

REPORT FROM THE HEALTH SCRUTINY COMMITTEE

The Committee met on 8 November 2016

- 1. Herts Valleys Clinical Commissioning Group (HVCCG) ‘Your Care, Your Future’ Report**
 - 1.1 The Committee received a presentation providing Members with an update on the future of acute hospital services in West Hertfordshire via the ‘Your Care, Your Future’ (YCYF) programme.
 - 1.2 The Committee noted that the capital request for £180 million for Hertfordshire would not cover the full programme of work planned and that work would not be able to start until a guarantee of the full amount of funding was provided. The Committee further noted that it was anticipated that the plan would be delivered over a period of 5-10 years, with building work expected to commence in 2020-2021.
 - 1.3 In discussion, some Members considered that the ideal solution would be a new build in a Greenfield site rather than to rebuild on the Watford Hospital site; however, whilst it was considered that this would be the best solution if there were no funding constraints, it was recognised that the rebuild and hub option was more realistic and the only plan that was financially achievable; and that it was possible to remain committed to the long term aspiration of a new hospital whilst fully supporting the more financially realistic and deliverable option.
 - 1.4 The Committee, therefore, agreed that the Chairman, in consultation with the Vice-Chairman and Labour Spokesman for Health Scrutiny, write to NHS England & Hertfordshire MP’s requesting the following:
 - That in an ideal scenario funding could be allocated for a centrally located new build; however, understanding the current financial climate, it should be noted that the Committee preferred the rebuild and hub option; and
 - That funds be identified and committed as early as possible to allow planning to take place.
 - 1.5 The letter sent to NHS England and Hertfordshire MPs received the agreement of committee Members prior to sending.

2. East and North Herts Hospital Trust (ENHHT) Care Quality Commission Response

- 2.1 The Committee considered an update on the response to the findings of the Care Quality Commission (CQC) inspection of all East and North Herts Hospitals NHS Trust (ENHHT) acute services, and was pleased to note the work being undertaken to improve waiting times in Accident and Emergency. Members also recognised and welcomed the commitment of non-medical staff in the hospital to customer service, which was not highlighted in the report.
- 2.2 The Committee also heard that continued work was being undertaken to reduce nursing staff vacancy rates and has requested data to detail the number of staff successfully recruited since the CQC report.
- 2.3 A further update will be presented to the Committee in 6-9 months' time.

3. Hertfordshire Annual Scrutiny of Quality, Patient Experiences and Finances 2017: Proposals

- 3.1 The Committee has welcomed and agreed proposed modifications to the format of its annual scrutiny of Quality, Patient Experience and Finances 2017. Members anticipated that the changes will allow for more focussed discussions on quality accounts and how patient experience, partnership working and efficiency savings are considered when Trusts identify and implement their priorities. Members have also requested that the previous year's recommendations be included in order to provide a benchmark against which Members can monitor progress.
- 3.2 As in previous years, the Committee's scrutiny will be held over two days; 16 and 30 March 2017.

4. Princess Alexandra Hospital Trust Care Quality Commission Update

- 4.1 The Committee considered an update on the findings of the CQC inspection of the Princess Alexandra Hospital NHS Trust (PAH in Harlow, Essex) further to it being placed in special measures.
- 4.2 Members welcomed the opportunity to participate in Essex County Council's scrutiny of PAH as 40% of patients at PAH are from Hertfordshire and has agreed that 2/3 Members of the Health Scrutiny Committee attend and take part in debates on the item relating to PAH at a scrutiny committee meeting at Essex County Council in January/February 2017 and again in June/July 2017.

5. Scrutiny Work Programme 2016/17

- 5.1 The Committee considered its work programme 2016 – 2017 noting those scrutinies recently concluded and those scheduled for the forthcoming period.
- 5.2 There were no scrutinies removed from the work programme at this meeting.

- 5.3 Members noted that a topic group would be considering hospital discharge arrangements, investigating the reasons for the delays in discharge specifically at Watford Hospital compared with those at the Lister Hospital. Members also welcomed the suggestion of a site visit to both hospitals to compare discharge arrangements to inform the topic group's considerations. This scrutiny is due to be undertaken early in the new County Council.
- 5.4 An information bulletin on hospital transport was also requested.

The Committee met on 15 December 2016

6. Herts Valley Clinical Commissioning Group

- 6.1 Via a Chairman's announcement, the Committee learned of the intention of Herts Valley Clinical Commissioning Group to withdraw its contribution of £8.5m for social care in the coming financial year, that the decision would affect health and had far reaching ramifications for social care, and that the County Council had challenged the decision. The Committee asked that they be kept apprised of developments.

7. Healthwatch Hertfordshire Report on Complaints Handling in Acute Services

- 7.1 The Committee considered a report from Hertfordshire Healthwatch on 'Complaints Handling in Acute Services' following significant public contact regarding this matter.
- 7.2 Members heard that investigations had revealed gaps in the complaints processes of both providers and commissioners, resulting in the identification of a number of recommendations; these included better promotion and information on how to complain, and less complexity with increased use of less formal contexts for the process; for example, increased use of social media and more opportunities to talk informally about concerns with a member of staff.
- 7.3 The Committee was also pleased to learn that, as a result of Healthwatch's interventions, work was being undertaken by both East and North Hertfordshire Hospitals NHS Trust and West Hertfordshire Hospitals NHS Trust to improve their respective complaints processes and that improvements had already been delivered.

8. Sustainability Transformation Plan for Health and Care Services in Hertfordshire and West Essex

- 8.1 The Committee considered the recently published 5 year Sustainability Transformation Plan (STP) for health and social care services in Hertfordshire and West Essex. [The aims of the STP being to work with local communities to give people the choices to live healthier lives; enable people to stay as independent as possible when they have long-term conditions, and to receive care and treatment close to home by enhancing integrated primary care and

community health, social and mental health services; and to ensure that when people attend or are admitted to hospital it is because they need the level of care and specialist treatment that can only be given in hospital, and once they no longer need that level of care and treatment, they can return to the community].

- 8.2 Members heard that the Plan was currently a set of propositions and proposals setting the scene for how things will be done differently over the next 5 years and that it was intended that this new way of working with local people would enable the health and care system to manage the rising demand for its services from an increasing and older population, and ensure the continued provision of high quality and affordable services into the future.
- 8.3 The Committee has agreed that, in order to monitor progress on its implementation, the STP should be a standing agenda item for all future meetings.

9. Questions for NHS Providers to be responded to in advance of the health scrutiny Committee annual scrutiny looking at finances, quality of care and patient experience

- 9.1 The Committee has considered and approved the themes and questions for NHS providers to respond to in advance of the Committee's annual scrutiny of finances, quality of care and patient experience on 16 and 30 March 2017. The key themes and questions will be split into two sections; those addressing all work taking place or planned for the 2016/17 financial year; and those considering future plans for the 2017/18 financial year.

10. Scrutiny Work Programme 2016/17

- 10.1 The Committee considered its work programme 2016 – 2017.
- 10.2 Following on from discussion at the Committee's November 2015 meeting, Members noted that a site visit had been arranged to the Princess Alexandra Hospital in Harlow, Essex and that Members would be provided with details in due course.
- 10.3 Members also noted that, following discussion between the Chairmen of the two scrutiny committees, the Children and Adolescent Mental Health Service (CAMHS) Transformation Board scrutiny would now be owned by the Health Scrutiny Committee; the scrutiny will be undertaken in Autumn 2017 to allow the impact of initiatives instigated by the Transformation Board to be considered.
- 10.4 A scrutiny of dentistry was also approved; the Committee agreed that this should be undertaken prior to the Local Government elections in May 2017 if possible.
- 10.5 No scrutinies were removed from the work programme.

The Committee met on 19 January 2017

11. Sherma Batson

11.1 Via a Chairman's announcement, Members learned the sad news that Sherma Batson MBE, County Councillor and Labour Group lead on the Committee, had passed away. The Committee acknowledged the significant commitment she had made to the Council and her constituents and held a period of silence in her memory.

12. Withdrawal of Adult Social Care Funding by Herts Valleys Clinical Commissioning Group for 2017/18

12.1 The Committee noted that this item was presented for information only, due to ongoing legal discussions in relation to this matter.

12.2 The Committee considered a report from Iain MacBeath, Director of Health and Community Services, which provided an update on the current position and outlined the potential implications that the withdrawal of £8.5m funding could have on service provision.

12.3 The Committee unanimously agreed to convene a Special Committee Meeting at 10.00am on Wednesday, 8 February 2017 to scrutinise the decision made by Herts Valleys Clinical Commissioning Group to withdraw £8.5m funding.

12.4 The Committee further agreed that the Special Meeting should be attended by Cameron Ward, Interim Accountable Officer, Herts Valleys CCG and Caroline Hall, Chief Financial Officer, Herts Valleys CCG, officers from Public Health and Health and Community Services. In addition, the Committee agreed that representatives from the following organisations should also be invited to attend:

- Hertfordshire Partnership University Foundation NHS Trust
- Hertfordshire Community NHS Trust
- West Hertfordshire Hospitals NHS Trust
- East of England Ambulance Service NHS Trust.

13. Healthwatch Hertfordshire report on Access to Dental Services

13.1 The Committee considered a report on access to dental services for residents in Hertfordshire. The report had been written further to an approach from the East of England division of Public Health England, who had received significant public contact regarding difficulties in accessing dental care.

13.2 The Committee noted and welcomed that, as a result of the study, which had been based on three categories; access, information and costs, seven recommendations had been produced. These were:

- That all dental practices clearly display NHS costs and treatment bands in their practice

- That dental practitioners make clear to patients whether they are receiving NHS or private treatment prior to that treatment being provided
- Dental practices should make clear whether they accept NHS patients
- Dental staff to use the 'purple book' used by those patients with learning disabilities
- Dental staff to signpost patients, particularly those with a physical disability, to alternative practices if their premises cannot accommodate them
- Locally NHS England should ensure discriminatory practice does not take place in Hertfordshire
- NHS England to promote information on dental services more widely.

13.3 The Committee has learnt that the results from the survey will be shared with NHS England nationally and locally, the Local Dental Network, Local Authorities and the Care Quality Commission, and that Healthwatch Hertfordshire's Quality Improvement Sub-Committee has agreed that dental practices be included in the Enter and View Project.

13.4 The Committee has requested that it be kept informed of progress and of NHS England's response to the report.

14. Sustainability Transformation Plan (STP) for Health & Social Care Services in Hertfordshire & West Essex

14.1 The Committee received an update from the STP Director Stephen Peacock on STP activity since December 2016. Members noted that STP officers had been meeting with partner organisations and that feedback had been positive thus far.

14.2 The Committee also received reassurance that:

- the work of the STP would not delay the implementation of the 'Your Care, Your Future' programme;
- there were no planned major changes to the configuration of the hospital sites in West Herts; and
- there were no plans to reduce the number of hospital beds at this time.

14.3 Members have agreed that the first meeting of the Committee in the new County Council should receive a further progress report. The Committee will determine at that meeting how it wishes to proceed with managing future reports on the STP.

15. Scrutiny Work Programme 2017/18

15.1 The Committee reviewed its work programme 2017 – 2018, noting that no scrutiny requests had been received since its last meeting.

15.2 A draft outline scoping document for the Committee's scrutiny of 'Delayed Transfer of Care' was received.

- 15.3 Members noted that a response had been received from East and North Herts Clinical Commissioning Group (ENHCCG) regarding its review of hospital patient transport; they have requested that ENHCCG provide a timeline for conclusion of its review.
- 15.4 The Committee has agreed that the first meeting of the Committee in the new County Council should receive reports on the 'Sustainability Transformation Plan' and the 'Your Care Your Future' programme to enable Members to consider how they wish to manage these reports going forwards. The first meeting of the Committee will also review and agree its work programme 2017/18.

The Committee held a Special Meeting on on 8 February 2017

16. Scrutiny of Herts Valleys Clinical Commissioning Group's decision to withdraw funding to the County Council for the provision of care and the impact on health provision in west Hertfordshire

- 16.1 As agreed at its January 2017 meeting, the Committee held a Special Meeting to scrutinise Herts Valley's Clinical Commissioning Group's (HVCCG's) decision to withdraw funding to the County Council for the provision of care and the impact on health provision in west Hertfordshire.
- 16.2 The Committee has conducted its scrutiny hearing evidence directly from officers summoned to attend from HVCCG, Health and Community Services, and Public Health, and invitees including the Police and Crime Commissioner, and representatives from other NHS Trusts in Hertfordshire.
- 16.3 As a result of its scrutiny the Committee has recommended to County Council that Council considers reporting to the Secretary of State the decision of Herts Valleys Clinical Commissioning Group to withdraw, with effect from 1 April 2017, funding to the County Council for the provision of care. The Committee's report to Council on this matter can be found elsewhere on this agenda.

Additional work of the Committee

As Chairman of the Committee I have undertaken a number of meetings with County Council officers to keep updated and understand recent developments in healthcare. I continue to visit and speak with senior health officers in respect of their organisations, in Hertfordshire and its borders.

Recently Princess Alexandra Hospital Trust has been placed in special measures and I attended a quality summit briefing prior to the release of the report from the Care Quality Commission (CQC). At this briefing I was able to challenge the Trust on the findings of the CQC.

Ahead of the CQC inspections the Vice-Chairman and I engaged with the CQC directly with any concerns we had regarding the Trust being investigated.

The Vice Chairman and I have also met with Healthwatch to keep up to date on the work they are doing and to gain an insight on a number of issues including the Sustainability Transformation Plan from the point of view of the patient.

As well as the above I have spoken to scrutiny officers to arrange further meetings with all health organisations in Hertfordshire later this year.

SEAMUS QUILTY,
Chairman
February 2017