

**HEALTH OVERVIEW
AND
SCRUTINY COMMITTEE**

**ANNUAL REPORT
2011/12**

THE HEALTH OVERVIEW AND SCRUTINY COMMITTEE

ANNUAL REPORT 2011

Foreword by the Chairman, Councillor Tim Holton

This is now my second year as the Chair of the Health Overview and Scrutiny Committee. As you will see from the body of this report the Committee has worked extraordinarily hard and looked into many of the key issues affecting the health of the residents of Wokingham Borough. It has only been achieved by all members working together for the common objective.



With the changes that are taking place within healthcare in relation to responsibility and accountability, the role of this Committee is going to be even more vital next year. With that in mind the Committee conducted a review of how to make the meetings more effective and efficient. A number of recommendations were made which will ensure the members that follow have more time to look at the issues that really matter. The other significant recommendation was to give greater access and involvement to residents.

Special mention should be given to the members of the Task & Finish Group on Mental Health. The amount of research, interviewing, site visits and the workshop has been the most detailed I have experienced. With the population in Wokingham ageing the recommendations are very timely.

I would like to again congratulate the South Central Ambulance Service NHS Trust (SCAS) for winning the 'Ambulance Trust of the Year' award. They were nominated for the award last summer because NHS figures showed that SCAS was the best performing ambulance trust in England in terms of response times. The award also recognised that SCAS continued to improve its non-conveyance rates, and is the national leader in the field with 42.5% of patients being treated without having to be transported to hospital - an increase of 3.9% over last year.

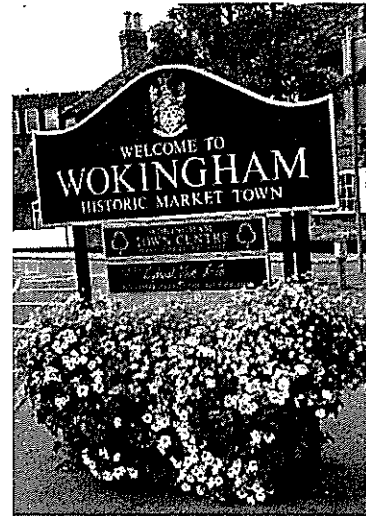
Lastly, too many to mention individually but I would like to thank all those people that have willingly given up their evenings to ensure that this Committee has access to the information necessary to ensure thorough scrutiny of the issues facing this Borough in terms of health.

Councillor Tim Holton
Chair of the Health Overview and Scrutiny Committee
2011/12

INTRODUCTION

The Health and Overview and Scrutiny Committee has a responsibility for looking at how the Council and its partners in the NHS deliver health and social care services that improve the quality of life of Wokingham residents. In performing its health scrutiny role the Health Overview and Scrutiny Committee may -

- a) question Members of the Executive and/or Committees and Officers of the Council, and NHS Chief Executives on health-related issues and services in the Borough;
- b) make requests for information from external organisations as appropriate to the exercising of its functions;
- c) seek independent expert advice as appropriate to the exercising of their functions and / or appoint specialist advisors to support it in its work if required;
- d) appoint non-voting co-opted Members from external organisations to Task and Finish groups as necessary;
- e) assign Members of the Committee lead roles in relation to particular health issues or NHS bodies;
- f) gather information informally by Members of the Committee working individually, or in small Task and Finish groups, outside the formal Committee process;
- g) visit external organisations individually, or in small task and finish groups, as part of their information gathering role;
- h) conduct research and consultation in the analysis of health issues and proposals;
- i) undertake joint scrutiny with other local authorities where NHS services cover more than one local authority area; and
- j) refer matters to the Overview and Scrutiny Management Committee or undertake a joint review with the Overview and Scrutiny Management Committee or one of its panels.



In fulfilling its health scrutiny role this year the Committee attempted to ensure that (a) – (j) as outlined above was adhered to by scrutinising a number of key issues, arranging a few site visits, holding key organisations and individuals to account and conducting a self examination into the Health Overview and Scrutiny Committee and being critical of itself to ensure it fulfilled its functions and operated efficiently.

SCRUTINY HIGHLIGHTS OF THE YEAR

Scrutiny in Action

The Committee scrutinised a wide range of health related issues during 2011/12 including: -

Optalis

The Committee received information from the Interim Managing Director of Optalis at its meeting in August 2011 and scrutinised information relating to –

- Transfer arrangements;
- Staffing issues;
- Community based support services;
- The management structure; and
- Commissioning arrangements.



At the January 2012 meeting the newly appointed Managing Director of Optalis attended the meeting and provided the Committee with an overview of the direction of the company and its vision for the future including maintaining quality in its provisions, motivating the workforce, processes and procedures and the budgetary constraints.

A Task and Finish Group will be established in the new municipal year to look at Optalis and the provision of care in terms of quality and its recent developments.

Adult Safeguarding

There was some negative news reported to the Committee relating to Adult Safeguarding this year by the Adult Safeguarding Services Manager at its meeting in August 2011, relating to referrals from partners to WBC regarding an increase in complaints and abuse cases. The Committee was concerned about this information and scrutinised the monitoring and improvement arrangements that had been put in place to resolve the issues.

As a result the Committee requested that a full report be submitted to the Committee within 3 months and that an update be provided to the Committee within 6 months relating to the improvements, action taken and outcomes.

The Committee received both updates and reports and though there were improvements taking place and a reduction in the complaints and a zero tolerance to abuse cases enforced, the Committee were still not satisfied with the number of complaints being received about staff members. The Committee were assured that complaints was a sign that awareness had been raised about the previous issues and that people were a lot more vigilant about the staff, the care packages and the levels of treatment to be expected in the future.

The issues are continually being monitored with the appropriate agencies on the scrutiny radar and will be held to account at future meetings.

Care Quality Commission (CQC)

The Care Quality Commission is an independent regulator of all health and social care services in England, whose responsibilities include making sure that care provisions by hospitals, dentists, ambulances, care homes and services in private homes and elsewhere meet Government standards of quality and safety. The Committee received a presentation from the Care Quality Manager and scrutinised the new compliance monitoring arrangements as well as the monitoring of the adult social care and independent healthcare arrangements. The Care Quality Manager informed the Committee of the following –

- Recent changes to legislation
- Compliance monitoring
- Inspection and regulation of services
- The CQC Directory
- Excellence Scheme Consultation exercise
- Improvements to the website



Age Concern Woodley

The Committee welcomed the Care Services Development Manager and the Chair of Trustees from the Age Concern Woodley to the meeting held in August 2011. They provided the Committee with detailed information about their wide range of services, activities and events for the Community that included short respite breaks, bathing service, café facilities, aviation clubs, friends forums, and care support work to name a few.

There were concerns regarding their funding and the new commissioning arrangements being implemented by WBC including the brokering process, but the organisation were reassured that their concerns were listened to and would form part of the new pathways process to ensure fairness for all providers.

As a result of the Committee being impressed by Age Concern Woodley and their services, activities and events the Committee arranged a visit to the premises at Woodley on 23 September 2011. Three members of the Committee attended the visit and provided a briefing paper to the Committee meeting held on the 28 September 2011.

SCRUTINY OF HEALTHCARE PROVISIONS IN WOKINGHAM

The Committee continues to develop its relationships with key stakeholders and partners in healthcare and continue to invite the Royal Berkshire Hospital Foundation Trust, the Berkshire Healthcare Foundation Trust and NHS Berkshire PCT Cluster to attend the Committee meetings to provide performance management information, regular updates on healthcare developments and plans for the future. Some of the updates and information

have included presentations and reports from the following healthcare providers –

Royal Berkshire Hospital Foundation Trust

The Chief Executive continues to be forthcoming and co-operative in supporting the scrutiny arrangements between the Committee and the hospital. This was the Chief Executive's second presentation in as many years to the Committee in person and provided valuable information about the Foundation Trust and its current performance despite its financial challenges. He also informed the Committee of the changing cost of healthcare and the ever-changing Health and Social Care Bill. He finally outlined the Trust's framework for 2012/13.

The Committee were also provided with an update relating to an issue that was raised by the Committee the previous year relating to its infection control and cleaning arrangements at the Royal Berkshire Hospital Foundation Trust. The Chief Nurse attended and provided some very positive news regarding the Trust being only 1 of 25 Trusts in the UK to remain MRSA free for more than a year which has been achieved as a result of a zero tolerance approach and is based upon a more focussed approach to cleaning the patient environment and the patient equipment and encouraging the use of the right hand cleaning methods at the right point in time.

Royal Berkshire Healthcare Foundation Trust (RBHFT)

The Committee is supported regularly at meetings by representatives from the RBHFT who continue to provide advice and support to the Committee, together with being able to answer questions and respond to the issues being scrutinised. Some of those issues included -

- Common Point of Entry
- Care Pathways
- Community Urgent Care Services
- Communication Plan

NHS Berkshire PCT Cluster

Similarly to the RBHFT, representatives of the NHS Berkshire PCT Cluster also attend meetings regularly and provide support and advice to the Committee to assist in its scrutiny function. Over the last year some of the areas that have been both reported on and scrutinised included -

- Current funding allocation
- Plans for 2012-13
- Ongoing performance indicators and milestones

Child and Adolescent Mental Health Service (CAMHS)

The Committee were provided with an update relating to the recent changes that the CAMHS team had structurally undergone together with changes in the operational processes. These included an update on the waiting times, the process for referrals, transitioning from CAMHS to Adult



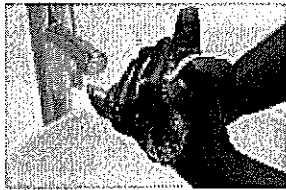
Services and information relating to the Community Learning Disabilities Team.

OTHER KEY AREAS OF HEALTH THAT WERE SCRUTINISED -

GP Consortia

The lead GP attended a Committee meeting and provided detailed information relating to the new governing body arrangements of the clinical commissioning group, the membership and structure of the new body, its functions and developing future relationships, the funding arrangements and how it will all roll out in the future.

Public Health



The Director of Public Health has continued to be a direct source of information for the Committee in terms of ongoing health improvements, health protection, health and social care commissioning and the public health and intelligence and knowledge management systems. Ongoing updates relating to the national guidance and the public health system were provided to the Committee on a quarterly basis with the Chief Executive attending in person on 2 of those occasions to provide updates.

South Central Ambulance Service (SCAS) NHS Trust

The Director of Communications and Public Engagement and the Area Manager for Berkshire both attended the November 2011 meeting and provided the Committee with an overview relating to the national indicators, the access and response times for answering calls and the SCAS approach in terms of performance and alignment to the clinical strategy. The SCAS also won the "Ambulance Trust of the Year" Award for 2011.

Patient Advice and Liaison Service (PALS)

The PALS provides an informal confidential help and advice service for all patients, families and carers living in Reading, Wokingham and West Berkshire. They provide information and advice on matters appertaining to NHS primary health care services. The Annual Report from PALS was submitted to the Committee which highlighted the merger between East and West Berkshire Complaints Service.

HEALTH CONSULTATIONS

The Committee officially responded to 3 major health consultations this year that affected the Berkshire area and the Wokingham residents directly, as follows –

- Children's Congenital Heart Services in England
- Developing Safe and Sustainable Acute Services in South Central
- Fosters Residential Care Homes

However, the Committee over the course of the year had access to over 20 national health consultation exercises and individual members of the Committee were given the option to respond to these health consultations, where appropriate.

LOCAL INVOLVEMENT NETWORK (LINK)

The Wokingham LINK has continued to attend the Health Overview and Scrutiny Committee meetings and provide an update on their activities and research projects.

The Chair of the Wokingham LINK, Christine Holland recently said that..... "We have been stimulated by the interest and encouragement shown by the members of the Committee. It has been very interesting to observe the continuing growth of the Committee into their role of holding the Providers and Commissioners of Health Care and Social Care Services to Citizens of the Wokingham Borough to account. The contributions of these providers to the HOSC meetings when questioned by members can be probing, and the reports assembled by members of the Committee on visits are a major illumination in a fast changing area."

Over the last year the LINK has provided valuable updates, bulletins and newsletters relating to their services and ongoing project and research work, including -

- Support horizons
- Neurological survey project
- Parents experience CAMHS
- Clients Guide Sheet
- Establishing contact with Residential Care Homes
- Disabled Blue Badge Scheme
- Funding for Mental Health Projects
- Telephone Christmas Carol

PUBLIC ENGAGEMENT – HAVE YOUR SAY

- Public questions were submitted throughout the year and were responded to within the statutory time period
- The meetings are advertised prior to each meeting being held

- We have core group of members of the public who attend regularly
- A public question time opportunity will be implemented in the new municipal year, after each main item on the agenda. This will allow for members of the public/service users/customers to ask questions of the agencies, organisations and individuals who are invited to present information and reports to the Committee.



MENTAL HEALTH TASK AND FINISH GROUP

As mentioned in the Chairman's opening remarks, a special mention should be given to the members of the Mental Health Task & Finish Group. The Committee established the Group back in August 2011 to review the Mental Health services and provisions available in the Wokingham Borough for 16 years old and over as well as to look at the access routes to those services and provisions for first time users. To date over 15 meetings have been held and over 15 organisations/agencies both voluntary and statutory have been interviewed. A Public Mental Health Workshop was also held to gauge the views of members of the public who have either had mental health and wellbeing concerns themselves, or were there on behalf of a friend or relative. This proved to be quite popular and generated some local interest.

The data and information that was collected from this workshop has contributed toward the findings and will assist the Group in formulating its final recommendations.

The final report with recommendations will be produced at a later date and will be available and shared with users and providers.

SITE VISITS

During the year the Committee Members completed 4 visits, firstly to Age Concern Woodley, then to the Child and Adolescent Mental Health Services Unit and Berkshire Adolescents Unit (Wokingham and Berkshire) and finally to the Royal Berkshire Maternity Unit. The visit to the Maternity Unit was a follow-up to a visit done over a year ago to ensure that planned and promised improvements and changes to services had been implemented and developed.

ONGOING WORK

The Committee continues to receive information about and monitor important ongoing work relating to future implications of changes within healthcare including the Health and Social Care Bill, Health and Wellbeing Board arrangements,

PROPOSED WORK PROGRAMME FOR 2012/13

The Committee also established a Development Group to look into and be critical of its functions, efficiencies and format. The Development Group produced a report with its findings and proposed changes and submitted it to one of its meetings. As a result some of the proposed changes were approved and will be implemented in the new municipal year. The proposed Work Programme for 2012/13 will include the following areas of scrutiny –

- Annual Performance and Financial Update from NHS Berkshire PCT Cluster
- Wokingham Clinical Commissioning Group
- Joint Strategic Needs Assessment (JSNA) – Care Homes and Public Health
- Safeguarding Adults
- Patient Advice and Liaison Service (PALS)
- Private Nursing Home Providers/Voluntary Sector
- Nursing Home Review of Services
- Child and Adolescent Mental Health Services (CAMHS)
- NHS Berkshire – PCT Cluster
- Healthwatch
- LINK – Annual Report
- Health Consultations

Membership

The following Councillors were members of the Committee in 2011/12: Tim Holton (Chair), Charlotte Haitham Taylor (Deputy Chair), Andrew Bradley, Gerald Cockroft, Kay Gilder, Mike Gore, Kate Haines, Emma Hobbs, Philip Houldsworth and Sam Rahmouni.

Substitutes – Phil Challis, Annette Drake, Jenny Lissaman and Lee G Walker

Meetings

The Committee had six scheduled meetings this municipal year, but had 7 meetings including a Special Meeting to invite the Chief Executive of the Royal Berkshire Hospital.

Thanks

The Committee would like to extend their thanks and appreciation to the following individuals and organisations/agencies for contributing towards the last year of 2011/12 of health scrutiny –

Wokingham Borough Council

Stuart Rowbotham - Strategic Director
Linda MacEachen - Adult Safeguarding Manager
Mike Wooldridge - Health and Wellbeing Development and Improvement Manager
Clare Bright - Head of Child and Adolescent Mental Health Services
Mark Allsopp - Clinical Director, CAMHS

Royal Berkshire Hospital Foundation Trust

Ed Donald - Chief Executive
Nicola Wessa - Assistant Director PR
Lisa Glynn - Interim Director of Operations
Nigel Davis - Chief Nurse
Gill Valentine - Director of Midwifery

Berkshire Healthcare Foundation Trust

David Cahill - Locality Director – Wokingham
Andrew Harrington - Director of Nursing and Governance
Alex Gild - Director of Finance

NHS Berkshire PCT Cluster

Bev Searle - Director of Partnerships and Joint Commissioning
Sam Otorepec - Head of Joint Commissioning
Nigel Foster - Deputy Director of Finance

Wokingham LINKs

Christine Holland - Chair
Tony Lloyd - Steering Group Member

South Central Ambulance Service NHS Trust

Duncan Burke - Director of Communications and Public Engagement
Keith Boyes - South Central Ambulance Service
Kenny Noughton - Service Development Manager, South Central Specialised Services Commissioning Group

and

Ann Parr OBE - Care Service Development Manager, Age Concern Woodley
Sue Sheath - Care Quality Commission
Janet Maxwell - Director of Public Health
Dr Richard Perry - GP Consortia

You can find out more about our work on the internet at www.wokingham.gov.uk where you can look at the reports we have received and the minutes of our meetings.