



# 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 5 JUNE 2023 AT 7.00 PM**

A handwritten signature in black ink, appearing to read 'Susan Parsonage', written in a cursive style.

Susan Parsonage  
Chief Executive  
Published on 25 May 2023

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.

**Note:** Non-Committee Members and members of the public are welcome to attend the meeting or participate in the meeting virtually, in line with the Council’s Constitution. If you wish to participate either in person or virtually via Microsoft Teams please contact Democratic Services. The meeting can also be watched live using the following link: -

<https://youtube.com/live/s98djEBDIss?feature=share>

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

Adrian Mather	Beth Rowland	Phil Cunnington
Rebecca Margetts	Alistair Neal	Jackie Rance
Rachelle Shepherd-DuBey	Tony Skuse	Shahid Younis

### Substitutes

Alison Swaddle	Andy Croy	Chris Johnson
Pauline Jorgensen	Morag Malvern	Jane Ainslie
Graham Howe	Caroline Smith	Bill Soane

ITEM NO.	WARD	SUBJECT	PAGE NO.
1.	None Specific	<b>ELECTION OF CHAIR 2023-24</b> To elect a Chair for the 2023-24 municipal year.	
2.	None Specific	<b>APPOINTMENT OF VICE CHAIR 2023-24</b> To appoint a Vice Chair for the 2023-24 municipal year.	
3.		<b>APOLOGIES</b> To receive any apologies for absence	
4.		<b>MINUTES OF PREVIOUS MEETING</b> To confirm the Minutes of the Meeting held on 27 March 2023.	5 - 8
5.		<b>DECLARATION OF INTEREST</b> To receive any declarations of interest	
6.		<b>PUBLIC QUESTION TIME</b> 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 <a href="http://www.wokingham.gov.uk/publicquestions">www.wokingham.gov.uk/publicquestions</a>	
7.		<b>MEMBER QUESTION TIME</b> To answer any member questions	

8.	None Specific	<b>BUILDING BETTER BERKSHIRE</b> To receive an update on Building Better Berkshire.	<b>To Follow</b>
9.	None Specific	<b>GP CONTRACTS 2023-24</b> To receive an update on GP contracts 2023-24.	<b>9 - 18</b>
10.	None Specific	<b>HEALTHWATCH UPDATE</b> To receive an update on the work of Healthwatch Wokingham Borough.	<b>19 - 20</b>
11.	None Specific	<b>FORWARD PROGRAMME</b> To consider the forward programme for the remainder of the municipal year.	<b>21 - 22</b>

**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.

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**MINUTES OF A MEETING OF THE  
HEALTH OVERVIEW AND SCRUTINY COMMITTEE  
HELD ON 27 MARCH 2023 FROM 7.00 PM TO 8.15 PM**

**Committee Members Present**

Councillors: Adrian Mather (Chair), Beth Rowland (Vice-Chair), Phil Cunnington, Rebecca Margetts, Alistair Neal, Jackie Rance, Rachelle Shepherd-DuBey and Alison Swaddle

Luciane Bowker, Democratic & Electoral Services Specialist  
Wesley Hedger, Assistant Director People Commissioning  
Alice Kunjappy-Clifton, Healthwatch Wokingham Borough  
Sarah Webster, BOB ICB  
Ingrid Slade, Assistant Director of Population Health, Integration and Partnerships

**48. APOLOGIES**

Apologies for absence were submitted from Councillor Andy Croy and Simon Broad.

**49. MINUTES OF PREVIOUS MEETING**

The Minutes of the extraordinary meeting of the Committee held on 17 January 2023 and the Minutes of the meeting of the Committee held on 25 January 2023 were confirmed as a correct record and signed by the Chair.

Phil Cunnington commented that he had given his apologies for the meeting on 17 January but these had not been recorded.

**50. DECLARATION OF INTEREST**

There were no declarations of interest.

**51. PUBLIC QUESTION TIME**

There were no public questions.

**52. MEMBER QUESTION TIME**

There were no Member questions.

**53. NHS CONTINUING HEALTHCARE**

The Committee received a presentation on NHS Continuing Healthcare.

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

- Members were reminded that NHS Continuing Healthcare was where individuals required an ongoing package of health and social care that was funded solely by the NHS as it related to a primary health need that was confirmed through a process of assessment.
- Sarah Webster provided an update on progress made since the Committee's previous meeting.
- The operating model had been reviewed, and a preferred model for the BOB footprint had been agreed. The next steps would be to bring the Oxfordshire team into the BOB ICB team. This would be in place from July. This would enable integration and information sharing.
- Capacity within the leadership team across BOB and Berkshire West had been reviewed. A Deputy Director of Continuing Healthcare had been appointed. One of

their first tasks would be to review policies, starting with the disputes policy to ensure that it was clear.

- Sarah Webster updated around education and training. The ICB wanted to make sure that health and social care practitioners and members of the public were aware of continuing healthcare and when individuals may need to be referred into the assessment process. A BOB wide Education and Training Working Group had been established and included local authority representatives. The Working Group was scoping what education and training was currently available for health and care practitioners and if there were any gaps identified, how to address them.
- The joint funding policy for Berkshire West was being reviewed. If an individual was not deemed to be eligible for full continuing healthcare but some of their health needs should be funded by the NHS and some through the local authority, the ICB wanted to clarify the process and policy around agreeing that. A Working Group had reviewed and agreed a policy which would take effect from mid April.
- With regards to ongoing oversight, a Transformation Board had been established after the formation of BOB, which was chaired by the Chief Nursing Officer. Discussions had also been held at the Unified Executive Officers meetings. The work of the Unified Executive would feed into the work of the Health and Wellbeing Board.
- Members were assured that it was an area of priority.
- The Chair requested another update in the future as further progress was made.

**RESOLVED:** That the update on NHS Continuing Healthcare be noted.

#### **54. ADULT SOCIAL CARE TRANSFORMATION PROGRAMME**

The Committee received an update on the Adult Services Transformation Programme.

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

- Members were advised that there was one overarching governance for the programme and a number of streams underneath this – Health and Wellbeing Board, Optalis, Wokingham Integrated Partnership and Adult Social Care Change Projects. There was some cross over and interdependency between these.
- Ingrid Slade indicated that the Health and Wellbeing Strategy for Berkshire West was approved just over a year ago. High level Wokingham Strategy into Action priorities had been added. The Wellbeing Board with its partners had worked through the data for Wokingham and created specific priorities for Wokingham Borough under each of these areas. An action plan was in place for each of the project areas. Ingrid Slade went on to explain how additional reporting bodies specific to the projects reported progress to the Wellbeing Board via the Wellbeing Board Steering Group.
- Ingrid Slade outlined the governance and reporting arrangements around the Wellbeing Board and the Wellbeing Board Steering Group.
- A Member questioned why ARC was not a member of the Wokingham Integrated Partnership (WIP). Ingrid Slade explained that there were different elements to mental health treatment in the Borough and that ARC was part of the community mental health response. MIND was part of a WIP project.
- The WIP was a primary forum for the local authority to interact with Primary Care Network colleagues.
- The WIP's strategic aims were to –
  - Keep People as People, Not Patients.
  - Reduce the number of people that have High Level Support Packages

- Find and support people before they become a high risk
- Meet the Better Care Fund Targets
- In response to a Member question Ingrid Slade indicated that the WIP focused on adults whilst the Children and Young People's Partnership focused on children and young people. The Wellbeing Steering Group received updates from both the WIP and the Children and Young People's Partnership.
- Wesley Hedger highlighted the Adult Social Care Change projects including the Adult Services Workforce Strategy and the Recovery College.
- A Member referred to retention and recruitment problems experienced by Optalis and asked about the possibility of a subsidised creche for adult social care workers. Wesley Hedger stated that Optalis was the Council's strategic partner and that adult social care as a whole was traditionally underfunded. He suggested that the Adult Services Workforce Strategy be brought to a future committee meeting.
- Wesley Hedger drew Members' attention to the Specialist Accommodation project. 36 new supported living spaces had been created to support a number of vulnerable residents. A Member queried how many of the units were full and whether there were wait lists. Wesley Hedger indicated that there was a list of those transitioning to adulthood and that there were around 5 per year. There was a high waiting list and more assets were needed to accommodate a greater number of people. A review of the first stage of the project had recently been carried out.
- A Member questioned what plans were in place for future accommodation projects. Wesley Hedger stated that there was a capital programme around future projects. An evaluation of stage one had just been completed and phase 2 would be designing what would be required going forwards. Additional property to support people living in the community was required. In response to a Member question regarding budget implications Wesley Hedger commented that it was likely cost neutral. The financial element was one part of the project and creating the right homes for vulnerable individuals was another. It was suggested that further information regarding the Specialist Accommodation project be brought back to a future meeting.
- Members were informed that the Council was working with a company on producing some videos to assist people moving into the specialist accommodation, and to provide information on their life experiences. The Committee asked to view the videos when available.
- Members sought information on the length of the waiting lists of those waiting for specialist accommodation. A Member suggested that if efficiency was maximised a greater number of people could be assisted.
- A Member queried whether any looked after children leaving care had benefited from the Specialist Accommodation Project and was informed that they had not currently.
- The Committee noted some of the key projects being delivered by Optalis including the supported employment service and transitions support service.
- Members were informed of some of the forthcoming projects.

**RESOLVED:** That the update on the Adult Services Transformation Programme be noted

## **55. HEALTHWATCH WOKINGHAM BOROUGH**

The Committee received an update on the work of Healthwatch Wokingham Borough.

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

- Healthwatch had nearly achieved its work plan and were now asking the public what priorities they would like them to look at.
- An Enter and View had been carried out at Wokingham Medical Centre. 150 people had responded to the Enter and View survey and the report would be available shortly.
- With regards to asylum seekers in inappropriate accommodation, the ICB Safeguarding Team would be undertaking an assurance visit to the accommodation, in the near future.
- Healthwatch Wokingham Borough would be championing maternal mental health outcomes. Healthwatch England had undertaken a survey in December. 30% of women who had been surveyed had not received a post-natal check up and mental health was not seen as a high priority. Healthwatch Wokingham Borough would be asking the public about their experiences and how this could be improved.
- Healthwatch had been involved in Building Berkshire Together. Plans for the Royal Berkshire Hospital site had been presented at a meeting at Wokingham Cricket Club the previous week. Alice Kunjappy-Clifton suggested that representatives be invited to a future Committee meeting to present these proposals. A Member commented that two of the locations which were proposed as possible new locations, were in the Borough, and the Committee and the Council as a whole needed to be kept informed of proposals. Members expressed disappointment that the meeting at which proposals had been presented had been poorly attended and felt that it could have been better promoted and more notice given.
- A Member stated that it was possible that Wokingham Hospital would be used for interim care and that the Committee needed to monitor this proposal.
- With regards to specialist health support for people with learning disabilities, a Member questioned whether the work that Healthwatch was undertaking with the ICB related to conditions and the support for individuals, or accessibility. Alice Kunjappy-Clifton commented that accessibility would also be looked at.
- In response to whether Enter and Views would be carried out in other surgeries in the Borough, Alice Kunjappy-Clifton stated that the Enter and View at Wokingham Medical Centre had been carried out as a result of feedback received. However, the recommendations that came out of it may be relevant to other areas.
- The Chair commented that the Royal Berkshire Hospital was short of governors and encouraged those with an interest to apply.
- The Committee had a discussion regarding the forward programme.

**RESOLVED:** That the update on the work of Healthwatch Wokingham Borough be noted.



# GP Contracts 2023/24

Sarah Webster, Executive Director Berkshire West Place, BOB ICB  
Dr Abid Irfan, Director of Primary Care, BOB ICB

Wokingham HOSC

5<sup>th</sup> June 2023

# Introduction

- National contract settlement – last year of five-year programme
- Contract imposed as no agreement reached with General Practitioner Committee of BMA (national negotiation process)
- <sup>10</sup> Enacted through national variations to existing in perpetuity contracts
- Strong focus on access to services
- Will cover key elements and how may impact in Wokingham

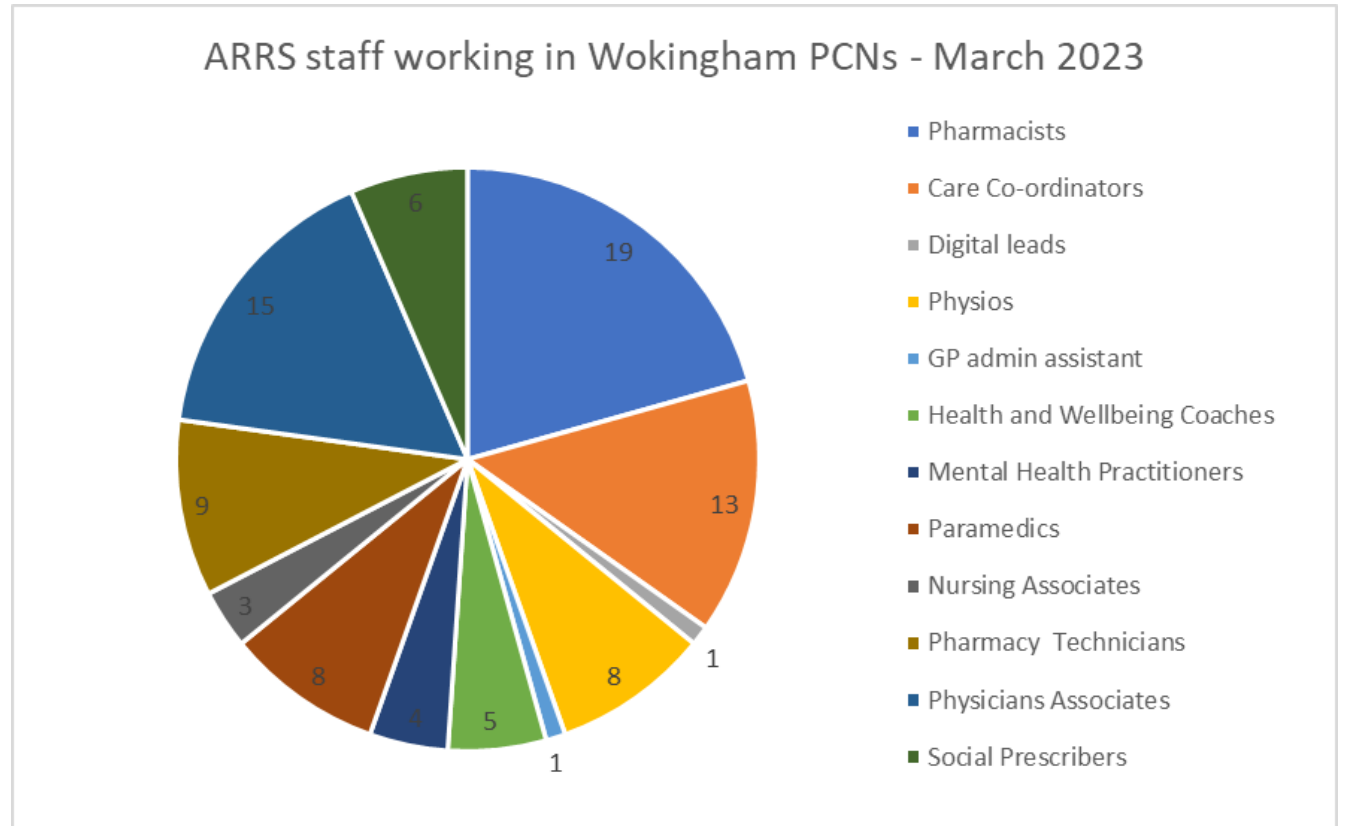
# General contract changes

- More flexibility on roles Primary Care Network (PCN) Additional Roles Reimbursement Scheme (ARRS) – more scope to recruit Advanced Care Practitioners (nurses, physios etc) and further assurances over long-term funding for ARRS roles.

£2.7m budget fully utilised by Wokingham  
↳ PCNs in 2022/23 employing 92 staff.

- All practices to offer prospective (future) online record access to patients by 31<sup>st</sup> October 2023 (opt-out arrangements in place.)
- Changes to immunisation schedules/dosage and payment arrangements.

Full details at: [NHS England » Changes to the GP Contract in 2023/24](#)



# Contractual changes relating to access

- Patients to be offered an assessment of need or be signposted to another service at first contact with practice. Practices should not ask patients to contact the practice again at a later time to book an appointment.
- Final variation awaited – *Access Recovery Plan* (see below) states that:
  - Referral to 111 by exception
  - ⇒ • Clinically urgent patients should be assessed on same day (phone or face-to-face) or, where clinically appropriate, on the next day if they contact their practice in the afternoon
  - Non-urgent appointments to be scheduled within two weeks
- Advanced Telephony to be rolled out to all practices – no engaged tones, improved queueing information and callback options, better call management – many Wokingham practices have advanced telephony with further upgrades scheduled shortly.

# Delivery arrangements

- Quality and Outcomes Framework which practices nationally work to includes element for practices to review demand and capacity – scheduling, appointment mix, signposting etc and to free up capacity by reducing avoidable appointments
- PCN target to provide 85% of appointments within two weeks – current performance across Wokingham practices is 86.12%
- ↳
  - PCNs to receive Capacity and Access payment (£3.95 per adjusted pt). 30% of this to be based on delivery of an Access Improvement Plan to be submitted by each PCN to cover:
    - Improvements in patient experience
    - Use of Advanced Telephony and online consultation systems
    - Accuracy of appointment recording to feed into national datasets

Plans to be agreed by 30<sup>th</sup> June 2023

# Access recovery plan: [Delivery plan for recovering access to primary care \(england.nhs.uk\)](http://england.nhs.uk)

## Empower patients

- Expand use of NHS App
- Self-referral pathways - physiotherapy, podiatry, audiology, weight mgt, community equipment
- Expand community pharmacy role including minor illness services (practices refer), blood pressure checks and supply of prescription only medications (subject to consultation)
- Self-monitoring for long-term conditions

## 'Modern General Practice Access'

- Advanced telephony
- Online access
- Care navigation training to support triage/signposting
- Training package for practices and funding for additional capacity to support change process

## Build capacity

- Continued commitment to funding PCN staff
- GP recruitment and retention – workforce plan and pension reforms
- Further detail to be provided in forthcoming NHS Workforce Plan

## Cut bureaucracy

- Implement *Academy of Medical Royal Colleges* and other recommendations to reduce secondary care initiated workload
- Implement *Bureaucracy Busting Concordat* - – reducing medical reporting requirements and data requests thereby freeing up practice time

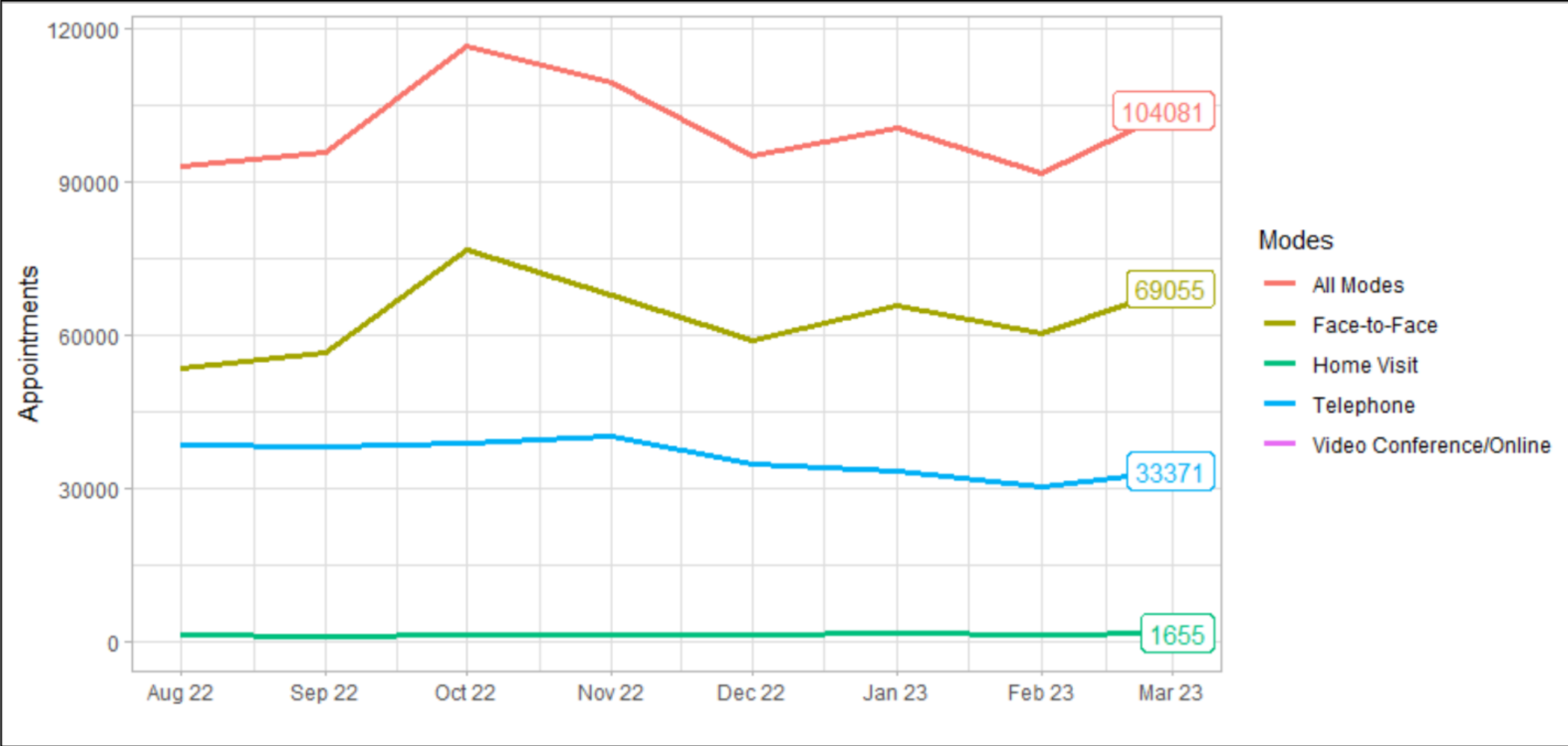
# Access Recovery Plan – other points to note

- **ICBs required to produce Access Improvement Plan and report to public board in Autumn and Spring:**
  - Summary of actions practices/PCNs have committed to
  - Progress report on implementing Academy of Medical Royal Colleges report on primary-secondary care interface
- **National comms campaign regarding how and when to access GP practice – to cover service options, multidisciplinary team roles and digital access routes**
- **Flags intended changes to planning policy to ensure primary care infrastructure needs taken into account and are part of Infrastructure Levy arrangements.**  
ICB meetings with planning leads have been reinstated in Wokingham – joint approach to be developed

# Current Wokingham appointment activity

All modes gives total activity. Video appointment numbers too low to show.

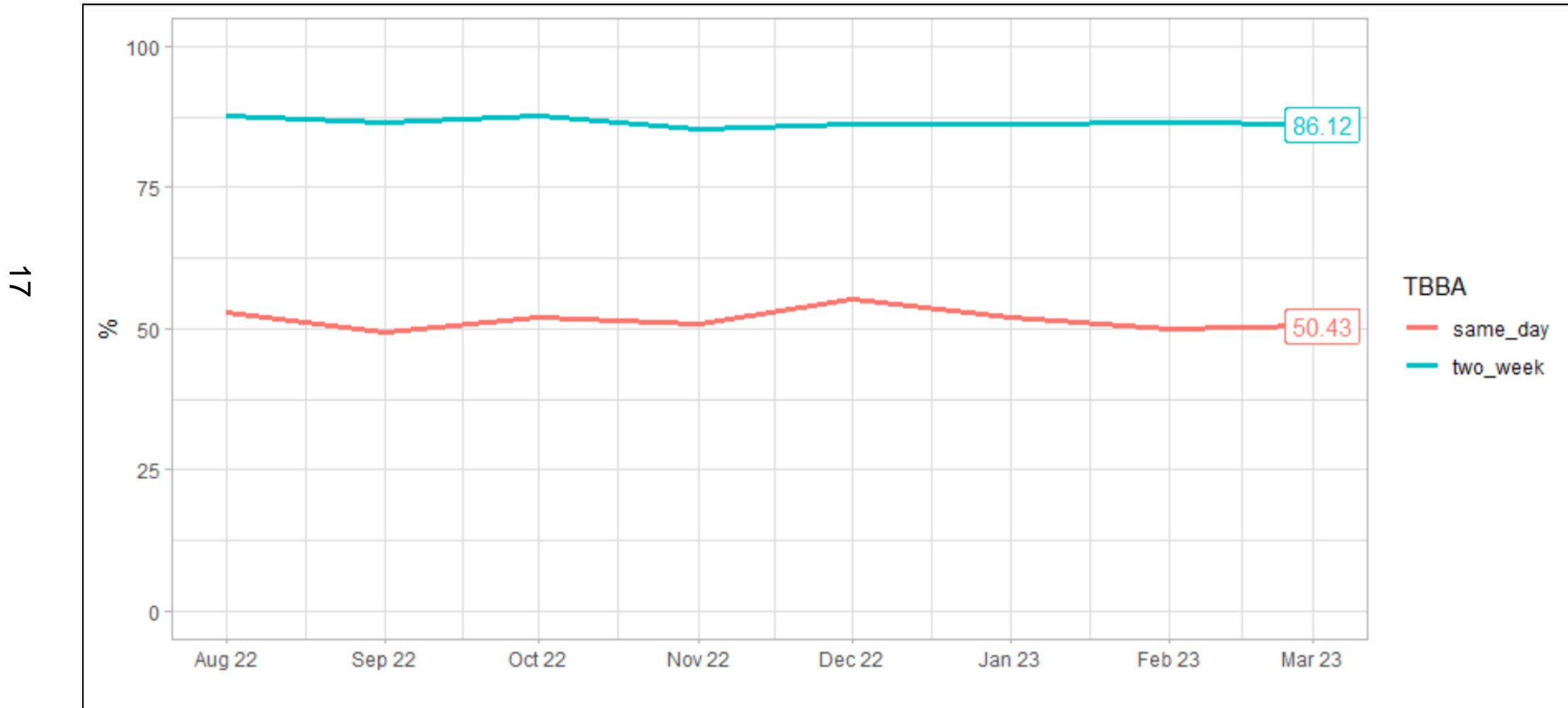
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# Time between contact and appointments in Wokingham

Percentages are for appointments not typically booked in advance (TBBA). Note same day figures are also included within <2 week percentage.



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Report to the HOSC May 2023 – Priorities update

Priority	Update
<b>Recruitment of volunteers</b>	We have six members of our Advisory Group and are continuing to recruit to this and other roles within Healthwatch Wokingham Borough, who have met regularly and will be soon taking up the role of representing Healthwatch Wokingham Borough in meetings.
<b>Increasing awareness of Healthwatch Wokingham Borough</b>	<p>We have continued to promote Healthwatch Wokingham within the community:</p> <ul style="list-style-type: none"> <li>• Identifying and forming relationships with the Voluntary Care Sector and Local Council within Wokingham Borough</li> <li>• Attending: Volunteers Fair Lower Earley Library; Finchampstead BCC; Mental Health Alliance; Health and Wellbeing Board; WIP; Friendship Alliance</li> <li>• Identifying areas of deprivation within Wokingham Borough and collecting feedback on areas of inequality within Wokingham Borough</li> </ul>
<b>Enter and View</b>	As we shared previously, we had an excellent response to the patient survey for Wokingham Medical Centre, with over 100 people participating. Our findings have been being collated and will be shared with the Centre Practice Manager and a response requested within 20 days. The report will be published at the end of June (subject to Advisory Group approval). We would like to present the findings at the next HOSC in the summer.
<b>Healthwatch Priorities Survey Responses</b>	<p>A Health and Social Care Priorities survey was sent out in April on social media platforms and through voluntary organisations. We had 127 responses. The priorities residents asked us to look at are:</p> <ul style="list-style-type: none"> <li>• GP services (Access to) - 85%</li> <li>• GP services (Quality of) - 42%</li> <li>• NHS Dentistry - 32%</li> <li>• Accident and Emergency services - 26%</li> <li>• Adult Social Care – 16.44%</li> <li>• Ambulance services - 16.44%</li> </ul>
<b>Healthwatch Proposed Workplan</b>	<p>We are now in the process of finalising our workplan with our Advisory Group. Currently, our priorities are:</p> <ul style="list-style-type: none"> <li>• GP service and quality – public understanding of new ways of working and self-care options.</li> <li>• Maternal mental health – our local addendum to the Healthwatch England national report is being published in May.</li> <li>• Dentistry – focus on: pregnant women; women who have had a baby in the last 12 months; and people with learning disabilities.</li> <li>• Recruitment of Community Engagement volunteers.</li> </ul>

	<p>We are further exploring comments made on adult social care and ambulance services within the survey to identify any themes/recurring issues.</p> <p>On our watchlist:</p> <ul style="list-style-type: none"><li>• Asylum seekers living in Home Office contracted initial accommodation in Wokingham Borough</li><li>• Accident and Emergency Service – waiting times</li><li>• Community Mental Health Transformation Programme Berkshire West</li><li>• Building Berkshire Together developments</li><li>• Women's health (this is a priority of Healthwatch England)</li><li>• Cost of Living – in particular, impact on prescription and attendance at hospital appointments.</li></ul>
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## HEALTH OVERVIEW AND SCRUTINY COMMITTEE FORWARD PROGRAMME 2023-24

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
<b>5 July 2023</b>	<b>Autism Strategy</b>	Consideration of draft strategy		Adult Social Care
	<b>Update on dental services</b>	Update on progress made since update in January 2023	Challenge item	ICB
	<b>Healthwatch update</b>	Challenge item	Challenge item	Healthwatch Wokingham Borough
	<b>ASC KPIs</b>	Challenge item	Challenge item	Matt Pope

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DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
<b>19 September 2023</b>	<b>Healthwatch update</b>	Challenge item	Challenge item	Healthwatch Wokingham Borough
	<b>ASC KPIs</b>	Challenge item	Challenge item	Matt Pope

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
<b>6 November 2023</b>	<b>Healthwatch update</b>	Challenge item	Challenge item	Healthwatch Wokingham Borough
	<b>ASC KPIs</b>	Challenge item	Challenge item	Matt Pope

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
31 January 2024	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
19 March 2024	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

## 22 Currently unscheduled topics:

- South Central Ambulance Service
- Westcall
- Update on outcome of autumn Covid booster plan
- Maternal mental health
- GP access and communicating different ways of working with the public
- Self care
- Coroner's court
- Adult Services Workforce Strategy
- Specialist Accommodation project