

19 June 2018

Agenda Item 3

AT A MEETING

For publication

of the

ADULT SERVICES AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

held at 6.30pm on the 19th day of June 2018

PRESENT: Councillor Mingay (Chair)
Councillors Bootiman, Corp, Gerard (substitute for Councillor Rider), Masud, Towler and Uko

An apology for absence was received from Councillor Rider

Also Present: Councillor Carofano

18. QUESTIONS

There were no questions from members of the Council and members of the public.

19. MINUTES

RESOLVED:

That the Minutes of the meeting held on 22 May 2018 be confirmed.

20. DISCLOSURE OF LOCAL AND/OR DISCLOSABLE PECUNIARY INTERESTS

There were no disclosures of local and/or disclosable pecuniary interests.

21. EXTENDED ACCESS UPDATE

Further to Minute 12 (22 May 2018), the Chair welcomed Sally Adams, Out of Hospital and Primary Care Programme Director, Bedfordshire Clinical Commissioning Group (BCCG), Sarah Frisby, Senior Communications and Engagement Manager, BCCG, Sarah Thompson, Accountable Officer, BCCG and Dr Emma Barter, BCCG, Locality Chair who provided an update on the development of how/where the Extended Access would be delivered, and details of the communications plan.

The Out of Hospital and Primary Care Programme Director, BCCG advised that BCCG had been required as part of a national mandate by NHS England to deliver 100% coverage of Extended Access to General Practice services for the population of Bedfordshire by October 2018. The GP Forward View also set out the requirement for general practice services to be accessible from 8.00am to 8.00pm, 7 days a week.

BCCG was currently in the mobilisation stage of the procurement process, and was arranging meetings with the preferred suppliers to get work underway ready for services to be provided in September 2018. In terms of mobilisation plans, the requirements in Bedford were for a two site provision for Extended Access, one at the north of the town and one in the south.

Members were referred to the Extended Access delivery timetable which outlined the stages and timelines associated with the preparation for the September 2018 delivery, as shown at Table 1 to the report.

The Senior Communications and Engagement Manager, BCCG advised that national material would be used for the Extended Access Communications Plan which would be approached in three phases:

- Phase 1: Patient Engagement;
- Phase 2: Keeping stakeholders informed – following procurement; and
- Phase 3: Patient Communications.
-

In response to Members' questions and comments, the Out of Hospital and Primary Care Programme Director, Bedfordshire Clinical Commissioning Group (BCCG), Senior Communications and Engagement Manager, BCCG, Accountable Officer, BCCG and BCCG, Locality Chair provided the following responses:

19 June 2018

- The requirement as set out in the GP Forward View for general practices to be accessible from 8.00am – 8.00pm, 7 days a week would initially provide an additional 515 appointments per week across the two sites, however this number may rise depending on demand;
- Extended hours appointments did not necessarily refer to GPs, it also included nurses, BEDOC Services and other health practitioners;
- A written letter was not necessarily considered to be the most effective way to communicate with patients. Alternative advertisements, for example through prescriptions, pharmacists and the local area were considered to be more engaging with local residents; and
- A significant number of websites now provided translation services for those individuals whose first language may not be English.

Members also made the following comments:

- BCCG should be commended for their easy to read and informative report;
- In terms of engagement and local events, it was surprising that the River Festival had not been included; and
- Concerns were expressed regarding different languages and translation issues for harder to reach communities.

RESOLVED:

- i) That the updates regarding the Extended Access project, including the communication plan and associated timeline be noted.
- ii) That Bedfordshire Clinical Commissioning Group has due regard to the questions and comments made by the Members of this Committee in relation to Extended Access and the Communications Plan, as referred to in the minute above.

19 June 2018

- iii) That a further update regarding Extended Access be scheduled into the Committee's Work Programme for October 2018.
- iv) That Sally Adams, Out of Hospital and Primary Care Programme Director, Bedfordshire Clinical Commissioning Group (BCCG), Sarah Frisby, Senior Communications and Engagement Manager, BCCG, Sarah Thompson, Accountable Officer, BCCG and Dr Emma Barter, BCCG, Locality Chair, be thanked for their report and attendance.

22. URGENT TREATMENT CENTRE UPDATE

Further to Minute 11 (22 May 2018), the Chair welcomed Charlie Wood, Programme Director for Planned and Unplanned Care and Mental Health Commissioning, Bedfordshire Clinical Commissioning Group (BCCG), Sarah Frisby, Senior Communications and Engagement Manager, BCCG, Sarah Thompson, Accountable Officer, BCCG, Dr Emma Barter, BCCG Locality Chair and Stephen Conroy, Chief Executive, Bedford Hospital NHS Trust who provided an update on progress regarding the Urgent Treatment Centre project and details of the Communications Plan.

The Programme Director for Planned and Unplanned Care and Mental Health Commissioning (BCCG) advised that a collaborative approach had been undertaken to the Urgent Treatment Centre. The Urgent Treatment Centre mobilisation and Communications Plan were key in terms of letting people know what was going on with their local health services. She confirmed that the Urgent Treatment Centre was currently on-track and that the Programme Board was monitoring milestones, deliverables, identifying clinical pathways design and proposed models for the service. Integration of staff was also being explored in terms of hub support, BEDOC Services and a clinician review. It was imperative for patients to understand clinical pathways moving forward and to check key points throughout the engagement process.

The BCCG Locality Chair referred to the Urgent Treatment Centre timeline as shown in the Communications Plan, and confirmed that patient engagement would be starting in the next few weeks. A pre-communications piece of work would also be undertaken in September prior to an extensive launch which would have a significant emphasis on Bedford Borough. After the initial launch a Winter Communications Plan/Winter Campaign would commence to help improve patients' pathways and experiences.

In response to Members' questions and comments, the Programme Director for Planned and Unplanned Care and Mental Health Commissioning, Bedfordshire Clinical Commissioning Group (BCCG), Senior Communications and Engagement Manager, BCCG, Accountable Officer, BCCG, BCCG Locality Chair and Chief Executive, Bedford Hospital Trust provided the following responses:

19 June 2018

- There was a high level communications plan in place to ensure that people knew how to access urgent services. After the new Urgent Treatment Centre had been launched, patients registered at the Putnoe Medical Centre GP practice could continue to receive treatment there, with other unregistered patients who would normally have attended the walk-in centre being redirected to the most appropriate service;
- A Systems Assessment Day at Bedford Hospital A&E had looked at patient attendance and this information would be reported to the Bedford Health and Wellbeing Board – it could also be presented to this Committee upon request. Some patients could also be screened into Primary Care, and it was hoped that more and more people would start to use the 111 telephone service. It was acknowledged that some pathways behind services needed to be more joined up;
- Putnoe Walk-in Centre had been attended by between 33,000-35,000 patients last year of which one third were Putnoe Medical Centre patients, and a further 10% were not currently registered with a GP. Therefore in terms of capacity, the new Urgent Treatment Centre had been modelled by up to 75% of patients who may attend from the Putnoe Walk-in Centre;
- There was not sufficient funding to provide a new build for the Urgent Treatment Centre, therefore the Cauldwell Medical Centre site had been identified as the most suitable site, and would be easier for a patient to go through the clinical pathways available to them;
- The Government's 2018 target for 95% of emergency patients being treated admitted and/or transferred within four hours currently stood at 91.3% at Bedford Hospital Trust as at 1 April 2018. It was acknowledged that some targets were difficult to maintain, however it was hoped that with the introduction of the Urgent Treatment Centre the government target would be achieved; and
- BCCG was obliged under the national mandate to establish a new Urgent Treatment Centre in Bedfordshire. Changes would move services away from their existing models to the new proposed models of the intended direction of travel for the new Urgent Treatment Centre on the Bedford Hospital south wing site. The Urgent Treatment Centre would also provide a walk-in element to its services.

A Member expressed concern that the new Urgent Treatment Centre would not provide a bigger site or improve car parking difficulties, and that the walk-in service at Putnoe needed to be retained.

19 June 2018

RESOLVED:

- i) That the updates regarding the Urgent Treatment Centre mobilisation, communications plan and associated timeline be noted.
- ii) That, Charlie Wood, Programme Director for Planned and Unplanned Care and Mental Health Commissioning, Bedfordshire Clinical Commissioning Group (BCCG), Sarah Frisby, Senior Communications and Engagement Manager, BCCG, Sarah Thompson, Accountable Officer, BCCG, Emma Barter, BCCG Locality Chair and Stephen Conroy, Chief Executive, Bedford Hospital Trust be thanked for their report and attendance.

23. PUTNOE WALK-IN CENTRE

i) Bedfordshire Clinical Commissioning Group's Consultation Plan

The Chair welcomed Sally Adams, Out of Hospital and Primary Care Programme Director, Bedfordshire Clinical Commissioning Group (BCCG), Michelle Summers, Head of Communications and Engagement, BCCG, Sarah Thompson, Accountable Officer, BCCG, Dr David Howard, Bedford Locality Chair and Bedford GP and Stephen Conroy, Chief Executive, Bedford Hospital Trust who provided an update on the plans regarding the consultation on the future provision of the Putnoe Walk-in Centre.

The Head of Communications and Engagement, BCCG introduced the report and advised that BCCG had been preparing plans and drafting a Case for Change document which would form the basis of the consultation document. She reported that on the 12 June 2018, the consultation document had been submitted at the Patient and Public Engagement Committee to discuss how and what could be communicated, ensuring that hard to reach groups were informed. Discussions had also been held with Bedford Borough Council's Youth Services to ensure that the language for young people was considered, and officers would also be attending an older people's event on 27 June 2017 which would be an encompassing event. BCCG would also be visiting the Putnoe Walk-in Centre on Sunday mornings and Monday evenings seeking the views of its current service users.

In response to Members' questions and comments, the Out of Hospital and Primary Care Programme Director, Bedfordshire Clinical Commissioning Group (BCCG), Head of Communications and Engagement, BCCG, Accountable Officer, BCCG, Bedford Locality Chair and Bedford GP and Chief Executive, Bedford Hospital Trust provided the following responses:

19 June 2018

- The purpose of BCCG's consultation plan was to consult on the future provision of the walk-in services and that they will be moved from Putnoe to the Urgent Treatment Centre. The consultation would run from July through until October 2018. An independent analysis of the consultation results would be compiled and reviewed in December 2018;
- The contract for the Putnoe Walk-in Centre expired on 30 September 2018 and BCCG was currently exploring options to extend the walk-in service whilst the consultation process was ongoing. A further update regarding this matter would hopefully be reported to the meeting BCCG's Governing Body on 5 July 2018;
- In terms of capacity at the UTC, the newly expanded building and increased level of staff would seek to manage the footfall of patients expected to visit the UTC;
- It was vitally important to encourage members of the public to use the 111 telephone service and GP services more in the first instance;
- It was part of BCCG's consultation plan to address areas of deprivation and children's centres; and
- In terms of any continuation of service needing to be within BCCG's financial envelope, there was no expectation for Bedford Borough Council to financially support BCCG to ensure its medical services for Bedfordshire patients. However, BCCG would expect a high level of scrutiny which was currently being worked through.

Members also made the following comments:

- It was important to ensure that the language used within the consultation plans were clear and able to be understood by everyone, including hard to reach communities; and
- Concerns were expressed regarding public transportation costs and the difficulties it may cause those who may be unable to afford or use such services at the new Urgent Treatment Centre site when the Putnoe Walk-in Centre contract expired.

RESOLVED:

- i) That the update regarding the formal consultation on the future provision of the Putnoe Walk-in Centre, including the consultation plans and timescales, be noted.

19 June 2018

- ii) That BCCG be recommended to consider the implications associated to transportation costs for patients when considering its decision on the future of walk-in services and where those services will be sited, and that this should also be part of the consultation process.
- ii) That Sally Adams, Out of Hospital and Primary Care Programme Director, Bedfordshire Clinical Commissioning Group (BCCG), Michelle Summers, Head of Communications and Engagement, BCCG, Sarah Thompson, Accountable Officer, BCCG, Dr David Howard, Bedford Locality Chair and Bedford GP and Stephen Conroy, Chief Executive, Bedford Hospital Trust be thanked for their report and attendance.
- ii) **Response to the Committee's resolution from its meeting held on 15 May 2018**

Members considered the letter Sarah Thompson, Accountable Officer for Bedfordshire Clinical Commissioning Group had sent to the Chair confirming that BCCG was in agreement with the resolution as set out by the committee at its meeting held on 15 May 2018.

RESOLVED:

That the response by Bedfordshire Clinical Commissioning Group accepting the Committee's resolution from its meeting held on 15 May 2018 regarding the Putnoe Walk-in Centre, be noted.

24. STROKE SERVICES

The Chair welcomed Charlie Wood, Programme Director for Planned and Unplanned Care and Mental Health Commissioning, Bedfordshire Clinical Commissioning Group (BCCG), Taneisha Scanion, Commissioner for Stroke, BCCG, Sarah Thompson, Accountable Officer, BCCG, Dr David Howard, Bedford Locality Chair and Bedford GP and Dr Lakshmanan Sekaran, Consultant Physician, Luton and Dunstable Hospital who provided an update on proposed changes to the hyper-acute and stroke rehabilitation pathways in line with national best practice.

The Programme Director for Planned and Unplanned Care and Mental Health Commissioning, Bedfordshire Clinical Commissioning Group advised that a comprehensive review of Stroke Services was undertaken in 2012 which set out that across the Midlands and East NHS area, the number of Stroke Hyper Acute Units should be reduced from four to three with units remaining at the Lister Hospital, Luton and Dunstable Hospital and Watford General. This recommendation was based on

19 June 2018

evidence which demonstrated that units with at least 600 stroke admissions a year, had sufficient volume to make a 24/7 hyper acute stroke unit service clinically sustainable, and be able to maintain the expertise required to ensure good outcomes for patients. In 2016, BCCG developed commissioning plans for stroke services which moved the Hyper Acute Stroke Unit to the Luton and Dunstable Hospital, under emergency measures, as a result of a lack of stroke consultants at Bedford Hospital Trust.

In relation to the rehabilitation pathway, since undertaking two workshops in September and November 2017 and listening to patient views, BCCG had been working closely with partners, including NHS Property Services, Bedford Hospital and Community Therapy teams to better integrate care, and look for opportunities to develop a rehabilitation centre to repatriate patients back to Bedford after receiving hyper acute care in Luton. Suitable premises at John Bunyan House had been identified as the most appropriate until for the population of Bedfordshire as it provided the right space, layout and location to meet the specification of a stroke rehabilitation unit, and the requirements identified by patients. The Archer Unit was currently occupied by Headway, a charity which supported patients in an outpatient setting, and BCCG were currently working with Headway and NHS Property Services, Bedford Borough Council and Bedford Hospital Trust to identify alternative accommodation for Headway to enable the new rehabilitation unit to proceed. The future vision for the Archer Unit was to provide a dedicated 20 bed unit for stroke rehabilitation patients as set out in the National Stroke Strategy.

The Bedford Locality Chair and Bedford GP reported that the stroke unit at the Luton and Dunstable Hospital had been successful with quality of life being improved for its patients. The Consultant Physician, Luton and Dunstable Hospital also referred to the data used in the national model, and provided examples of the number of patients who would be able to return home after suffering a stroke, and those who may need longer hospital treatment and residential care home assistance in the future. The Stroke Association supported this model of care.

In response to Members' questions and comments, the Programme Director for Planned and Unplanned Care and Mental Health Commissioning, Bedfordshire Clinical Commissioning Group (BCCG), Commissioner for Stroke, BCCG, Accountable Officer, BCCG, Bedford Locality Chair and Bedford GP and Consultant Physician, Luton and Dunstable Hospital provided the following responses:

- Less than 50 Bedfordshire patients who resided in the rural north of the county had been taken to Northampton General Hospital for the hyper-acute stage of care. Members were assured that patients would receive the best care when they were transferred back into Bedford to the new community unit after their hyper-acute treatment stage had been completed;

19 June 2018

- It was vitally important for a patient to receive the best care available within the first 72 hours of a stroke to ensure the optimum clinical outcome for them;
- The number of patients affected by the relocation of stroke services from Bedford to neighbouring hospitals was small, and patients often received much better outcomes. An excellent clinical pathway was now in place, whereas the previous Hyper-Acute Stroke pathway at Bedford Hospital Trust used to be a Monday to Friday 9am-5pm service with patients being transferred to the Luton and Dunstable Hospital for urgent care outside of these hours; and
- The drive and motivation for the proposed changes to the stroke rehabilitation pathway, in line with national best practice, was for supporting the patient by encouraging expansion locally so as to be able to provide better quality outcomes in the future.

RESOLVED:

- i) That the update regarding the proposed changes to the stroke rehabilitation pathway in line with national best practice, be noted.
- ii) That the proposed changes to the stroke rehabilitation pathway be endorsed.
- iii) That the Committee resolved that it:
 - a) agreed with the engagement process and progress made to date;
 - b) did not wish to make any recommendations to Bedfordshire Clinical Commissioning Group regarding the future plans for stroke services including the impact this would have on patients; and
 - c) agreed that the continued engagement with patients and the public in the coming months was a reasonable way forward for the project progression.
- iv) That Charlie Wood, Programme Director for Planned and Unplanned Care and Mental Health Commissioning, Bedfordshire Clinical Commissioning Group (BCCG), Taneisha Scanion, Commissioner for Stroke, BCCG, Sarah Thompson, Accountable Officer, BCCG, Dr David Howard, Bedford Locality Chair and Bedford GP and Dr

19 June 2018

Lakshmanan Sekaran, Consultant Physician, Luton and Dunstable Hospital be thanked for their report and attendance.

25. MENTAL HEALTH AND WELLBEING IN PRISONS

Members received a verbal report from the Members of the Committee (Councillors Bootiman, Towler and Uko) who had attended a visit to Bedford Prison on 14 May 2018 and was summarised as follows:

- Members had met with the Deputy Prison Governor and it was felt to be a very open and informative visit;
- Members were able to ask many different questions about the concerns they had regarding the health, mental health and education of the individuals in prison and were provided with appropriate responses;
- A number of new Prison Officers had been employed at the prison;
- Members were provided with a tour of the prison which included a visit to the cells, general conditions and the opportunity to talk to some of the prisoners;
- Cleanliness and tidiness at the prison was an issue which had been acknowledged by staff;
- Bedford Prison had approximately 500 prisoners and was working at nearly double over capacity;
- The outside exercise area and library facilities were positive, however mould and cockroaches were visible in some cells causing them to be unusable during some months of the year;
- Attempts had been made to address mental health issues within the prison;
- A number of issues identified during the visit were systematic and the ability to address such issues without sufficient funding was frustrating for staff;
- Literacy was identified as a problem and it was felt that the education wing at the prison was not being utilised properly;

19 June 2018

- A number of people in the prison were on remand and awaiting sentencing which may also cause mental health issues;
- Bedford Prison was currently in special measures; and
- Senior Officers were open and informative during the visit.

In terms of next steps, the Service Manager (Health and Policy Support) suggested that as this Committee included the Council's Health Scrutiny remit, Members may wish to invite the health commissioners, NHS England, who provided health services within prisons to a future meeting to explore their findings further. As a number of issues identified during the visit were considered to be systemic, a further suggestion to invite a representative from the Independent Monitoring Board to a future meeting of the Committee was also noted.

RESOLVED:

- i) That the verbal update regarding the visit to Bedford Prison and the mental health and wellbeing issues in prisons, be noted.
- ii) That NHS England and the Independent Monitoring Board be contacted to explore the view to inviting them to either a future meeting of the Committee or a separate informal round table meeting to consider the health and wellbeing of prisoners and the challenges prisons were facing during times of financial restraint.
- iii) That Councillors Bootiman, Towler and Uko be thanked for attending the site visit to Bedford Prison and for providing an informative summary.

26. HEALTHWATCH BEDFORD BOROUGH - OBSERVER

Further to Minute 13 (22 May 2018), Members considered the briefing note of the Service Manager (Health and Policy Support) which requested them to consider inviting HealthWatch Bedford Borough to send an observer to Committee meetings and participate in the Committee's work. It was noted that the observer would be able to ask questions and comment but would not be able to vote.

19 June 2018

RESOLVED:

That it be unanimously agreed that a representative from Healthwatch Bedford Borough send an observer to attend meetings and participate in discussions, but not to vote.

27. CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE - MINUTE REFERENCE

Councillor Bootiman introduced the reference from the Children's Services Overview and Scrutiny Committee regarding Child and Adolescent Mental Health Services and provisions for primary school aged children, from its meeting held on 23 April 2018. She referred Members to the second resolution of the minute reference which was seeking a follow up meeting with the Children's Services Overview and Scrutiny Committee and this Committee within the next twelve months, so that the progress that had been made, particularly with regards to mental health services for primary school aged children, could be continued.

The Service Manager (Health and Policy Support) reminded Members that the Adults' Services and Health Overview and Scrutiny Committee was the Council's statutory health scrutiny committee, and advised that Members would need to provide a clear steer of what services they wished to consider in the first instance to officers to enable any work to be taken forward, working within the Constitution and processes currently in place. It was also suggested that a meeting of the Chairs and Spokespersons be arranged in order to consider key lines of enquiry they may wish to explore, what reports may be necessary and who to invite to present such reports in the future

RESOLVED:

That the minute reference from the Children's Services Overview and Scrutiny Committee meeting held on 23 April 2018 regarding Child and Adolescent Mental Health Services and provisions for primary school aged children be noted.

28. EXECUTIVE

(a) Call-ins

The Committee noted that there were no "*call-ins*" to consider.

19 June 2018

(b) Extract from Records of Decisions of the Executive – 16 May 2018

The Committee considered the briefing note which set out details of the individual Executive decision which fell within the Committee's terms of reference and whether post-decision scrutiny of any of the decisions should be undertaken. The Service Manager (Health and Policy Support) advised that the Local Account for Adult Social Care was already included within the Committee's Work Programme and would be considered at its next meeting scheduled to take place on 4 September 2018.

RESOLVED:

That the briefing note, be noted.

29. POST DECISION SCRUTINY - INDIVIDUAL EXECUTIVE DECISIONS

RESOLVED:

That it be noted that no individual Executive Decisions falling within the remit of the Committee had been made since the Committee's last meeting.

30. NOTICE OF FORTHCOMING DECISIONS TO BE TAKEN BY THE EXECUTIVE

The Committee received a summary of items included in the Notice of Forthcoming Decisions for the period July to October 2018 which came within its purview. It was noted that the items listed in the report, which fell within the remit of the Committee were already included on the Work Programme.

RESOLVED:

That the briefing note and extract of the latest Notice of Forthcoming Decisions to be taken by the Executive, be noted.

31. COMMITTEE WORK PROGRAMME 2018/19

Members considered the Committee's Work Programme for 2018/19 and noted the following items which had already been scheduled to the next meeting of the Committee which would take place on 4 September 2018:

19 June 2018

- Community Health Services – new provider;
- Local Account for Adult Social Care;
- Putnoe Walk-in Centre;
- Urgent Treatment Centre; and
- GP Extended Access.

The Service Manager (Health and Policy Support) suggested that the GP Extended Access item be deferred until October/November 2018 due to the service being launched on 1 September 2018. Members concurred that by deferring this item as it would provide BCCG with an opportunity to focus of the respective launches, and to provide an update at a later date to this Committee.

Other items to be programmed included: Mental Health Services:

- In-patient Care Bed Review;
- Crisis Care Transformation;
- Street Triage; and
- There was also a need to set up a site visit to Bedford day Care Hospice.

In addition, the Committee would also be updated on the BCCG's Commissioning intentions.

The Service Manager (Health and Policy Support) advised that she was working with BCCG colleagues to ensure that information and reports for this Committee were being received in a timely manner.

RESOLVED:

That, subject to the above, the Work Programme for 2018/2019, be agreed.

The meeting closed at 8.05pm.