
OVERVIEW OF HEALTH AND PARTNERSHIPS SCRUTINY COMMITTEE

1. Since the last meeting of the Council, the following are the main areas of work the Health and Partnerships Scrutiny Committee has undertaken.

Work Programme 2017/18

2. We have given consideration to the Work Programme for this Committee for the Municipal Year 2017/18 and possible review topics. The work programme is a rolling work programme and items can be added as necessary.

GP Access to Appointments

3. The Scrutiny Committee received a presentation from the Director of Commissioning and Transformation, NHS Darlington CCG, which outlined the GP access survey results (July 2017) and the Improved Access Service (pilot) that had been commissioned with Primary Healthcare Darlington by Darlington CCG from 1 January 2017.
4. All eleven of Darlington's GP Practices currently offer pre-bookable appointments between 8.00am and 6.00pm Monday to Friday together with an extended hour's service provision.
5. Services are accessible every day of the year, which may include Bank Holidays (subject to need) with pre-bookable appointments available to the whole population of Darlington who are registered with a Darlington GP Practice. Patients can either book appointments via their GP Practice or the 111 service.
6. The GP Improved Access services included GP, Nurse and Health Care Assistant appointments on Saturday between 8.00am and 1.30pm; Sunday between 9.00am and 1.00pm; Monday to Thursday between 6.30pm and 9.00pm; and Friday between 6.30pm and 8.30pm.
7. Members were pleased to note the provision of extended hours at GP surgeries and the additional weekend and late evening service, however, they did have some concerns about getting this information out to patients. We were disappointed that there was still a relatively high percentage of GP, Nurse and Health Care Assistant appointments lost due to non-attendance.

GP Patient Survey Results

8. The Scrutiny Committee also received a presentation from the Director of Commissioning and Transformation, detailing the GP Patient Survey which

provided data at practice level using a consistent methodology to ensure it was comparable across organisations.

9. Members were informed that the Survey had limitations in that samples sizes at practice level were relatively small, the survey did not include qualitative data which limited the detail provided by the results and the data was provided once a year rather than in real time.
10. Members noted that the response rate was relatively poor with only 42 per cent in Darlington and it was felt that this was due to the nature of the 62 questions across 12 sections. The survey measured patients experiences across a range of topics including overall experience; making appointments; waiting times; perceptions of care at appointments; practice opening hours and Out-of-hours services. The survey results were published in July 2017.

Darlington Partnership Update

11. We received an update on the progress of Darlington Partnership which continues to champion the sustainable community strategy One Darlington: Perfectly Placed. The Partnership has ensured that the projects it has established have continued to deliver effectively and is taking forward work in other areas important to the Borough where collaboration is essential.
12. Scrutiny was advised that the Partnership had recently widened its role from strategic oversight to identifying priorities and initiating a range of collaborative actions including, in collaboration with the office of the Police, Crime and Victim's Commissioner, the launch of a campaign with local employers providing information on how they could support any of their employees who were victims of domestic violence.
13. The Partnership has taken an active role in delivering on the ambition of One Darlington: Perfectly Placed of Building Strong Communities and established a number of initiatives aimed at improving community resilience and support to the voluntary sector.
14. We welcomed the Good Friends Initiative, which continues to provide support and friendship to older and vulnerable neighbours ensuring they live safely and well and independently. The initiative improves elderly and vulnerable people's quality of life whilst reducing demand on public service and avoiding cost.
15. The Darlington Cares Initiative which is self-funding provides a means for Darlington's businesses to support the local community, predominantly through employer supported volunteering and focussed on children with the best start in life, more people caring for our environment and enough support for people when needed.
16. Following the success of a six month trial, Darlington Cares reformed as it makes plans for growth. During 2017 4,800 hours of volunteering were undertaken and the 2018 target of 5,500 hours was set to be exceeded. Projects continue to be

developed and added to the existing programmes which include Pick, Pie and Pint, The Great Parks Auction and The Big Community Challenge.

17. Members noted that it was the aim of Darlington Partnership for the Festival of Ingenuity to become a flagship festival for the Tees Valley and it was intended to put in a bid to the Tees Valley Combined Authority for financial support.
18. The Best of Darlington Awards Ceremony is scheduled for 18 May and Members were pleased to note that, at the time of writing, there had been over 170 nominations for the Awards.
19. The Partnership is to hold an Assembly in the Autumn focussing on the impact of welfare reforms in Darlington. The aim of the Assembly will be to collectively gain a clear understanding how households in Darlington have been affected, consider the measures that could be put in place by local services to mitigate against the negative impacts of Welfare Reform and ensure that agencies are working effectively together.
20. County Durham Community Foundation sponsored the Volunteer Fair held on 1 February 2018 at which over 60 organisations attended. The event was run in collaboration with Darlington Cares providing opportunity for joint promotion and to raise awareness and engagement with Voluntary Organisations.
21. Members welcomed the report and commended the Darlington Partnership and Darlington Cares on the wide range of initiatives to provide help and support to our Town and our residents.

Veterans and Armed Forces Covenant – Annual Report

22. We were encouraged that Darlington Borough Council made a commitment to support work that takes place in partnership to support the Armed Forces and the delivery of the Community Covenant.
23. Scrutiny noted that the Council continues to work closely with other Tees Valley Authorities to understand the issues faced by veterans. In Darlington we are fulfilling our obligations to ensure that members of the armed forces and veterans can access services and do not face any barriers to this.
24. The Armed Forces Forum which comprises representatives from the five Tees Valley Authorities, housing, health and employment agencies, a military charity, the Veteran Support Agency and the Army has been very effective as a forum for understanding the issues faced by both serving armed forces representatives and veterans. It explores mutual areas of concern where co-operation or a common approach across a larger geography would be beneficial in supporting members of the Armed Forces Community including issues involving learning and skills, housing, education, NHS, Job Centre Plus, military charities and Veterans Welfare Services.

25. Members welcomed the news that the Council 's HR Policy for the employment of reservists had been recognised nationally with a Silver Award from the Ministry of Defence Employer Recognition Scheme and provided an example of best practice for other employers.
26. Scrutiny was also pleased to note that the Council maintains an online bespoke Veteran's Information Directory on its website which includes specific signposting to a range of services. This is a developing resource with services being continually refreshed and updated with information specific to armed forces personnel and veterans.
27. The Council actively promotes and raises the profile of the Armed Services through participation in a programme of parades and commemoration events, supported and promoted by the Member Champion, Councillor Veronica Copeland, and the Mayor, held in Darlington throughout the year including promoting Armed Forces Week focused around the Raising of the Flag ceremony in June. Arrangements are being made to remember Michael Murphy VC the only Darlington resident to have been awarded the Victoria Cross.
28. Members welcomed the recent announcement of the Office of National Statistics on the inclusion of a question on the Armed Forces community in the next census in England and Wales following the Royal British Legion's 'Count Them In' campaign which was fully supported by this Council.
29. Darlington's 'No Health without Mental Health 2014-2017' multi-agency implementation document has an action point to work to ensure that military veterans and their families with physical or mental health issues receive the correct support. Darlington CCG has also included mental health needs of armed forces personal, veterans and their families in its commissioning intentions, particularly to ensure early identification and support to access care is in place.

Performance Indicators Quarter 3 2017/18

30. We received an update on performance against key performance indicators for Quarter 3, 1 October to 31 December 2017/18.
31. Members noted that of the nine key indicators reported to Scrutiny this quarter the majority demonstrated stable or improving trends in keeping with local and national rates.
32. Members noted that PBH 045, the Number of adults in alcohol treatment, showed a continued downward trend in those accessing treatment and that the provider was engaging with local referrers to ensure problematic drinkers with increased levels of dependency were referred for treatment as early as possible.

Stroke Pathway

33. At a special meeting of Scrutiny Members gave consideration to an end to end Stroke Pathway review with a focus on the rehabilitation elements of the pathway following an acute episode due to stroke. One key reason for the review was poor outcomes for patients from the current pathways.
34. We were advised that the Sentinel Stroke National Audit Programme (SSNAP) was the national audit which all stroke services were measured against with the results providing a base line national average across all CCGs. Current performance highlighted the need for improvements across the stroke pathway: prevention to rehabilitation following a stroke.
35. With multiple sites offering fragmented care there is currently no county wide stroke community rehabilitation service or single key worker assigned to patients from admission. The average length of stay at Bishop Auckland Hospital exceeds best practice and with enhanced Early Supported Discharge and effective therapy input this stay could be reduced.
36. SSNAP has identified ongoing improvement requirements for County Durham and Darlington Foundation Trust in relation to the rehabilitation of patients including speech and language therapists input into multi-disciplinary teams/joint care planning, access to therapists seven days a week and improvements to the discharge planning process.
37. The CCG and CDDFT are to work in collaboration to collate all current service performance and quality outcomes information to develop a robust case for change. The partners will engage with the public, patients, carers and community over the next three months to inform a future set of options to ensure the stroke service delivers best value for rehabilitation services.
38. Scrutiny Committee will be presented with a preferred option during September and I will keep Members fully informed of any progress in relation to Stroke Services

Quality Accounts 2017/18

39. Scrutiny considered the draft Quality Accounts 2017/18 of Tees Esk and Wear Valley and County Durham and Darlington NHS Foundation Trusts at a special meeting on 3 May 2018. I will provide Members with an update at the Council meeting.

Councillor Wendy Newall
Chair of the Health and Partnerships Scrutiny Committee