



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **HEALTH OVERVIEW AND SCRUTINY COMMITTEE** will be held in David Hicks 1 - Civic Offices, Shute End, Wokingham RG40 1BN on **MONDAY 22 JANUARY 2018 AT 7.00 PM**

A handwritten signature in black ink, appearing to read 'Manjeet Gill', is positioned above the printed name.

Manjeet Gill
Interim Chief Executive
Published on 12 January 2018

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

This meeting may be filmed for inclusion on the Council’s website.

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The Health Overview and Scrutiny Committee aims to focus on:

- The promotion of public health and patient care
- The needs and interests of Wokingham Borough
- The performance of local NHS Trusts

MEMBERSHIP OF THE HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Councillors

Ken Miall (Chairman)	Kate Haines (Vice-Chairman)	Parry Batth
Laura Blumenthal	John Jarvis	Clive Jones
John Kaiser	Malcolm Richards	Chris Smith
Bill Soane		

Substitutes

Abdul Loyes	Imogen Shepherd-DuBey	Rachelle Shepherd-DuBey
Alison Swaddle		

ITEM NO.	WARD	SUBJECT	PAGE NO.
32.		APOLOGIES To receive any apologies for absence	
33.		MINUTES OF PREVIOUS MEETING To confirm the Minutes of the Meeting held on 15 November 2017.	5 - 12
34.		DECLARATION OF INTEREST To receive any declarations of interest	
35.		PUBLIC QUESTION TIME To answer any public questions A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice. The Council welcomes questions from members of the public about the work of this committee. Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions	
36.		MEMBER QUESTION TIME To answer any member questions	
37.	None Specific	UPDATE ON GP ALLIANCE To receive an update on the GP Alliance (20 mins)	To Follow
38.	None Specific	POSSIBLE IMPACT OF THE 21ST CENTURY COUNCIL PROJECT ON HEALTH AND SOCIAL CARE SERVICES To receive an update on the possible impact of the 21 st	13 - 20

Century Council project on health and social care services (20 mins)

- | | | | |
|------------|---------------|---|----------------|
| 39. | None Specific | HEALTHWATCH UPDATE
To receive an update on the work of Healthwatch Wokingham Borough. (15 mins) | 21 - 24 |
| 40. | None Specific | HEALTH CONSULTATIONS
To receive a report regarding health consultations (5 mins) | 25 - 26 |
| 41. | None Specific | FORWARD PROGRAMME
To consider the forward programme for the remainder of the municipal year. (5 mins) | 27 - 28 |

Any other items which the Chairman decides are urgent

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading.

CONTACT OFFICER

Madeleine Shopland
Tel
Email
Postal Address

Democratic & Electoral Services Specialist
0118 974 6319
madeleine.shopland@wokingham.gov.uk
Civic Offices, Shute End, Wokingham, RG40 1BN

**MINUTES OF A MEETING OF THE
HEALTH OVERVIEW AND SCRUTINY COMMITTEE
HELD ON 15 NOVEMBER 2017 FROM 7.00 PM TO 8.55 PM**

Committee Members Present

Councillors: Ken Miall (Chairman), Kate Haines (Vice-Chairman), Laura Blumenthal, John Jarvis, Clive Jones, John Kaiser, Malcolm Richards and Chris Smith

Others Present

Richard Dolinski

Mike Haines

Jim Stockley, Healthwatch Wokingham Borough

Dr Johan Zylstra, Wokingham CCG

Madeleine Shopland, Democratic & Electoral Services Specialist

Darrell Gale, Consultant in Public Health

David Archibald, Project Consultant People Services

Martin Farrow, Chief Executive Officer, Optalis

Angela Morris, Director of Operations, Optalis

21. APOLOGIES

Apologies for absence were submitted from Councillors Parry Batth and Bill Soane.

22. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 10 July 2017 were confirmed as a correct record and signed by the Chairman.

Councillor Jones asked whether further clarification had been received regarding the Carr Hill formula and was informed that it had not. Darrell Gale commented that he had been requested to ascertain where Wokingham ranked in terms of the CCG funding allocations.

23. DECLARATION OF INTEREST

There were no declarations of interest received.

24. PUBLIC QUESTION TIME

There were no public questions.

25. MEMBER QUESTION TIME

There were no Member questions.

26. OPHTHALMOLOGY SERVICES WOKINGHAM BOROUGH

Dr Zylstra provided an update on ophthalmology services within the Wokingham Borough.

During the discussion of this item the following points were made:

- The contract for the community ophthalmology service in Berkshire West had been retendered at the end of last year through to the middle of this year. Health Harmonie had been appointed the community providers following an extensive tender process.
- Examples of conditions treated included:
 - Dry Eyes;
 - Cysts;
 - Common Eyelid abnormalities;

- Conjunctivitis;
- Pupil abnormalities;
- Inflamed Eyelids;
- Allergies;
- Small dots, circles and specks in a person's vision;
- Eczema around the eye;
- Inflammation of the middle area of the eye;
- Ocular Refinement;
- Repair of the eyelid.
- Removal of foreign object from eye (as appropriate)
- With regards to secondary care hospital services, patients could choose where they would be treated including independent providers, at the point of referral, via Choose and Book. Members were informed that there were certain exclusion criteria which restricted when a patient could choose to be treated at an independent provider. For example if a patient had other conditions such as severe diabetes, they may not be able to use an independent provider. This would be considered by their GP at the point of referral.
- Royal Berkshire Hospital provided the majority of the secondary care, hospital services for Berkshire West.
- Services provided included:
 - Cataract Removal;
 - Management of Glaucoma;
 - Management of Age-Macular Disease;
 - Eye Injection Services;
 - Children Eye Services;
 - Eye Surgery Services (More complex than those treated in the community service);
 - Management of conditions at the back of eyes.
- Councillor Richards asked how procedures were funded. Dr Zylstra commented that Payment by Result was used. Each individual type of procedure had a given tariff. Tariffs were centrally negotiated and updated each year.
- Councillor Blumenthal asked whether any feedback had been received regarding Health Harmonie's performance. Dr Zylstra commented that feedback was provided after they had been in place for 6 months. He personally had generally not received any negative feedback.
- Councillor Jones asked about the severity of visual difficulties required for cataract surgery to be offered. Dr Zylstra emphasised that this varied depending on the type of cataract. The minimum eyesight standard for driving was having a visual acuity of at least decimal 0.5 (12/6) measured on the Snellen scale (with glasses or contact lenses, if necessary) using both eyes together or, if you have sight in one eye only, in that eye. Individual funding requests could be considered, for example if the type of cataract caused dazzling at night, making night driving difficult.
- Members were advised that there were risks associated should procedures such as cataract surgery be carried out earlier than required.

RESOLVED: That Dr Zylstra be thanked for his presentation and that the update on ophthalmology services be noted.

27. UPDATE ON OPTALIS

Angela Morris, Director of Operations and Martin Farrow, Chief Executive Officer, Optalis provided an update regarding Optalis following the Royal Borough of Windsor &

Maidenhead Council (RBWM) joining with Wokingham Borough Council in April 2017 to jointly own the company.

During the discussion of this item the following points were made:

- Members were reminded that Optalis had been launched as a Local Authority Trading Company by Wokingham Borough Council on 6 June 2011 with the aim of efficiency, growth and excellence.
- On 3 April 2017 RWBM Council had joined with the Council to jointly own the company, meaning that Optalis was the primary provider for both councils.
- Angela Morris outlined Optalis' vision and mission.
- Approximately 700 people were employed by Optalis and support and care was provided to approximately 5000 people.
- Services were provided at sites in Wokingham, Windsor, Maidenhead and also Oxfordshire.
- Optalis worked closely with the voluntary sector and the health sector.
- Feedback received from customers was generally positive.
- A multi-disciplinary approach was taken in order to maintain people in their own homes if appropriate.
- Members were informed that Optalis invested in training to ensure that staff had the necessary skills to adequately support customers.
- The Committee was informed of the services that Optalis provided. It was noted that Optalis delivered all adult social care services, including statutory services, for RBWM Council.
- Key achievements included growing the business as one of the first Local Authority Trading Companies in the country with the delegated powers to provide statutory services and also customer led community initiatives such as Hug in a Mug.
- With regards to staff recruitment, Councillor Blumenthal asked whether there were significant vacancies in any particular areas or challenges. Angela Morris commented that Social Workers and Occupational Therapists had been difficult to recruit to but that this was improving. The recruitment of non-qualified staff was a challenge across the South East of England. Councillor Blumenthal questioned whether workers often gained experience and then moved elsewhere. Angela Morris indicated that many staff had come from other areas such as London.
- Councillor Kaiser commented that he had had feedback that the quality of service provided by Optalis was excellent.
- Councillor Kaiser also asked whether the business was fully integrated and staff covered both Wokingham Borough and Windsor and Maidenhead. Members were informed that it was important to have a local feel and that with regards to the direct delivery of services locally based workforces generally serviced the local need.
- A member of the public asked what proportion of staff were from the European Union and what impact Brexit might have. Angela Morris commented that many businesses were looking at whether this may create a risk to service delivery. She did not expect this to create a risk for Optalis.
- In response to a question from Councillor Mike Haines regarding the possible effect of the roll out of Universal Credit in December, Angela Morris stated that staff were aware of the forthcoming changes and would be able to support individuals.
- Councillor Miall asked how self-funders were supported and was informed that in Wokingham there was a post dedicated to supporting self-funders, sign posting and connecting people with services as required. Self-funders could also choose to buy services, for example, an occupational therapist, and would be invoiced directly.

- Councillor Miall asked that if the cap for social care costs for individuals increased what impact this would have on Optalis. The Committee was informed that any change should not affect the operating model.
- Optalis had a turnover of £44million.
- Councillor Kaiser queried why a greater proportion of the budget was put towards RBWM services. Angela Morris emphasised that Optalis provided a different range of services to the two councils. RBWM had transferred the delivery of all its adult social services, including placements, to Optalis, whereas with Wokingham the focus was more on the provider services.
- Councillor Kaiser asked why more was not spent on services in the Borough when Wokingham Borough Council had launched the company.
- Councillor Kaiser went on to ask whether consideration had been given to the delivery of Wokingham's adult services via Optalis. Angela Morris commented that the shared model with RBWM was only seven months old and that other options may become possibilities in the future. David Archibald emphasised that the transfer of RBWM's adult services to Optalis had been a lengthy and complex process from the point of expression of interest to the transfer of services.
- Martin Farrow stated that Optalis was keen to grow in the future but that this was not limited to existing relationships.
- Councillor Jones asked if Optalis was expected to make a profit this financial year. Martin Farrow stated that the expectation was that it would.
- Councillor Smith commented that it was seven months since RBWM Council had joined with the Council to jointly own Optalis. He questioned whether there had been any particular challenges during that period or any indications that standards had dropped. He also asked whether savings for both councils were being generated as projected. Angela Morris stated that the TUPE of staff from RBWM Council had been communicated well. Optalis could retain staff and share learning. Some efficiencies had been made with regards to how services were managed. In addition customer feedback was monitored and had even improved in some areas. Martin Farrow stated that savings had been delivered since the establishment of the company in 2011. Nevertheless, it was important that a safe, high quality service was provided.
- With regards to feedback from the CQC, the Committee was informed that disappointing feedback had been received regarding one site in the Borough. However, a recovery plan was in place.

RESOLVED: That Angela Morris and Martin Farrow be thanked for their presentation and that the update on Optalis be noted.

28. LOCAL ACCOUNT: ANNUAL REPORT FOR ADULT SOCIAL CARE 2016/17

The Committee received the Local Account: Annual Report for Adult Social Care 2016/17.

During the discussion of this item the following points were made:

- David Archibald took the Committee through the key points of the report including the progress made against the previous year's priorities and the priorities for 2017-18.
- The delivery of adult social care was a challenge nationally.
- Councillor Jones asked whether the use of the Step Down facilities had increased. David Archibald commented that it was slowly increasing but that there was scope for further improvement.

- Councillor Jones stated that it was good that only five formal complaints had been received and asked how this compared to other authorities. David Archibald commented that there was a focus on early resolution but the figure for Wokingham was quite low.
- In 2016-17, Wokingham scored 19.3 out of a maximum possible score of 24 (up from 19.0 in 2015-16) for the overall measure for enhancing the quality of life. Councillor Blumenthal questioned how Wokingham performed in comparison to other local authorities. David Archibald agreed to feed back to the Committee.
- With regards to the measure that services made the service user feel safe and secure, Councillor Blumenthal asked how Wokingham performed in comparison to other local authorities and what was meant by 'safe and secure.' She also questioned what reasons people might give for feeling unsafe. David Archibald agreed to look into the queries and feed back to the Committee.
- It was noted that two extra care units would be opening in the Borough in 2017-18.
- Councillor Kaiser commented that overall there was a lot of positives within the report and a good base on which to build.
- Overall 37.5% of carers had reported that they were extremely or very satisfied with the support services they had received in 2016-17. This was down from 39.7% in 2015-16 and lower than the South East region average of 41.2%. Councillor Miall asked what measures, in addition to the review of the Carers Strategy, were in place to improve on this. David Archibald stated that the reason for this decrease and the action which could be taken to improve was being explored.

RESOLVED: That David Archibald be thanked for his presentation and that the Local Account: Annual report for Adult Social Care 2016/17 be noted.

29. UPDATE ON WOKINGHAM BOROUGH PHARMACEUTICAL NEEDS ASSESSMENT 2018-2021

Darrell Gale, Consultant in Public Health, provided a presentation on the Wokingham Pharmaceutical Needs Assessment (PNA) 2018-2021.

During the discussion of this item the following points were made:

- The draft Pharmaceutical Needs Assessment was subject to a full public consultation from 1 November to 31 December 2017.
- The Committee was invited to respond to the consultation. All councillors had been sent details of the consultation.
- Health and Wellbeing Boards was required to assess and publish a document outlining the local needs for community pharmacy services. The previous assessment ran from 2014 to March 2018.
- All applications for new or altered pharmacy provision were tested against the PNA by NHS England. Previously a couple of applications had been rejected as they could not be supported under the existing PNA.
- The Health and Wellbeing Board was informed of all applications.
- There were 22 pharmacies in the Borough which equated to 15 per 100,000 people. This was lower than the average for England of 22 per 100,000 and the South East average which was 19 per 100,000. Darrell Gale commented that there were also a number of pharmacies close to the local authority boundary, for example in Reading.
- The Committee noted that the pharmacies were generally well distributed for the current population.

- Members were informed that Sunday access could be improved.
- Whilst most areas were within a 10 minute drive of a pharmacy, Hurst, Arborfield and Barkham were less well served than other areas.
- Services for over 65s in the north of the Borough were supplemented by Henley-on-Thames provision.
- Darrell Gale commented that the growing population in the Arborfield SDL may require additional or relocated provision during the 3-year period of the 2018-2021 assessment.
- Feedback suggested that there were high levels of satisfaction with the current provision. Many pharmacies offered enhanced services but locally-enhanced services could be expanded further.
- There were no definite gaps in pharmacy provision identified.
- Councillor Jarvis enquired what impact online pharmacies might have on pharmacy provision within the Borough. Darrell Gale commented that patient choice was important and that some may prefer to use online pharmacies. There were three surgeries within the Borough that dispensed to their patients and also a number of 100 hour pharmacies.
- The Committee discussed potential national funding cuts to pharmacy and the impact that this may have on pharmacy provision within the Borough. Councillor Jones asked how many pharmacies might be at risk should funding be cut. Darrell Gale commented that it was not possible to know at this stage.
- Councillor Kaiser commented that there were pharmacy collection points, such as at Henry Street Garden Centre, in more rural areas, which suggested that these areas was less well served for pharmacy provision.
- In response to a Member question Darrell Gale clarified that pharmacy was commissioned by NHS England and that primary care services were commissioned by the Clinical Commissioning Group. Members felt that it would be helpful to request a further update on primary care facilities and estates at the Committee's January meeting.

RESOLVED: That

- 1) Darrell Gale be thanked for his presentation and that the contents of the Draft Wokingham Borough Pharmaceutical Needs Assessment 2018 to 2021 be noted;
- 2) Members send their comments on the contents of the Draft Wokingham Borough Pharmaceutical Needs Assessment 2018 to 2021 to the Democratic & Electoral Services Specialist and that a response to the consultation from the Committee be produced.

30. HEALTHWATCH UPDATE

Members received an update on the work of Healthwatch Wokingham Borough.

During the discussion of this item the following points were made:

- The Committee considered a report which outlined work undertaken between July and September.
- A visit to Suffolk Lodge had been undertaken and a positive response had been received to Healthwatch's report.
- Jim Stockley informed the Committee that six Healthwatches had visited Prospect Park and had spoken to 40 people over 7 days about the services that they received. He commended Prospect Park for their support during the process. It

was noted that 81% of participants felt that they were treated with dignity. The report on the visit would be sent to the Committee once finalised.

- Four Community Research projects had been improved including LINKS Sunday Kitchen, Brighter Berkshire events and Deaf Positives accessible information.
- Councillor Blumenthal asked whether one of the five summer fetes visited was the Earley Green Fayre and encouraged Healthwatch to attend the next fayre.
- Councillor Miall questioned whether Healthwatch Wokingham Borough had been involved in engagement around the Buckinghamshire, Oxfordshire and Berkshire West Sustainability and Transformation Plan and the Berkshire West Accountable Care System. Jim Stockley commented that they had received feedback from other Berkshire West Healthwatches,

RESOLVED: That Jim Stockley be thanked for his presentation and that the update on the work of Healthwatch Wokingham Borough be noted.

31. FORWARD PROGRAMME 2017-18

The Committee considered the Forward Programme for the remainder of the municipal year.

Members requested a further update on primary care facilities and estates at the Committee's January meeting.

RESOLVED: That the forward programme for the remainder of the municipal year be noted.

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TITLE	Possible impact of the 21st Century Council project on health and social care services
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on Monday, 22 January 2018
WARD	None Specific;
KEY OFFICER	Paul Senior, Interim Director of People Services

OUTCOME / BENEFITS TO THE COMMUNITY

It is intended that there will be a systemic redesign of the services to meeting the needs of local children, young people, adults and families. The redesign will lead to an integrated local offer continuum of provision that is designed around local need, underpinned by integrated front line delivery, common and integrated assessment methodology, with streamlined processes for the benefit of the end user.

For coherency and consistency with the work of other Wokingham Borough Council transformation programmes, the services in the People Services Directorate will be subject to the 21st Century Council (21CC) framework, albeit with a personalised approach due to the different nature of the work of these services from the others.

The People Service Directorate consists of the following Services:

- Childrens Social Care and Early Help
- Education
- Adults Mental Health
- Adults Social Care
- Quality Assurance and Safeguarding Standards

RECOMMENDATION

That the Scrutiny panel takes note of the proposed 21st Century Council (21CC) intentions for the future work of People Services, along with providing appropriate challenge and support to help strengthen the proposals.

SUMMARY OF REPORT

In response to local needs and national legislative and policy requirements the work of the teams and services underpinning the People Services Directorate, will go through a process of transformation and redesign in order to futureproof the work of the service.

The recently appointed Director of People Services is currently appraising the work of the Directorate and supporting services, to assess resilience and performance to help inform future developments that will be aligned with the 21CC transformation programme ambitions. Once the process of appraisal has concluded and proposals subsequently put forward for consideration and evaluation, all final proposals will be subject to a rigorous impact assessment. Outcomes from the impact assessment will be available for scrutiny when available.

The attached presentation slides (to be formally presented during the meeting) provide an overview of the:

1. 21st Century vision
2. Programme benefits
3. Pathway for care
4. Design principles for People services

Background

Current legislation, policy and strategy for the work of Children, Education and Adult Services, places a duty on these services where possible to at a local level integrate, reform, design around user needs and adapt within the best value for money framework. These services underpin the work of the overarching People Services Directorate, which will be subject to the 21st Century Council Transformation Programme framework in line with other Wokingham Borough Council Services.

Analysis of Issues

Key decisions will need to be made on what will be the best fit delivery model for the work of People Services in response to local needs, whilst working within the best value for money framework. Key decisions will need to consider the retention of non-statutory services, the future role of the local voluntary, community and faith sector in supporting the local authority in discharging both statutory and preventative duties and to also explore the scope for further development of shared services with neighbouring local authority areas.

Partner Implications

Any proposed transformation programme changes for the work of the People Services Directorate will be subject to the impact assessment process prior to being progressed in any capacity. The impact assessment process will inform the impact on other Council services and partners, including properties and priorities. The service is currently being appraised prior to changes being evaluated for implementation.

Reasons for considering the report in Part 2

N/A

List of Background Papers

N/A

Contact Paul Senior	Service People Services
Telephone No Tel: 0118 974 6205	Email paul.senior@wokingham.gov.uk

21st Century Council - People services



ignite



21st CENTURY COUNCIL

Contents

1. 21st Century vision
2. Programme benefits
3. Pathway for care
4. Design principles for People services

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1) 21st Century programme vision

The 21st Century Programme will:

Understand our customers better and re-design services to meet their prioritised needs

Help to deliver the Council's efficiency targets

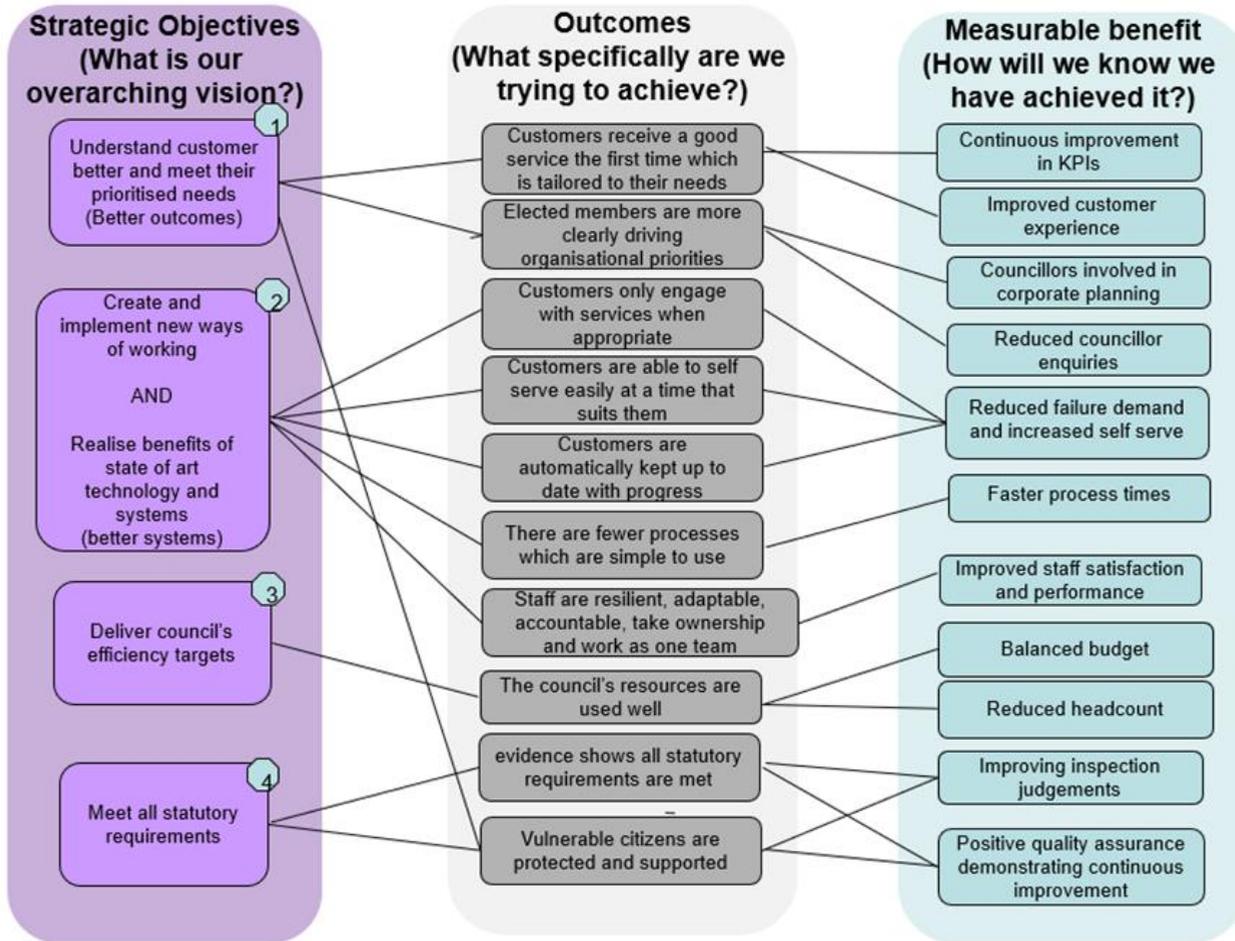
Create and implement a new way of working across the Council

Realise the benefits of state-of-the art technology and systems

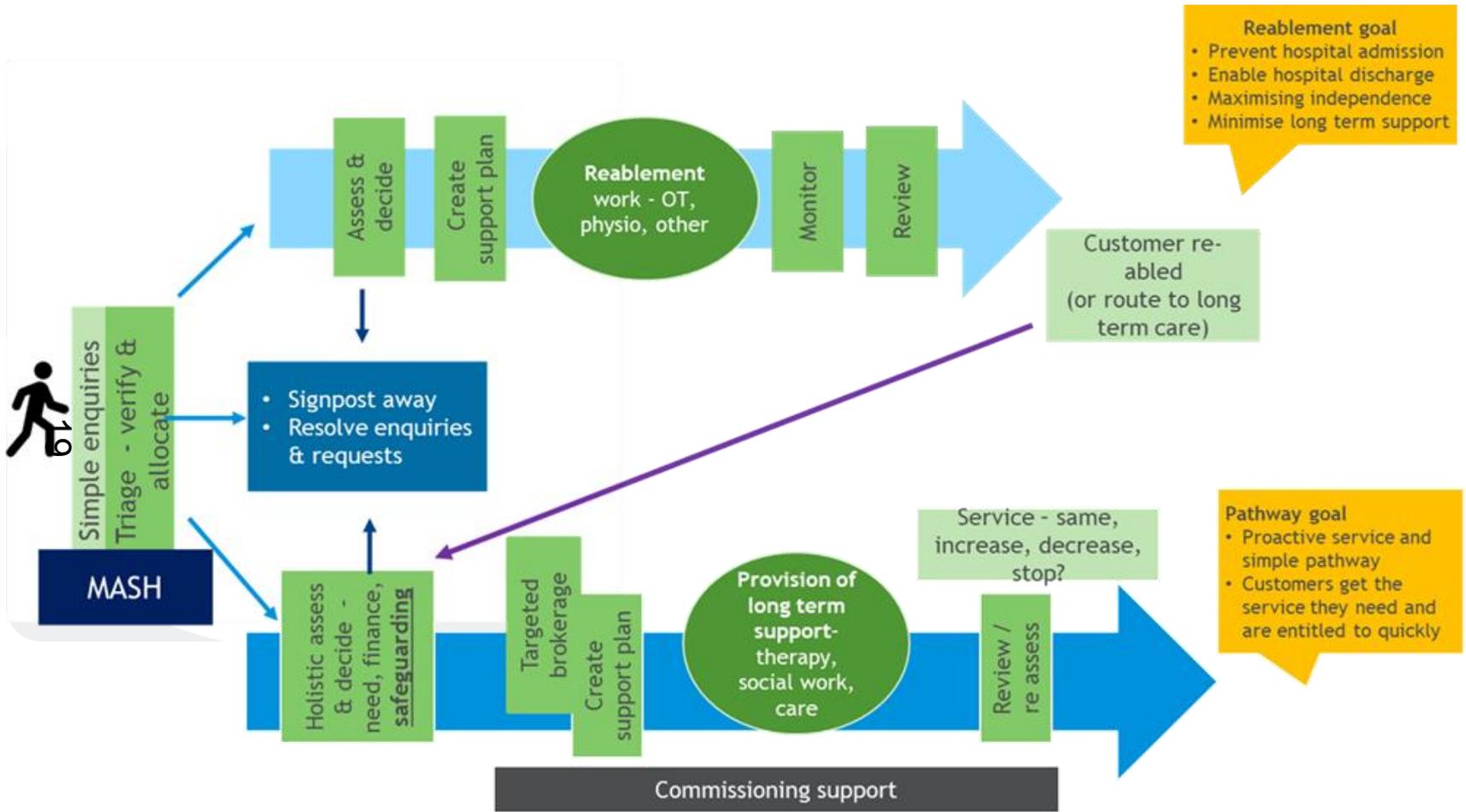
Deliver a 'once and done' approach wherever possible



2) Programme benefits



3) Pathway for care



4) Design principles for People services

1) Keeping children and adults safe is at the heart of everything we do

2) Focus on the experience of the child or adult in need - it's always about a person

3) Redesign processes around the ideal customer journey so they have pace, are uncomplicated and take as few steps as possible

4) When customers contact us we are welcoming and open - we don't want to miss anything that might keep them safe

5) Act politely and treat people with dignity and respect. We are here to provide a public service

6) Provide equality of access according to need, distributing our resources equitably

7) Tell customers what to expect and keep them up to date along the way.

8) Make services digital so that customers can easily access them online, track progress and receive notifications – in their home

20 Address generic/ mainstream issues at first point of contact by providing staff with high quality scripts, diagnostics, guidance and training

10) Collect information once, and only if we actually need it. Keep it updated

11) Align teams and roles to the core pathway so these make sense to families and allow quality and consistent services

12) Move work quickly and easily around the organisation using electronic case recording systems that support practice, allowing the right people to see the right information and use it efficiently

13) Systems will provide prompts to ensure children and adults receive everything they need. *This might include permission to deviate to better meet outcomes*

14) Measure performance in a process/ workflow – so that we keep children and adults safe

15) Manage customer resilience and capability by working in partnership and enabling resilient family and community networks

16) Meet the right need at the right time by designing effective and coherent early help and prevention into the system and our offer



healthwatch

Wokingham Borough

October-December 2017

Healthwatch Highlights

Our activity in numbers



83 stories received

Most common topics:

Communication, Quality of Care & Staffing

We were at:

Wokingham Winter Carnival

Woodley Extravaganza

Wokingham Cricket Club

Our bus toured the Borough for Brighter Berkshire & World Mental Health Day

3 pop-ups in the in the community

covering

28

services



For our full quarterly intelligence report, visit www.healthwatchwokingham.co.uk

One carer's experience ...

A resident spoke to us at the 'Local Offer Event' for Children With Additional Needs. Her daughter is wheelchair bound. As she has grown it's become more difficult for the family to give their daughter full access the community, doing the things they would like to do as a family.

The family aren't able to purchase a powered wheelchair. When they spoke to Clinical Commissioning Group they were told that Local Authority provide powered wheelchairs. Local Authority said it wasn't their responsibility. No signposting to other services were provided.

Action we took ...

We contacted the Local Authority, Disability UK & the NHS for clarity on disability rights regarding access to wheelchairs and signposting policy.

We gave information & signposting advice to

35 enquirers

How dementia friendly is your environment?

Suffolk Lodge care home kindly offered to road test our new tool. See our website for details



Help Desk took

45 calls

Including a distressed caller who was in crisis.

Average call time 45 mins



Our next focus:

Revamping website to make as accessible as possible

Consultation on the joint commissioning of Reading & Wokingham Healthwatches in

6 Volunteers contribute 38 hours

Enhancing our reach

Wellbeing in Wokingham event highlighted the need for holistic mental health care.

We've asked commissioners to review "Recovery College" model providing a more integrated approach for

Stay in touch!

Help improve health & care services - tell us your experiences.



enquiries@healthwatchwokingham.co.uk



@HW Wokingham Borough



0118 418 1 418



Healthwatch Wokingham Borough

One resident's story

"I look after my elderly mother. Memory Clinic staff came to assess her. But the visit left her agitated and upset.

"Mum gets very anxious about people coming to the house. I needed more information to help her.

"They should have told us more: how many people to expect and what would happen."

Action we took to improve the service

Healthwatch Wokingham met with the manager of the service, who agreed to add extra details to the clinic's:

- appointment letters
- assessment leaflet

And Memory Clinic staff are being reminded to:

- introduce themselves
- explain the process.

Healthwatch uses people's stories to make services better for everyone.

healthwatch

Wokingham Borough

Working for you in the last 12 months



365

people told us their stories

covering

37

services



residents

We reached **57,216**

across the borough via

pop-up stands, digital and printed media, events & meetings



38

Volunteers contributed

160 hours

to enhance our work

Keep in touch!

Help improve health & care services - tell us your experiences.



enquiries@healthwatchwokingham.co.uk



@HWwokingham



0118 418 1 418



healthwatchwokingham.co.uk

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TITLE	Health Consultations
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 22 January 2018
WARD	None Specific
KEY OFFICER	Andrew Moulton, Assistant Director Governance

OUTCOME / BENEFITS TO THE COMMUNITY

That the Health Overview and Scrutiny Committee are informed of the current “live” health consultations.

RECOMMENDATION

That the Committee decides which of the “live” Consultations Members would like to be consulted on and respond to prior to the deadline dates.

SUMMARY OF REPORT

This paper provides an overview of “live” consultations in relation to health policy as of 3 January 2018.

Department of Health ‘live’ consultations

Details provided on the “live” consultations have been taken from the Department of Health website.

For further information on consultations please refer to the Department of Health website, see link below –

<http://www.dh.gov.uk/en/Consultations/Liveconsultations/index.htm>

1. Transforming children and young people’s mental health provision: a green paper

Launch date: 4 December 2017

Closing date: 2 March 2018

The government is seeking views on a green paper detailing measures to improve mental health support for children and young people.

The green paper focuses on prevention and earlier intervention, especially in and linked to schools and colleges.

The proposals include:

- creating a new mental health workforce of community-based mental health support teams;
- every school and college will be encouraged to appoint a designated lead for mental health;

- a new 4-week waiting time for NHS children and young people’s mental health services to be piloted in some areas.

<https://www.gov.uk/government/consultations/transforming-children-and-young-peoples-mental-health-provision-a-green-paper>

Anyone wishing to respond to the consultation can do so as follows:

<https://engage.dh.gov.uk/youngmentalhealth/children-and-young-peoples-mental-health-consultation/>

2. Introducing ‘opt-out’ consent for organ and tissue donation in England

Launch date: 12 December 2017

Closing date: 6 March 2018

The government is seeking views about the proposed changes in which people are considered willing to be an organ donor after their death, unless they have ‘opted out’.

<https://www.gov.uk/government/consultations/introducing-opt-out-consent-for-organ-and-tissue-donation-in-england>

Anyone wishing to respond to the consultation can do so as follows:

<https://engage.dh.gov.uk/organdonation/13-2/>

List of Background Papers
N/A

Contact Madeleine Shopland	Service Governance
Telephone No Tel: 0118 974 6319	Email madeleine.shopland@wokingham.gov.uk

HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Work Programme 2017/18 from June 2017

Please note that the work programme is a 'live' document and subject to change at short notice.

The order in which items are listed at this stage may not reflect the order they subsequently appear on the agenda.

All Meetings start at 7pm in the Civic Offices, Shute End, Wokingham, unless otherwise stated.

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
7 March 2018	Healthwatch – consultation response	To be informed of the outcome of the consultation regarding Wokingham and Reading Healthwatches	Information	Strategy and Commissioning
	Update on primary care facilities and estates	To receive an update on the primary care facilities and estates	Update	Wokingham Clinical Commissioning Group
	Performance Outcomes Report	To monitor performance and identify any areas of concern	Challenge item	Democratic Services
	Health Consultation Report	Challenge item	Challenge item	Democratic Services
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough

Currently unscheduled topics:

- Draft Quality Accounts (April 2018)
 - Berkshire Healthcare NHS Foundation Trust
 - Royal Berkshire Hospital NHS Foundation Trust
 - South Central Ambulance NHS Foundation Trust
- Update on work of Clinical Commissioning Group
- Weekend 'bed blocking'
- Progress of Community Health and Social Care implementation