ai) Training in carer awareness for all health professionals and allied staff (Aii) That the hospital looks at extending the innovative approaches they have been piloting and embedding these into standard practices for all admissions and discharges and (Aiii) That a written report be provided to the Health Overview & Scrutiny Committee on a sixth monthly basis in relation to quality indicators that are being monitored in respect of carers.

- (E) That Adult Social Services develop a clear pathway, which provides an integrated approach to assessment for the whole family whilst recognising the individual needs within the family and the impact of caring on the carer.
- (F) To continue to promote carer awareness, an annual update on the Carer's Strategy for York be presented to the Health Overview & Scrutiny Committee and thereafter to the Cabinet Member for Health, Housing & Adult Social Services.

The Chair commented that the Committee wished for an annual update on the Carer's Review to be considered at next December's meeting.

- RESOLVED:
- (i) That the report be noted.
  - (ii) That recommendations (Bi), (C), (Ci) and (D) be signed off as complete.
  - (iii) That recommendations (A), (Ai), (Aii), (Aiii) and (E) remain in progress and a further update report be received by the Committee in nine months time.
  - (iv) That the Scrutiny Officer write to NHS North Yorkshire and York in order to clarify which quality indicators for carers they wish to receive information on (recommendation A iii) refers)
  - (v) That a report on the indicators being monitored in relation to carers be brought to the Committee in approximately six months time.

REASON: To comply with the recommendations of the Health Overview and Scrutiny Committee and to highlight the importance of the work of Carers in accordance with the Council's Corporate Strategy.

**33. THE LOCAL ACCOUNT FOR ADULT SOCIAL CARE 2011**

Members received a report which introduced the Local Account for Adult Social Care 2011. They were asked to comment on the content of the Local Account ahead of its approval by the Cabinet Member for Health Housing and Adult Social Services at her meeting on 20 December 2011, note the performance and improvements described in the Local Account for 2010/11 information and note the areas for development and improvement for the coming year.

RESOLVED: That the report be noted.

REASON: To inform the Committee on the contents of the Local Account for Adult Social Care 2011.

**34. UPDATE REPORT-END OF LIFE CARE REVIEW**

Members received a report which updated them on progress made in relation to their review on End of Life Care.

The Chairman of York Teaching Hospital NHS Foundation Trust attended the meeting and he informed the Committee that work had been started to improve how the hospital used Do Not Attempt Cardiopulmonary Resuscitation forms (DNACPR) and that specific training was now being offered to all doctors on how to use the forms in order to ensure consistency.

RESOLVED: That the report be noted.

REASON: To update the Committee on the review's progress.

**35. WORK PLAN 2011-12**

Consideration was given to the Committee's work plan for 2011-12.

- RESOLVED:
- (i) That the work plan be noted.
  - (ii) That a further meeting be scheduled to take place in February 2012 in order to help spread the Committee's workload.
  - (iii) That the following items be added to the Committee's work plan <sup>1</sup>;
    - That the Chief Executive or Deputy Chief Executive of NHS North Yorkshire and York be invited to attend the Committee's January meeting to present a written report and discuss their proposed cuts to voluntary sector funding from April 2012.
    - That a further update report be received from the Yorkshire Ambulance Service on their Ambulance Complaints Service at the Committee's meeting in March 2012.
    - That a further report on the performance of the recently established Urgent Care Centre (UCC) at York Hospital be brought to the Committee. (Date to be confirmed).
    - That a report on the indicators being monitored in relation to the Carer's Review be brought to the Committee in six months time.
    - That an update report on the implementation of the outstanding recommendations from the Carer's Review be considered by the Committee at a future meeting. (Date to be confirmed).
    - That an annual update report on the Carer's Strategy be scheduled to be considered by the Committee at their meeting in December 2012.

REASON: To keep the Committee's work plan up to date.

Action Required

1. To update the Committee's Work Plan

TW

Councillor C Funnell, Chair

[The meeting started at 4.30 pm and finished at 6.05 pm].

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