

Dorset Health Scrutiny Committee

Dorset County Council



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| Date of Meeting | 6 September 2016 |
| Officer | Interim Director for Adult and Community Services |
| Subject of Report | Briefings for information / note |
| Executive Summary | <p>The briefings presented here are primarily for information or note, but should members have questions about the content a contact point will be available. If any briefing raises issues then it may be appropriate for this item to be considered as a separate report at a future meeting of the Committee.</p> <p>For the current meeting the following information briefings have been prepared:</p> <ul style="list-style-type: none"> • Healthwatch Dorset – Summary of Annual Report 2015/16 • Dorset Health Scrutiny Committee, Annual Report 2015/16 • Draft Dorset Joint Health and Wellbeing Strategy, 2016 to 2019 • Dorset Health Scrutiny Committee Forward Plan |
| Impact Assessment: | <p>Equalities Impact Assessment:</p> <p>Not applicable.</p> |
| | <p>Use of Evidence:</p> <p>Briefing reports, referencing wider documents and future agenda items.</p> |
| | <p>Budget:</p> |

Briefings for information / note

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| | <p>Not applicable.</p> |
| | <p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk: LOW</p> |
| | <p>Other Implications:</p> <p>None.</p> |
| Recommendation | That Members note the content of the briefing report and consider whether they wish to scrutinise the matters highlighted in more detail at a future meeting. |
| Reason for Recommendation | The work of the Committee contributes to the County Council's aim to protect the health and wellbeing of Dorset's citizens. |
| Appendices | <ol style="list-style-type: none"> 1 Healthwatch Dorset – Summary of Annual Report 2015/16 2 Dorset Health Scrutiny Committee, Annual Report 2015/16 3 Draft Dorset Joint Health and Wellbeing Strategy, 2016 to 2019 4 Dorset Health Scrutiny Committee Forward Plan |
| Background Papers | None. |
| Officer Contact | <p>Name: Ann Harris, Health Partnerships Officer Tel: 01305 224388 Email: a.p.harris@dorsetcc.gov.uk</p> |

Helen Coombes
Interim Director for Adult and Community Services
 September 2016

Dorset County Council



**Briefing for Dorset Health Scrutiny Committee
6 September 2016**

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| Healthwatch Dorset – Annual Report 2015/16 | Contact Name: Martyn Webster, Manager, Healthwatch Dorset Contact address: Healthwatch Dorset, 896 Christchurch Road, Bournemouth, BH7 6DL Email: Martyn.webster@healthwatchdorset.co.uk Tel: 0300 111 0102 |
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Spotlight

Healthwatch Dorset's Annual Report for 2015-2016

The full report is available here:

<http://www.healthwatchdorset.co.uk/resources/spotlight-our-annual-report-2015-2016>

Some Key Points:

1. Investigation and report into Home Care services ("Where The Heart Is") now directly feeding into the development of a Pan-Dorset service specification.
2. Investigation and report into dental services has led to new pathways being used nationally by NHS 111 and to actions being taken by NHS England to improve service commissioning and provision locally.
3. Latest investigation and report ("Fobbed Off") looks at the experiences of people who have made a complaint about local NHS services. Local NHS organisations have already responded to the report and drawn up actions plans to address the issues raised.
4. Healthwatch Dorset's work on children and young people's mental health praised by Department of Health, NHS England and Healthwatch England and

highlighted at national Children and Adults' Services conference.

5. An independent review of Healthwatch Dorset carried out by Leeds Beckett University. Findings included that our strengths include the contribution we make to strategic decision-making bodies, our effectiveness in involving local people and understanding their concerns, and our focus on working with seldom-heard communities. Areas identified for improvement include communication - helping more people understand what we do and the contribution we make.
6. Our Community Investment Projects (partnering with local voluntary and community groups) received recognition both in the report of the Independent Review and at the annual Healthwatch Network of Achievement Awards made by Healthwatch England, where in 2016 we were runner up in the category for the value we bring to Diversity and Inclusion.
7. We now have over 300 volunteer Healthwatch Champions across the county. Their work was recognised at the Annual Healthwatch Network of Achievement Awards in 2016 when Healthwatch Dorset won the award for "Making a difference through volunteering".

Dorset County Council



**Briefing for Dorset Health Scrutiny Committee
6 September 2016**

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| Dorset Health Scrutiny Committee – Annual Report 2015/16 | Contact Name: Ann Harris Contact address: Adult and Community Services, Dorset County Council Email: a.p.harris@dorsetcc.gov.uk Tel: 01305 224388 |
| Overview: <p>The Dorset Health Scrutiny Committee (DHSC) was set up in 2003 under the provisions of the Health and Social Care Act 2000. It comprises 12 elected councillors, six representing Dorset County Council and one from each of the District and Borough Councils.</p> <p>The DHSC met four times during the year April 2015 to March 2016: 22 May 2015, 8 September 2015, 16 November 2015 and 8 March 2016. The meetings included a wide range of formal reports, presentations and briefings from organisations such as NHS Provider Trusts and Commissioners, Healthwatch Dorset and Dorset County Council.</p> <p>Task and Finish Groups met twice during the year to consider Quality Accounts produced by the local NHS Provider Trusts.</p> <p>The Committee held a members workshop in March 2016 to plan their work programme for the coming year.</p> <p>This report presents an overview of the work of the DHSC for the year 1 April 2015 to 31 March 2016, looking at some of the key agenda items that were scrutinised and the outcomes achieved.</p> Background papers: Minutes of the Dorset Health Scrutiny Committee for the year 1 April 2015 to 31 March 2016: http://dorset.moderngov.co.uk/ieListMeetings.aspx?Committeeld=142 | |
| 1. The role of the Dorset Health Scrutiny Committee 1.1 The Dorset Health Scrutiny Committee (DHSC) operates under the provisions of the National Health Service Act 2006 governing the local authority health scrutiny function. The relevant regulations are the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013, which came into force on | |

1 April 2013. Guidance to support Local Authorities was subsequently published by the Department of Health in June 2014¹.

- 1.2 The Committee comprises 12 elected councillors, six representing Dorset County Council and one from each of Christchurch Borough Council, East Dorset District Council, North Dorset District Council, Purbeck District Council, West Dorset District Council and Weymouth and Portland Borough Council.
- 1.3 The terms of reference for the Committee reflect the Regulations for Health Scrutiny and the Guidance published by the Department of Health. However the broad remit of the Committee continues to be that it:
 - Works in partnership with local health service providers and the public to improve health and wellbeing in Dorset;
 - Makes constructive recommendations for improvement;
 - Looks at areas or groups of people in the community who suffer from worse health than others and considers how this inequality can be improved;
 - Considers and comments on major developments or changes (substantial variations) by the local NHS that will affect people in Dorset.
- 1.4 This report provides a summary of the work undertaken by DHSC over the year 1 April 2015 to 31 March 2016, reflecting on what has been achieved.

2. Dorset Health Scrutiny Committee meetings

- 2.1 The DHSC met four times during the year April 2015 to March 2016: 22 May 2015, 8 September 2015, 16 November 2015 and 8 March 2016. The meetings included a wide range of formal reports, presentations and briefings from organisations such as NHS Provider Trusts and Commissioners, Healthwatch Dorset and Dorset County Council. Some of the key items discussed are highlighted below.

Dorset Healthcare University NHS Foundation Trust

- 2.2 The Committee received a number of reports from Dorset Healthcare University NHS Foundation Trust over the last year, updating Members as to the implementation of the Trust's 'Blueprint' for the future delivery of services and informing them of the outcome of a full inspection by the Care Quality Commission in June 2015. Members noted that overall the Trust had been rated as 'requires improvement' by the CQC, but were reassured by the actions that were being put in place, particularly to deal with some inconsistencies in service provision and challenges regarding Child and Adolescent Mental Health Services. The Liaison Member for the Trust sought increased contact and communication with the Trust, which was assured.
- 2.3 With regard to specific services provided by the Trust, changes to the Minor Injuries Units at both Portland and Weymouth were discussed by the Committee, with reports from the Trust (as provider) and the CCG (as commissioner). Whilst the reduction in services at the Portland Unit were a source of some concern, the Committee were pleased to hear of improvements to the organisation and delivery

¹ Local Authority Health Scrutiny: Guidance to support Local Authorities and their partners to deliver effective health scrutiny: <https://www.gov.uk/government/publications/advice-to-local-authorities-on-scrutinising-health-services>

of services at the Weymouth Community Hospital Unit which would come into force with a new contract in July 2016.

Dorset County Hospital NHS Foundation Trust

- 2.4 Dorset County Hospital provided a report to the Committee in November 2015, setting out their progress in the introduction of 7-Day services (which is a national requirement). The challenges in achieving this were noted, particularly those associated with recruitment difficulties, and the Committee requested a further update in June 2016.
- 2.5 Also in November, Members were pleased to hear of a major investment in cancer treatment services through a joint initiative with Poole Hospital NHS Foundation Trust. The benefits to Dorset residents of the location of radiotherapy equipment at Dorset County Hospital were clear and represented an excellent example of collaboration between Trusts.

NHS Dorset Clinical Commissioning Group

- 2.6 NHS Dorset Clinical Commissioning Group (CCG) provided a number of reports and presentations to DHSC in the year 2015/16, looking at the planning, commissioning, quality and performance of services. In May 2015 the outcome of an independent evaluation of mental health urgent care services was presented, an issue in which the Committee had expressed concern in previous meetings. The CCG outlined the work that they would be undertaking, particularly with Dorset HealthCare, to improve services and highlighted the additional £3 million which would be invested in mental health care. A review of the mental health acute care pathway and dementia services has subsequently been linked with the CCG's wide-ranging Clinical Services Review and will report in future to the Joint Health Scrutiny Committee.
- 2.7 Following on from a previous reports and a dedicated Committee meeting in June 2014, the Committee continued to monitor the progress of non-emergency patient transport services commissioned by the CCG. An update report in March 2015 had set out an improving picture, but raised further concerns as to whether eligibility criteria for the service was being applied too rigorously. It was therefore agreed that the matter of eligibility should be explored by the Committee in May 2015, at which point Members agreed to refer the issue to the Holistic Transport Review being led by Dorset County Council. In November 2015 Members were advised that the Review (now known as the Total Transport Programme) would incorporate work between the CCG and Dorset County Council to look at the commissioning and provision of this type of transport, and Members agreed that this should be treated as a priority. Interest (and indeed concern) around this topic continues, and further update reports regarding performance, costs and access to non-emergency patient transport will be presented in 2016/17.

South Western Ambulance Service NHS Foundation Trust

- 2.8 In March 2016 allegations contained within the national press regarding performance and working practices amongst staff employed by the South Western Ambulance Service NHS Foundation Trust were the subject of a report to the Committee. In light of the fact that the Trust had subsequently commissioned an independent review into the allegations and the Care Quality Commission had announced that it would be carrying out an inspection, the Committee agree to defer further scrutiny, pending the outcome of those reports. These matters are

now being considered as a potential matter for a Joint Health Scrutiny Committee, given the pan-Dorset provision of services by SWASFT.

Healthwatch Dorset

- 2.9 Healthwatch Dorset are active contributors to the agenda of the Health Scrutiny Committee and in 2015/16 they brought a number of items to the attention of Members. In May 2015 podiatry services were highlighted, following concerns raised by the public and a member of the Health Scrutiny Committee regarding access to the service and eligibility criteria. Commissioners committed to looking more closely at provision for those who did not meet the criteria and to raising awareness of alternatives with GP surgeries.
- 2.10 In September and November 2015 Healthwatch outlined problems with access to primary care dental services and information about charges, and with inappropriate signposting of acute dental pain to General Practitioners for treatment. As a result of the intervention by Healthwatch, NHS England contacted dentists regarding their service contracts and drew up an action plan to deal with the concerns. In addition, NHS 111 agreed to provide additional training to their telephone operators to ensure appropriate advice was given in future.

3 Task and Finish Groups

Quality Accounts

- 3.1 Task and Finish groups met twice during the year 2015/16 to consider Quality Account reporting by the two main provider Trusts operating within the County: Dorset Healthcare University NHS Foundation Trust and Dorset County Hospital NHS Foundation Trust. These meetings offer an informal opportunity for the Trusts to share information and to report progress against national and local performance targets. The Trusts are required, under the Health Act 2009 and under amendments within the Health and Social Care Act 2012, to submit their Accounts to the Secretary of State (Department of Health) and the submission must be shared with local Scrutiny Committees, who are invited to comment. In May 2015 the DHSC received a report regarding the final submissions, sharing with the Committee the commentary provided by the Task and Finish Groups. The content of that report and the full commentary can be found at agenda item 17 here:

<http://dorset.moderngov.co.uk/CeListDocuments.aspx?Committeed=142&MeetingId=586&DF=22%2f05%2f2015&Ver=2>

- 3.2 In addition to meeting with the two main provider Trusts, DHSC members received a presentation from the Weldmar Hospicecare Trust in November 2015 setting out their Quality Account. The presentation highlighted the services provided by the Trust across Dorset, its financial arrangements and the key issues and challenges faced, including the recruitment of nurses – a common theme amongst providers this year.

4. Joint Committees

Clinical Services Review

- 4.1 NHS Dorset Clinical Commissioning Group commenced a Clinical Services Review (including Community and Mental Health Services as integral components) in

October 2014 and has provided a number of briefings and reports for DHSC since that time. As the Review covers Dorset, Bournemouth and Poole and will affect residents in Hampshire and Somerset, a Joint Committee was convened to include members from each of the five Local Authorities, and met for the first time in July 2015 and subsequently in December 2015.

- 4.2 Although the original timescales for the Review have been extended, the two meetings held in 2015 enabled the CCG to share the 'case for change' with members, along with the process of developing proposals, consultation and assurance. Particular concerns raised by members included the potential re-location of services, workforce and recruitment difficulties, access to services and the availability of transport and the need to ensure that mental health services are accorded equal priority. The work of this Joint Committee will continue throughout 2016 and 2017, with a final decision on changes to be implemented expected in March 2017 at the earliest.

5. Annual Workshop and Work Programme for 2016-17

- 5.1 In March 2016 DHSC members held their annual workshop. The topics included: an update on the future of the Better Together Programme and integrated community services; an overview of the current delays in transferring patients out of hospital in Dorset and the plans to improve performance; an update on the work of Healthwatch Dorset and their priorities for the coming year; and an outline of a suggested programme of work for the coming year. The final version of the programme was agreed by the Committee at their meeting on 7 June 2016, and can be found within the agenda pack for that meeting.

6. Minutes, agendas and Committee membership

- 6.1 The minutes for all Dorset Health Scrutiny Committee meetings can be found at: <http://dorset.moderngov.co.uk/ieListMeetings.aspx?Committeeld=142>
- 6.2 The minutes for the Joint Health Scrutiny Committee can be found at: <http://dorset.moderngov.co.uk/ieListMeetings.aspx?Committeeld=268>
- 6.3 Details of the current membership of the Committee and terms of reference can be found at: <http://dorset.moderngov.co.uk/mgCommitteeDetails.aspx?ID=142>

Ann Harris
Health Partnerships Officer, Adult and Community Services
September 2016

Helen Coombes
Interim Director for Adult and Community Services
September 2016



**Briefing for Dorset Health Scrutiny Committee
6 September 2016**

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| Draft Joint Health and Wellbeing Strategy, 2016 to 2019 | Contact Name: Ann Harris Contact address: Adult and Community Services, Dorset County Council Email: a.p.harris@dorsetcc.gov.uk Tel: 01305 224388 |
| <p>1 Background</p> <p>1.1 A draft Joint Health and Wellbeing Strategy (JHWS) was presented to the Dorset Health and Wellbeing Board on 8 June 2016 and it was agreed that it should be circulated for a consultation period to enable stakeholders to comment on and contribute to the Strategy.</p> <p>1.2 In total 21 individuals and representatives from a wide range of bodies, both statutory and non-statutory, submitted feedback and the full responses can viewed at: https://www.dorsetforyou.gov.uk/healthandwellbeingboard</p> <p>1.3 In summary, the key points raised were as follows:</p> <ul style="list-style-type: none">• Respondents supported the three priorities (reducing inequalities, promoting healthy lifestyles and preventing ill health and working better together) and welcomed the future focus of the Board;• Some supporting initiatives and programmes were identified which could feed into the delivery of the Strategy; respondents noted the need for coordination and to ensure that pre-existing work is recognised;• Further clarity was sought regarding accountability and delivery: what will actually be done and by who, and how success could be measured;• The audience for the Strategy was queried and it was suggested that a simplified version could also be produced, with clearer definition of some terms used and less jargon;• The opportunity to promote the need for other organisational public-facing plans to align to health and wellbeing outcomes was highlighted, as was the interface with key documents such as the Sustainability and Transformation Plan and the Physical Activity Strategy;• Further reference was made to the possible need to refresh and further develop the Physical Activity Strategy, and to make greater emphasis of the value of exercise and use of the countryside and 'quality' green spaces; | |

- The inference that LiveWell Dorset should be the 'default' resource to support and promote healthy lifestyles was queried, with a caveat that a number of other organisations work in this field;
- Reference was made to a number of specific omissions or areas that it was felt needed more prominence in the Strategy, including: housing, malnutrition, vulnerable adults, children and young people, other sub-groups of protected characteristics, social justice, healthy eating and sustainable food, green care nature-based interventions (for mental health), advocacy services, delivery programmes relating to environmental and green space issues, transport and active travel, volunteering, peer support, rural inequalities, social isolation, planning (particularly input to local plans, neighbourhood plans and development plans);
- A number of respondents were keen to work with the HWB in taking the Strategy forward and were looking forward to a positive outcome.

2 Next steps

- 2.1 The intention is for the Strategy to be formally agreed by the Dorset Health and Wellbeing Board on 31 August 2016, following which a work programme for delivery and outcome-based accountability will be developed, based on the principles and priorities identified.
- 2.2 In addition, it is proposed that a stakeholder workshop to develop the collective approach to 'prevention at scale' is held in the autumn of 2016.

Dorset Health Scrutiny Committee – Forward Plan, September 2016

| Committee: 6 September 2016 | | | |
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| Format | Organisation | Subject | Comments |
| Report | Dorset County Hospital | CQC Inspection Report | Following inspection in March 2016 |
| Report | Healthwatch Dorset | Complaints made against Dorset Health Trusts – feedback from complainants. | To explore the findings of research carried out by Healthwatch |
| Report | NHS Dorset Clinical Commissioning Group | Changes to GP commissioning and locality working | Update, as requested following the report to DHSC on 08/03/16 |
| Report | NHS Dorset Clinical Commissioning Group | Non-Emergency Patient Transport Services (progress, costs and patient numbers accessing the service) | Progress report, as requested following the report to DHSC on 08/03/16 |
| Report | Dorset County Council and partners | Integrated hospital discharge and delayed transfers of care | Requested by member of DHSC on 08/03/16 |
| Report | Dorset County Council | Proposed Joint Health Scrutiny Committees: NHS 111 Service (SWASFT) and Community Dental Services in East Dorset | To nominate members for Joint Committees, if agreed |
| Items for information or note | | | |
| Briefing | NHS Dorset Clinical Commissioning Group | Clinical Services Review, minutes of Joint Committee | To provide the minutes from 2 June 2016 |
| Briefing | Healthwatch Dorset | Annual Report | To update members re the work of Healthwatch and priorities |
| Briefing | Dorset Health Scrutiny Committee | Annual Report 2015/16 | A summary of the year's work and achievements |
| Briefing | Dorset Health and Wellbeing Board | Dorset Joint Health and Wellbeing Strategy 2016/2019 | To inform DHSC re the progress of the JHWS |
| Forward Plan | Dorset Health Scrutiny Committee Forward Plan | Dates of future meetings, including planned agenda items | To raise awareness of future agenda items, meetings, workshops and seminars. |

Briefings for information / note

| Committee: 14 November 2016 | | | |
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| Format | Organisation | Subject | Comments |
| Report | Dorset County Hospital | Quality Account and Strategy | To share the outcome of the annual Quality Account and the Trust's Strategy for the future |
| Report | Weldmar Hospicecare Trust | Annual Accounts | To update members re the work of Weldmar and annual accounts |
| Report | NHS Dorset Clinical Commissioning Group | Continuing Health Care | To update members re the latest position and developments |
| Items for information or note | | | |
| Forward Plan | Dorset Health Scrutiny Committee Forward Plan | Dates of future meetings, including planned agenda items | To raise awareness of future agenda items, meetings, workshops and seminars. |

| Committee: 9 March 2017 | | | |
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| Format | Organisation | Subject | Comments |
| Report | The Care Quality Commission | CQC Inspections of GP surgeries in Dorset | To look at the outcomes of inspections in Dorset and the quality of GP services |
| Items for information or note | | | |
| Forward Plan | Dorset Health Scrutiny Committee Forward Plan | Dates of future meetings, including planned agenda items | To raise awareness of future agenda items, meetings, workshops and seminars. |

Committee dates 2017: 9 March; 16 June; 4 September; 13 November

Briefings for information / note

| Agenda planning meetings (Officers' Reference Group only) | | | | |
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| Date | Venue | Papers required by Health Partnerships Officer | Papers dispatched by Democratic Services | Comments |
| 14 September 2016 (for 14 November) | County Hall | 21 October 2016 | 4 November 2016 | |

| Workshops and development sessions (all DHSC Members) | | | |
|--|--------------|---------------------------------------|--|
| Date | Venue | Topic | Comments |
| February 2017 | TBC | DHSC Annual work programming workshop | To consider the Committee's priorities for the coming year |

Ann Harris, Health Partnerships Officer, September 2016