

Confirmed

Minutes of the Great Yarmouth and Waveney Joint Health Scrutiny Committee Meeting held on 2 February 2018 at 10:30 am in the Claud Castleton Room, Riverside Campus, Lowestoft.

Present: Councillors Michael Ladd (Chairman, Suffolk County Council), Michael Chenery of Hosbrugh (Norfolk County Council), Marlene Fairhead (Great Yarmouth Borough Council), Nigel Legg (South Norfolk District Council), Jane Murray (Waveney District Council) and James Reeder (Suffolk County Council).

Also present: Councillor Sarah Adams (Suffolk County Council), Melanie Craig (Chief Executive, NHS Great Yarmouth and Waveney Clinical Commissioning Group), Ruth Pillar (Deputy Locality Manager, Norfolk and Suffolk NHS Foundation Trust), Lorraine Rollo (Head of Communications and Engagement, NHS Great Yarmouth and Waveney Clinical Commissioning Group), Nina Savory (Interim Deputy Locality Manager, Norfolk and Suffolk NHS Foundation Trust) and Chris Wager (Interim Locality Manager, Norfolk and Suffolk NHS Foundation Trust).

Supporting officers present: Paul Banjo (Scrutiny Officer), Rebekah Butcher (Democratic Services Officer) and Maureen Orr (Democratic Support and Scrutiny Team Manager).

19. Apologies for Absence and Substitutions

Apologies for absence were received from Councillor Richard Price (substituted by Councillor Michael Chenery of Horsbrugh, Norfolk County Council).

20. Minutes of the Previous Meeting

The minutes of the meeting held on 20 October 2017 were confirmed as a correct record and signed by the Chairman.

21. Public Participation Session

There were no applications to speak in the public participation session.

22. Declarations of Interest and Dispensations

There were no declarations made or dispensations given.

23. Mental Health Services in Great Yarmouth and Waveney – Update following the CQC inspection of NSFT in July 2017

At Agenda Item 5, the Joint Committee received a suggested approach from the Scrutiny Officer at Suffolk County Council to an update on the impacts and action plans for mental health services in Great Yarmouth and Waveney (GY&W) in

context of the latest Care Quality Commission (CQC) inspection of Norfolk and Suffolk NHS Foundation Trust (NSFT).

The Chairman welcomed Chris Wager, Nina Savory, Ruth Pillar (NSFT) and Melanie Craig (GY&W Clinical Commissioning Group (CCG) to the meeting and to introduce the report.

During the discussion, Members heard about the Service Line approach now being adopted in NSFT for improved consistency and Service Line Leads had now been appointed. A new Improvement Director was also now in post who provided detailed service support for Great Yarmouth and Waveney. Monthly locality governance meetings were also co-ordinated by the workstream leads who went through the areas of concern.

Key issues were around staff recruitment, retention and training, with priority focus on addressing patient safety issues. Teams were under resourced however an uplift of staff had been agreed to help with waiting list and case load levels.

The Joint Committee heard that the NSFT had a robust recruitment process and used social media to encourage agency nurses to join the NHS. Members noted that senior managers within the NSFT did approach agency workers regularly to see if they would like to join the NHS. However, due to personal circumstances, or the fact that some staff choose not to move to the locality, agency work was a better fit for them. It was also noted that there had been additional recruitment of administration staff to support the clinical teams and team leaders. It had been difficult to recruit staff for the adult services unit at Carlton Court.

Members heard there had been a moderate uplift to the NSFT budget, however the majority of improvements had been achieved through restructuring and delivering services differently, coupled with improved monitoring systems such as the Electronic Staff Record (ESR) and Patient Journey Dashboard systems. However, the new Quality and Improvement team within the NSFT was not an additional resource; instead funding was taken from each of the Service Lines which enabled the creation of the team.

In relation to training, Members heard that after introducing more locally based training, 88% of staff had now completed their mandatory sessions and this was increasing month on month. More was being done to protect staff time and rostering people in to enable staff to undertake the necessary training. Staff were also able to attend courses held at the Recovery College, alongside its service users.

In relation to access to services, Members heard that officers had submitted a successful business case to employ additional practitioners for night-time provision of adult services at the 136 Suite at Carlton Court; the recruitment had already taken place and new employees would be in-post shortly. Their first task would include looking at how caseloads were managed.

Members also heard that there was a Trust-wide business case for the appointment of physical health leads in each of the area's.

The Joint Committee was pleased to hear that there was now an NHS England commitment to fund up to 12 beds in the children's Dragonfly Unit.

The Chairman thanked the NSFT and CCG witnesses, noting that this was a period of transition that was starting to address some of the issues highlighted by the CQC that had persisted since 2014. The Joint Committee noted that the CQC inspectors would return before July 2018.

Recommendation: The Joint Committee requested an Information Bulletin update in six months, in particular on the progress in GY&W with staff recruitment (including at Carlton Court) and training.

The Joint Committee also requested the opportunity to have a site visit to the adult Dementia and Intensive Support Team at Carlton Court, Lowestoft, to complement the very helpful visit held on 2 February 2018 to the Dragonfly children's unit, on the same site.

Reason for recommendation: The Joint Committee formed the view based on the evidence it received.

Alternative options: There were none considered.

Declarations of interest: There were none declared.

Dispensations: There were none noted.

24. GY&W CCG Strategic Action Plans update

At Agenda Item 5, the Joint Committee received a suggested approach from the Scrutiny Officer at Suffolk County Council to an update on the Great Yarmouth and Waveney Clinical Commissioning Group (CCG's) Strategic Action Plan, in context of the NHS England assessment rating in September 2017, and including an update on the strategy for out-of-hospital services.

The Chairman welcomed Melanie Craig and Lorraine Rollo (GY&W CCG) to the meeting and to introduce the report.

The Joint Committee noted the governance, leadership and financial issues that had resulted in the CCG being rated as 'inadequate' for 2016/17, and the significant progress that had been made subsequently in addressing all the issues, with the expectation of an improved rating for 2017/18.

Changes had been made to the CCG's governance structure, strengthening it to ensure clear accountability, roles and responsibilities. A new director post had also been filled who would take responsibility of primary care services, working closely with GP's. Ms Craig felt that competent managers and teams were now in place to help the CCG improve its services. It was also noted that the previous regime had strained relationships with its partners and one of the key briefs for Ms Craig upon her appointment as CEO was to reset these relationships.

Members also asked questions about working with the Voluntary and Community Sector, End-of-Life care, Out of Hospital Teams (OHT), and Out of Hours primary care. Members noted that the Southwold OHT had started well on 1 January 2018, with over 25 referrals so far into the OHT.

The Chairman thanked witnesses for attending the meeting.

Recommendation: The Joint Committee agreed:

- a) to request that East Coast Community Healthcare (ECCH) be invited to its meeting in October 2018 to present an update to the Joint Committee on the operation of the Out-of-Hospital Services; and
- b) to include on its forward work programme an item on the performance of the 111 service and Out-of-Hours primary care service.

Reason for recommendation: The Joint Committee formed the view based on the evidence it received.

Alternative options: There were none considered.

Declarations of interest: There were none declared.

Dispensations: There were none noted.

Councillor Michael Chenery of Horsbrugh left the meeting at 12.22 pm.

25. Information Bulletin

The Committee noted the information bulletin at Agenda Item 7.

26. Forward Work Programme

The Joint Committee received a copy of its Forward Work Programme at Agenda Item 8.

The Joint Committee agreed to the following additions and amendments:

April 2018:

- a) a fuller Information Bulletin update on the James Paget Hospital's customer feedback arrangements.

October 2018:

- b) to request that East Coast Community Healthcare (ECCH) be invited to present an update on the operation of the Out-of-Hospital Services.
- c) a further Information Bulletin update on Blood Testing services.
- d) an Information Bulletin update on the Mental Health Services in Great Yarmouth and Waveney following the CQC inspection of NSFT in July 2017, to cover in particular the progress in GY&W with staff recruitment (including at Carlton Court) and training.

To be scheduled:

- e) the performance of the 111 service and Out-of-Hours primary care service.
- f) a visit to the adult mental health unit at Carlton Court, Lowestoft.

The meeting closed at 12:39 pm.

Chairman