

Health and Adult Social Care Overview and Scrutiny Committee

Wednesday 26 September 2018

PRESENT:

Councillor Mrs Aspinall, in the Chair.

Councillor Mrs Bowyer, Vice Chair.

Councillors Corvid, Hendy, James, Laing, Loveridge, Dr Mahony and Parker-Delaz-Ajete.

Also in attendance: Julie Morgan (Head of Audit, Assurance and Effectiveness) and Kevin Baber (Chief Operating Officer), Amanda Nash (Head of Communications) from University Hospitals Plymouth NHS Trust, Jo Beer (Interim Director of Integrated Urgent Care) University Hospitals Plymouth NHS Trust and Livewell SW, Councillor Ian Tuffin (Cabinet Member for Health and Adult Social Care), Carole Burgoyne MBE (Strategic Director for People) and Sarah Lees (Public Health Consultant) and Amelia Boulter (Democratic Advisor).

The meeting started at 2.00 pm and finished at 5.15 pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

19. **Declarations of Interest**

Councillor Mrs Aspinall declared a personal interest in respect of minute number 24, she sits on a GP International Recruitment Panel.

20. **Minutes**

Agreed the minutes of the meeting 25 July 2018.

21. **Chair's Urgent Business**

There were no items of Chair's urgent business.

22. **University Hospitals Plymouth NHS Trust CQC Report**

Julie Morgan (Head of Audit, Assurance and Effectiveness) and Kevin Baber (Chief Operating Officer) from University Hospitals Plymouth NHS Trust were present for this item and referred to the report that was included in the agenda.

In response to questions raised, it was reported that -

- (a) they were producing regular reports for the CQC and the deadline of 26 October 2018 was for the warning notices. They expect the CQC to return to the hospital to review the significant progress that had been made against the two warning notices and at that time expect the CQC to either lift the warning notices or extend it;
- (b) they have a programme of work in place with a team designated to both warning notices and overseeing the actions required. They assured the Committee that action plans were in place with the right resources and were on track to deliver;
- (c) there were pockets of poor culture across the organisation, however the hospital does have a full programme of staff engagement to encourage staff to speak out. Their challenge was to reach every pocket of the organisation but some staff still felt they couldn't speak out despite the approach taken by the hospital to encourage this;
- (d) they do understand the rules and apply them appropriately with regard to Deprivations of Liberty Safeguards applications but inspectors were concerned about the training provided and for the hospital to increase the level of training and expertise on the frontline;
- (e) there were incidents of acts of violence and aggression on staff by confused elderly patients and within the intensive care ward. Extensive training was provided for staff to deal with patients however they were not aware that this had an impact on recruitment and retention. They were also not aware of any staff being attacked outside of the workplace.

The Committee noted the University Hospitals Plymouth NHS Trust CQC Action Plan and congratulated the hospital on being outstanding for caring. It was also agreed that the Committee –

- 1. to receive a progress update on actions against the CQC Action Plan at the next meeting on 25 October 2018.
- 2. to receive an update on the University Hospitals Plymouth NHS Trust Workforce Plan.

23. **Never Events Update**

Kevin Baber (Chief Operating Officer) from University Hospitals Plymouth NHS Trust was present for the item and referred to the report that was included in the agenda.

In response to questions raised, it was reported that -

- (a) they were not aware that patient's notes were part of the problem leading to a never event;
- (b) despite multiple checks being undertaken by multiple people mistakes unfortunately do occur, they shouldn't but need to learn from them;
- (c) there were a variety of ways that a never event raised, such as an x-ray post-operative showing a retained swab. Strict reporting arrangements were in place and when a never event was identified, it was reported to the NHS Improvement Board followed by an Incident Review Process.

The Committee noted the update and the Chair requested that any future Never Events are shared with Chair and Vice-Chair.

24. **University Hospitals Plymouth NHS Trust Winter Plan Presentation**

Kevin Baber (Chief Operating Officer) and Amanda Nash (Head of Communications) from University Hospitals Plymouth NHS Trust and Jo Beer (Interim Director of Integrated Urgent Care) from University Hospitals Plymouth NHS Trust and Livewell SW were present for this item and referred the presentation attached



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In response to questions raised, it was reported that –

- (a) NHS England were working alongside Plymouth City Council to provide a system wide approach to recruiting GPs to the area;
- (b) the management of long term conditions within the community and moving to an integrated approach whilst understanding the population would reduce the need for the elderly to go into hospital;
- (c) releasing unused beds to become part of the general bed base would ease pressure and free up capacity, however, but that would put extra pressure on staff to manage the additional beds. They also need to challenge the medical physicians to deal with the length of stay of their patients on wards;
- (d) NHS England undertook a review of the way the voluntary 4x4 service worked during the adverse weather last year and asked to have sight of the plans to ensure join up with local authority resilience plans. District nurses remapped their work so that they could continue to visit patients within their own homes and were exploring remote access for GPs and patients;

- (e) the Cumberland Centre will close early if at full capacity to ensure that all patients already at the centre are seen before closing time, however they were looking at extending opening times for the winter period;
- (f) the on-line portal evidence to date was experiencing a channel shift where they hope less people were ringing 111 and more people would now be making the right decision and choosing the right services once they have used the on-line portal.

The Committee agreed -

1. to request that South Western Ambulance Service attend scrutiny to provide an update on the NHS 111 service.
2. to assist with wider communications to sign post people where appropriate when the Cumberland Centre reaches its capacity in treating patients and closes early as a result.

25. **Flu Vaccinations for Front Line Staff**

Amanda Nash, Head of Communications (University Hospitals Plymouth NHS Trust) reported that they encourage their staff to have a flu vaccination but this was not mandatory. Last year the uptake increased from 58% to 68% and this year's target was 75%. Their key message for staff: protect yourself, protect your patients and protect your families.

Sarah Lees, Public Health Consultant reported that the offer to Plymouth City Council (PCC) staff focussed on areas of high absence, business continuity and employees working with vulnerable clients. They were providing a mixed offer to PCC staff by running clinics at Prince Rock and offering the voucher system in which staff can book their own appointment at Boots. They were also providing presentations and toolkits in care homes and to domiciliary care staff on the importance of immunisation and infection control. A similar offer had been made to schools.

In response to questions raised, it was reported that:

- (a) they had not targeted university students, however they would have the same communications encouraging people in high risk groups to have a flu vaccination;
- (b) they would welcome the support from Councillors in getting the message out to a wider audience and to also share with Councillors the link to access the voucher to get a flu vaccination.

The Committee noted the report from the University Hospitals Plymouth NHS Trust and verbal update from Public Health and agreed that -

1. a short briefing is provided to Councillors to assist with the flu vaccination campaign and link on how to access the voucher to get immunised.
2. the Committee receives an update in March 2019 on the uptake of the flu vaccinations for the past 2 years including the impact on sickness and absence.

26. **STP Mental Health and Wellbeing Strategy**

David McAuley and Michelle Green (NEW Devon CCG), Jo Turl (NHS South Devon and Torbay CCG), Sarah Lees (Public Health Consultant) and Carole Burgoyne MBE (Plymouth City Council) were present for this item. It was reported that the strategy had been developed by commissioners working alongside the Mental Care Partnership and the Engagement Committee and feedback so far primarily focusses on needing to be clearer on prevention, people supporting themselves and children and young people.

Following a discussion, the committee would like to see the following included within the STP Mental Health and Wellbeing Strategy -

- (a) more emphasis on transition from children to adult services;
- (b) enhanced support to families and schools and ensuring that everyone has access to good robust services when needed;
- (c) CAMHS services and support provided to veterans;
- (d) mental health to be taken just as seriously as other illnesses;
- (e) people to be treated as a whole person.

The Committee agreed to set up a Joint Select Committee with Education and Children's Social Care to explore mental services for children and adults within Plymouth.

27. **Tracking Resolutions**

The Committee noted the tracking resolutions and requested that the Democratic Advisor chase the outstanding recommendation.

28. **Work Programme**

The Committee noted the work programme and requested that the following items are scheduled onto the work programme:

- Loneliness;
- Workforce Development Strategy (November);
- Sexual health services – are there any issues in accessing sexual health services in Plymouth? Briefing paper to be circulated to the Committee;
- Joint Mental Health Select Committee (new year);
- University Hospital Plymouth NHS Trust CQC Action Plan Progress Update (October).