

HEALTH AND PARTNERSHIPS SCRUTINY COMMITTEE

11 April 2018

PRESENT – Councillor Newall (in the Chair); Councillors EA Richmond, H Scott, J Taylor and Tostevin. (5)

APOLOGIES – Councillors Copeland, Crichlow, Grundy, Nutt and Regan; Miriam Davidson, Director of Public Health; Sue Jacques, Chief Executive, and Gillian Curry, Communications Manager, County Durham and Darlington Foundation Trust (CDDFT); Patrick Scott, Director of Operations, Durham and Darlington and Sarah Callaghan, Senior Planning and Performance Manager, Tees Esk and Wear Valleys Foundation Trust. (10)

ABSENT – Councillor I Haszeldine.

ALSO IN ATTENDANCE – Councillor S Richmond, Cabinet Member with Adult Social Care Portfolio. (1)

OFFICERS IN ATTENDANCE – Seth Pearson, Partnership Director, Darlington Partnerships; Ken Ross, Public Health Principal; Barbara Copson, Performance Manager; and Karen Graves, Democratic Officer. (4)

EXTERNAL REPRESENTATIVES – Karen Hawkins, Director of Commissioning and Transformation, Darlington Clinical Commissioning Group (CCG); Jill Foggin, Communications Officer, County Durham and Darlington Foundation Trust; and Diane Lax, Healthwatch Darlington. (3)

HP47. DECLARATIONS OF INTEREST – Karen Hawkins declared an interest in Minute HP52 below as a veteran.

HP48. MINUTES – Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 14 February 2018.

RESOLVED – That the Minutes be agreed as a correct record.

HP49. MATTERS ARISING – There were no matters arising.

HP50. GP ACCESS TO APPOINTMENTS – Karen Hawkins, Director of Commissioning and Transformation, NHS Darlington CCG gave a PowerPoint Presentation to Members outlining 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 to ensure access to GP appointments for Darlington's residents seven days per week. It was outlined that this pilot would inform the future requirements in Darlington.

It was stated that, as part of Primary Care Core services, all eleven Darlington Borough GP Practices currently offered pre-bookable appointments between 8.00am and 6.00pm Monday to Friday together with an extended hour's service provision either by opening earlier or closing later on certain days.

GP Improved Access Services were also accessible every day of the year, which may include Bank Holidays (subject to need) with pre-bookable appointments being available to the whole population of Darlington who are registered with a Darlington GP Practice. Patients are able to book appointments via their own GP Practice or the NHS 111 service. The pilot will inform trend in term of access however historically additional commissioned GP slots on a Bank Holiday period through to offer system resilience had not been traditionally utilised therefore may not be necessary.

The GP Improved Access services included GP, Nurse and Health Care Assistant (HCA) appointments at a Saturday Clinic from 8.00am to 1.30pm; a Sunday Clinic from 9.00am to 1.00pm; a Weekday Evening Clinic Monday to Thursday 6.30pm to 9.00pm and Friday 6.30pm to 8.30pm.

It was stated that the Improved Access service operated from Dr Piper House. The Presentation outlined that during January and February 2018 88 per cent of the Monday to Friday GP slots available were allocated and of the NHS 111 service slots available 69 per cent were allocated. For the weekend slots for the same period 93 per cent were booked through a GP and 100 per cent through the NHS 111 service.

Members noted that there were 811 appointments booked for the Monday to Friday Service during January and February 2018 and of these 73 of the 410 GP appointments, 44 of the 272 Nurse appointments and 14 of the 129 appointments were did not attends (DNA). There were 965 appointments for the weekend service for the same period and although there were still DNAs the figure was relatively lower.

Improved access was nationally introduced to reduce demand on acute services and to address the historical access survey results and it was expected that 100 per cent of the available slots would be utilised opposed to the current 88 per cent. The CCG was currently working with GPs to determine why all the slots weren't utilised and in doing so were considering other services including e-booking and e-consultation.

Discussion ensued on whether service users were aware that the access slots would not be at their own GP Practice resulting in the DNAs and Members were advised that all practices were aware of the location of service delivery and as they had to book directly into the slots it was assumed that the GP Receptionists were providing full information to patients relating to access slots. It was also stated that some patients were reluctant to see an alternative Health Professional other than their regular Doctor and that where patients requested to be seen by a named GP it was likely that they would have to wait longer, however, as there was availability of slots patients should not have to wait.

The CCG representative confirmed that further work would be undertaken to ensure that information relating to Improved Access was available to residents of the Borough.

RESOLVED – That the thanks of this Scrutiny Committee be extended to Karen Hawkins, Darlington NHS CCG for her interesting and informative presentation.

HP51. NATIONAL GP SURVEY RESULTS – Karen Hawkins, Director of Commissioning and Transformation, NHS Darlington CCG gave a PowerPoint Presentation to Members detailing the GP Patient Survey which provided data at practice level using a consistent methodology, undertaken by MORI, to ensure it was comparable across organisations.

Members were advised that the survey was postal, it could be completed online and was sent out in two waves. Due to the nature of the 62 questions across twelve sections the response rate was relatively poor with only 42 per cent return in Darlington.

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 provide by the results and the data was provided once a year rather than in real time.

The survey measured patient's 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. A range of sample questions were provided and analysed and Scrutiny was pleased to note that Darlington's overall performance had remained relatively constant overtime and was above the national average.

Details were provided of websites which Members could access to gain further details regarding the survey relating to particular participant groups, CCG and Practice, demographics and trends.

The Chair reported that she had accessed the survey results online and was pleased to note that three Practices had 100 per cent whilst others had areas of improvement. It was confirmed by the CCG representative that the Practices chose their own areas of improvement based on the survey results and various other sources of intelligence.

RESOLVED – That the thanks of this Scrutiny Committee be extended to Karen Hawkins, Darlington NHS CCG for her interesting and informative presentation.

HP51. DARLINGTON PARTNERSHIP UPDATE – The Partnership Director submitted a report providing Scrutiny Committee with an update on the progress of Darlington Partnership (the Partnership) which continues to champion the sustainable community strategy One Darlington: Perfectly Placed.

Members noted that the Partnership ensured that the projects it had established continued to deliver effectively and that it was taking forward work in other areas important to the Borough where collaboration was essential. The Partnership was also very active in delivering initiatives which promoted and celebrated Darlington. Recent collaboration work included the launch of a campaign with local employers which provided information on how they could support any of their employees who were victims of domestic violence and domestic abuse.

The Partnership has also taken an active role in delivering on the ambition of One Darlington: Perfectly Placed of Building Strong Communities and has recently established a number of initiatives aimed at improving community resilience and support to the voluntary sector.

Particular reference was made to the Good Friends initiative which continues to provide support and friendship to older and vulnerable neighbours ensuring they continue to live safely and well independently. The initiative improves elderly and vulnerable people's quality of life whilst reducing demand on public service and avoiding costs.

Details were provided of the self-funding Darlington Cares Initiative which 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.

Scrutiny Committee noted that following the success of a six month trial, Darlington Cares had reformed as it made plans for growth. The mission that the Darlington Cares Board had set was to significantly grow the volume of employer supported volunteering, raise public awareness and for Darlington Cares to be recognised as a valuable asset for businesses.

Scrutiny was pleased to hear that during 2017 4,800 hours of volunteering had been undertaken and that the 2018 target of 5,500 hours was set to be exceeded. It was reported that 25 per cent of EE's staff were volunteers and permitted to take three days per year to undertake this role. Projects continued to be developed and added to the existing programmes which included Pick, Pie and Pint, The Great Parks Auction and The Big Community Challenge. Members were astounded to learn that during every Pick, Pie and Pint 60 to 80 bags of rubbish and litter were collected. The Great Park Auction entailed groups of people making bids for hours of volunteering to look after a Park. A small amount of funding was available for this initiative.

The Festival of Ingenuity will be held on 13 and 14 July and Members noted that it was the aim of The 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.

The Best of Darlington Awards Ceremony is scheduled for 18 May and will be once again held in the Dolphin Centre. Members were pleased to note that, at the time of the meeting, there had been over 170 nominations for the Awards.

The Partnership is to hold an Assembly in the Autumn focussing on the impact of welfare reforms in Darlington following the recent changes to the social security system by the Welfare Reform Act of 2012. The aim of the Assembly is 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.

Particular reference was made to the different types of households that were particularly affected by the welfare reform in different ways, including low income households

containing children and a person with a disability, working households in receipt of tax credits due to the cuts to work allowances and private tenants in terms of real income loss.

Details were provided of the Volunteer Fair, sponsored by the County Durham Community Foundation, 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.

Details were supplied of a new initiative called 'Homework Clubs' where it was hoped to address hunger and provide a hot meal for children especially in Year 7 where there tended to be a dip in education attainment. One school had shown an interest in the initiative where a trial will be undertaken before inviting other schools to participate and Nando's the Afro-Portuguese chain restaurant which served flame-grilled chicken had offered its support to this initiative.

Discussion ensued on the relationship between poverty and academic attainment; and whether there were available opportunities for the rural areas to be involved in the initiatives.

RESOLVED – (a) That the report be welcomed

(b) That the report be circulated to all Members of the Council to highlight awareness of the work of the Darlington Partnership.

HP52. ANNUAL REPORT – VETERANS AND ARMED FORCES – The Director of Neighbourhood Services and Resources submitted a report (previously circulated) outlining activity undertaken in relation to the Armed Forces Covenant including work at a local and Tees Valley level.

Members noted that the Council had close relationships with the Armed Forces Community and had made a commitment to support work that takes place in partnership to support the Armed Forces and the delivery of the Community Covenant. Darlington continues to work closely with other Tees Valley Authorities to understand the issues faced by veterans and fulfils its obligations to ensure that members of the armed forces and veterans can access services and do not face any barriers.

Particular reference was made to the Tees Valley Armed Forces Forum which had been involved in exploring mutual areas of co-operation across health, housing, education, NHS, Job Centre Plus, Military Charities and Veterans Welfare Services to support and improve the health and wellbeing of members of the Armed Forces Community. A directory of services highlighting the range of help and support offered to Veterans was continually updated and refreshed and available on the Council's website.

A stocktake of Darlington's performance for the year 2017/18 had been completed and submitted to the Armed Forces Covenant Military lead for evaluation. The Council is meeting the necessary obligations and ensuring that Armed Forces personnel can access services and do not face any barriers to this.

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.

Members were informed that the Council actively promoted and raised the profile of the Armed Services through participation in a programme of parades and commemoration events which were supported and promoted by the Member Champion, Councillor Veronica Copeland, and the Mayor. The events held in Darlington included promotion of the Armed Forces Week which focused around the Raising of the Flag ceremony in June and it was stated that arrangements were being made to remember Michael Murphy VC, the only Darlington resident to have been awarded the Victoria Cross.

Particular reference was made to 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.

Darlington CCG has recognised that armed forces personnel may require enhanced mental health support and has included mental health needs of armed forces personnel, veterans and their families in its commissioning intentions, particularly to ensure early identification and support to access care is in place.

Discussion ensued on the excellent work undertaken by Councillor Copeland, the Council's Armed Forces Member Champion, and the potential nomination of a reservist to the Best of Darlington Awards.

RESOLVED – (a) That this Scrutiny Committee acknowledge the positive contribution of the Armed Forces Community and note the work taking place to support this Community.

(b) That this Scrutiny Committee acknowledge the work that has been undertaken over the last year that continues to successfully deliver and improve the local offer as part of the commitment to the Armed Forces Covenant.

(c) That Officers be congratulated for their work with Veterans.

HP53. PERFORMANCE REPORT QUARTER 3 - The Director of Neighbourhood Services and Resources submitted a report (previously circulated) and detailed performance scorecard (also previously circulated) providing Members with an update on performance against key performance indicators for Quarter 3, October to December 2017/18.

It was reported that the performance indicators were aligned with key priorities and likely to be used to monitor the Corporate Plan which was currently being developed.

Relevant Officers attended the meeting to provide Members with performance updates and background information on indicators within their remits.

It was stated that suggested monitoring focussed on issues and exceptions and relevant Assistant Directors would be in attendance to address any queries Members may have. A Public Health Quarter 2 performance Highlight report (also previously circulated) provided further information on Public Health Indicators.

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.

In relation to CUL 008a Decrease in the percentage of the adult population physically inactive doing less than 30 minutes moderate activity per week Members queried the methodology of calculation and were informed that there were a variety of methods. Surveys was one method of gaining information although this was widely dependent upon who had been surveyed. It was stressed that this was only a guide but the Public Health Specialist offered to provide a more detailed breakdown if required.

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.

It was stated that NDTMS (National Drug Treatment Monitoring System) a national system which provided access to national statistics about Drug and Alcohol Misuse Treatment. NDTMS.net was maintained by the National Drug Evidence Centre at the University of Manchester, on behalf of Public Health England.

Members noted that some people were seen as successfully treated although they had left the programme and returned at a later date. There were also complexities with other agencies and access to their services. NECA met all National Standards and Guidance and it was recognised that some people had long histories with various agencies.

Discussion ensued on a Member visit to The Gate and the recent event held at Lartington where an ex-drug user was now working and would be happy to share their story.

The Public Health Principal advised Members that the Team were looking at the whole suite of indicators and demanding that the provider starts recovery at the outset.

RESOLVED – (a) That the report be noted.

(b) That the thanks of this Scrutiny Committee be extended to Officers for their comprehensive accounts in relation to Performance Indicators.

HP54. WORK PROGRAMME - The Director of Neighbourhood Services and Resources submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's work programme for the remainder of the Municipal Year 2017/18.

Members previously agreed a revision to the work programme to enable the Committee to analyse information for each topic area aligning it to the eight outcomes and the three conditions in the Sustainable Community Strategy and relevant performance indicators from the Performance Management Framework.

There was discussion on the current status of various topics on the work programme and Members were reminded that a special meeting of this Scrutiny Committee would give consideration to the Stroke Pathway. In relation to Eye Health approval was sought of the Scrutiny Committee to a draft press release (also previously circulated) highlighting the work undertaken by the Eye Health Review Group and the importance of regular eye health check-ups.

RESOLVED – (a) That the current status of the Work Programme be noted.

(b) That the Work Programme be updated to reflect the decisions of this Scrutiny Committee.

(c) That the draft Press Release in relation to eye health be approved.

HP55. HEALTH AND WELL BEING BOARD – Members are aware that the Board’s Work Programme items were reflected in its agendas, that it was useful to have Members of Scrutiny on the Board, that the process was more focussed and there was an excellent cross section of representation.

The next meeting of the Health and Wellbeing Board was scheduled for 10 May 2018.

RESOLVED – That, Members look forward to receiving an update of the work of the Health and Well Being Board at a future meeting of Scrutiny Committee.