

Dorset Health Scrutiny Committee

Dorset County Council



Date of Meeting	7 March 2019
Officer	Helen Coombes, Transformation Programme Lead for the Adult and Community Services Forward Together Programme
Subject of Report	Clinical Services Review – Update regarding the referral to the Secretary of State and the Joint Committee scrutinising South Western Ambulance Service NHS Foundation Trust (SWAST)
Executive Summary	<p>A Joint Health Scrutiny Committee was convened in July 2015 in response to the undertaking of a wide-ranging Clinical Services Review (CSR) by NHS Dorset Clinical Commissioning Group (CCG), which officially commenced in October 2014. The remit of the Committee was subsequently expanded to cover a Mental Health Acute Care Pathway (MHACP) Review, running separately but in parallel to the CSR.</p> <p>Although it is the Joint Committee's role to receive reports from and make recommendations to the CCG, the individual local authority members (Bournemouth, Dorset, Hampshire and Poole) retained the power to make referrals to the Secretary of State for Health and Social Care locally. This report provides an update following the decision made by Dorset Health Scrutiny Committee on 17 October 2018 to make such a referral, with regard to some of the changes agreed by the CCG within the CSR. Following this decision, the matter was reviewed by the Borough of Poole People Overview and Scrutiny Committee (Health and Social Care) on 17 December 2018 and a letter of support for Dorset's referral was subsequently submitted to the Secretary of State (copy attached at Appendix 1).</p> <p>In addition, the report provides an update regarding a meeting of the Joint Health Scrutiny Committee hosted by the Borough of Poole, which is considering the performance and capacity of South Western Ambulance Service NHS Foundation Trust – a matter which is related to the successful implementation of the CSR. This Joint Committee met on 24 January 2019.</p>

Clinical Services Review – Update regarding the referral to the Secretary of State and the Joint Committee scrutinising SWAST

Impact Assessment:	Equalities Impact Assessment: Not applicable.
	Use of Evidence: Minutes, Dorset Health Scrutiny Committee and Joint Health Scrutiny Committee (Borough of Poole).
	Budget: Not applicable.
	Risk Assessment: Current Risk: LOW Residual Risk: LOW
	Other Implications: None.
Recommendations	<p>1 That the Committee note the support of Members from the Borough of Poole in relation to the referral to the Secretary of State for Health and Social Care (see Appendix 1);</p> <p>2 That the Committee agree to review the delivery and performance of the new Integrated Urgent Care Service in six months' time, as suggested by the Joint Committee for the scrutiny of SWAST (see Appendix 2).</p>
Reason for Recommendation	The recommendations are in recognition of the need for on-going scrutiny by the Dorset Committee and Joint Committees of the Clinical Services Review and the performance and capacity of local ambulance services.
Appendices	<p>1 Borough of Poole People Overview and Scrutiny Committee (Health and Social Care) letter of support to Secretary of State for Health and Social Care dated 4 January 2019</p> <p>2 Borough of Poole Joint Health Scrutiny Committee (SWAST) minutes, 24 January 2019</p>
Background Papers	<p>Committee papers – Dorset Health Scrutiny Committee: http://dorset.moderngov.co.uk/mgCommitteeDetails.aspx?ID=142</p> <p>Committee papers – Borough of Poole, People Overview and Scrutiny (NB: Minutes and full documents for 17 December 2018 are contained within agenda papers for 28 January 2019): Borough of Poole - People O&S Committee papers</p> <p>Committee papers – Borough of Poole, Joint Health Scrutiny Committee SWAST: Borough of Poole - Joint Health Scrutiny Committee papers</p>

Clinical Services Review – Update regarding the referral to the Secretary of State and the Joint Committee scrutinising SWAST

Officer Contact	Name: Ann Harris, Health Partnerships Officer, Dorset County Council Tel: 01305 224388 Email: a.p.harris@dorsetcc.gov.uk
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1 Background

- 1.1 As required by Regulations when a Health body undertakes consultation which involves more than one local authority, a Joint Health Scrutiny Committee was convened in July 2015 in response to the undertaking of a Clinical Services Review (CSR) by NHS Dorset Clinical Commissioning Group (CCG) which was launched in October 2014. The remit of the Joint Committee was subsequently expanded to cover a Mental Health Acute Care Pathway (MHACP) Review, running separately but in parallel to the CSR.
- 1.2 The Joint Committee has met on a number of occasions since July 2015 and the Dorset Health Scrutiny Committee has been provided with update reports. However, whilst it is the role of the Joint Committee to request reports from and make recommendations to the CCG, the individual local authority members (Bournemouth, Dorset, Hampshire and Poole) retained the power to make referrals to the Secretary of State for Health and Social Care, in the event that they were not happy with the degree to which they had been consulted, or if they felt that proposed changes were not in the interests of health services in the area. On 17 October 2018 Dorset Health Scrutiny Committee voted in favour of submitting such a referral, with regard to concerns raised about some of the changes agreed by the CCG within the CSR. The referral was lodged with the Secretary of State's office on 5 November 2018 and, at the time of writing, a response is yet to be received.

2 Decision by Borough of Poole to support referral made by Dorset Health Scrutiny Committee

- 2.1 Following the decision by Dorset's Members, campaigners lobbied Councillors for the Borough of Poole, to encourage them to make their own referral. A subsequent Motion agreed by the Full Council on 13 November 2018 delegated the matter to the People Overview and Scrutiny Committee (Health and Social Care), and on 17 December 2018 Poole's Members considered their options. It was agreed, following the consideration of evidence provided by NHS Commissioners and Providers, that a letter of support for Dorset's referral would be submitted to the Secretary of State, and this was done on 4 January 2019 (copy attached at Appendix 1).

3 Joint Health Scrutiny Committee – South Western Ambulance Service NHS Foundation Trust

- 3.1 In addition to the on-going considerations around the Clinical Services Review, the Joint Health Scrutiny Committee hosted by the Borough of Poole which is considering the performance and capacity of South Western Ambulance Service NHS Foundation Trust (SWAST) met on 24 January 2019. It was agreed that the scope of this Joint Committee would be expanded in December 2017, having initially been convened solely to scrutinise the NHS 111 Service being provided by SWAST.
- 3.2 The minutes of the meeting held on 24 January are attached at Appendix 2 but, in summary:

It was a largely positive meeting, attended by two representatives from SWAST and three from the CCG, in addition to six Councillors.

SWAST were open about their disappointing performance in relation to lower category call outs, particularly categories 3 and 4. A company called ORH

(Operational Research in Health) models what organisations such as SWAST should be able to deliver, given their resources. The Trust have had to prioritise Category 1 calls, which has impacted on performance on Category 3 and 4 calls. They acknowledge that they are not meeting national standards, particularly for Categories 3 and 4, but in terms of what ORH have estimated is deliverable they are in fact exceeding what would be expected (given their current resources).

A number of actions are being implemented to improve response times including: the introduction of a new risk stratification tool to support dispatch decisions; the roll-out of a community responder falls scheme (using Raizer chairs); the introduction of a more effective incident stacking system; the recruitment of more Paramedics, particularly from New Zealand (where there are more qualified Paramedics than vacancies); the improved availability and use of the vehicle fleet.

With regard to the CQC inspections that had been undertaken, the reports related to two CQC inspections: one which took place in May 2018 focussing on the NHS 111 Service and one which took place in June/July 2018 focussing on the Trust's provision of Emergency and Urgent Care Services and the Emergency Operations Centre. Both were follow-up inspections and it was emphasised that the inspections relate to the entire area covered by the Trust – from Gloucestershire to Cornwall.

The results were outlined and reassurance was provided around the areas for action. It was noted that incidents that had been highlighted in the CQC reports may be isolated and could have taken place anywhere within the Trust's area. Overall, Emergency and Urgent Care provision was rated as Requires Improvement, due in part to the performance (response time) challenges, although performance in Dorset is generally better than in some other localities under the Trust. The NHS 111 service had improved from 'Requires Improvement' to 'Good' since its previous inspection, having been re-inspected on the 'effective' and 'well-led' domains.

The CCG noted that their role as the lead commissioner for the entire SWAST contract puts Dorset in a good position to promote improved services in rural areas.

- 3.3 At the conclusion of the meeting it was agreed that Members would advise their respective Committees to keep a watching brief on the progress of SWAST and on the implementation of a new contract for an Integrated Urgent Care Service in April 2019, but could not commit to anything more specific at this stage given the impending Local Authority changes and elections.

4 Recommendations

- 4.1 That the Committee note the support of Members from the Borough of Poole in relation to the referral to the Secretary of State for Health and Social Care (see Appendix 1);
- 4.2 That the Committee agree to review the delivery and performance of the new Integrated Urgent Care Service in six months' time, as suggested by the Joint Committee for the scrutiny of SWAST (see Appendix 2).