

**Health and Adult Social Care Scrutiny Committee
Action and Recommendation Tracker 2023/24**

Meeting	A/R	Action / Recommendation	Progress / Notes	Status
14 September 2023 Item 7/7 ICB	A	To request that the ICB provides: <ul style="list-style-type: none"> a) a copy of the impact assessment(s) carried out in relation to the Primary Care Strategy and System Level Access Recovery Plan to demonstrate the consideration given to these issues in development of new approaches; b) data on when City General Practice practices book appointments; and c) a written briefing that can be circulated to all City Councillors about the pilot taking place in Bulwell and Top Valley Primary Care Network so that they understand the direction of travel in the City. 	Awaiting response	In progress
	R	To recommend that the ICB: <ul style="list-style-type: none"> a) considers how it can influence the priority that General Practices place on continuity of care and of the care professional when scheduling and booking appointments to increase the proportion of patients able to book subsequent appointments with the same care professional where they wish to do so; and b) facilitates joint working between secondary care providers and General Practices to ensure patients on waiting lists for specialist care are able to 'wait well'. 	Awaiting response	In progress

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12 October 2023 Item 4/14 ASC	A	To request that the Committee is informed if an upward trend begins to develop in 'Change of Agency' requests.	No response required unless an upwards trend develops	Closed
	A	To request the detail of the current vacancy rate of social workers within the Council.	10/11/23: response provided and forwarded to members	Closed
	A	To request a monitoring update in relation to service user feedback on their outcomes following the service changes in the transfer of care.	10/11/23: response provided and forwarded to members	Closed
12 October 2023 Item 5/15 ASC	A	To request that, following March 2024, a monitoring update is provided to the Committee to give assurance that the proposed 12-week mental health reablement process does not result in unnecessary delays for people with clear, long-term needs from receiving an appropriate Care Act Assessment in a timely way.	Awaiting response	In progress
	A	To request details of the intended plan of action to reduce the current waiting times to reach the Nottingham Health and Care Point in the meantime, including the call handling performance data over the last two years.	Awaiting response	In progress
12 October 2023 Item 6/16 ICB	A	To approve the principle of proceeding to Public Consultation on the Tomorrow's NUH project.	No response required	Closed
	A	To request that the details of the proposed consultation plan, including who will be engaged with	14/12/23: response brought to Committee meeting	Closed

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		and how, are brought to a future meeting of the Committee, before the consultation takes place.		
	A	To request that, once the consultation is underway, a monitoring update is provided to the Committee on how engagement with hard-to-reach communities is progressing.	14/12/23: response brought to Committee meeting	Closed
16 November 2023 Item 4/21 SAB	A	To request sight of the SAB's new resources for partners to support them in raising safeguarding concerns.	Awaiting response	In progress
	A	To request to be kept informed of the SAB's oversight of People in Positions of Trust reporting.	Awaiting response	In progress
	A	To request a future progress update on: a) how engagement has been increased with under-represented communities and how their feedback on services has been used to improve outcomes; and b) the impact that strengthening the involvement of service users in safeguarding arrangements is having.	Awaiting response	In progress
	R	To recommend that close partnership working across the system is vital so that victims of domestic abuse do not fall between services, and it should be ensured that: a) the service pathways for support are fully clear to the people who need them; and	Awaiting response	In progress

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		b) all partners are able to signpost people to the right service pathway from wherever in the system they first make contact.		
	R	To recommend that partners across the system should be as consistent and clear as possible in the ways in which they define categories of vulnerability and abuse, so that communities are supported in identifying potential victims and vulnerable people at risk effectively.	Awaiting response	In progress
16 November 2023 Item 5/22 NUH	A	To request that a report on the upcoming Workforce Inclusion Strategy is brought to a Committee meeting following its adoption, to consider its intended outcomes and timelines.	15/02/24: response brought to Committee meeting	Closed
	A	To request confirmation as to when the 'must-do' action set by the CQC for NUH to achieve full compliance with its statutory duty of candour responsibilities will be completed, and that NUH confirms to the Committee that the CQC is satisfied that this 'must-do' action has been met effectively within the agreed timescale.	20/02/24: response provided and forwarded to members	Closed
	A	To request that an appropriate timetable for monitoring and updates is agreed with NUH to provide assurance on: a) the progress made towards achieving an overall 'Good' rating for maternity services from the CQC within the next 3 years;	20/02/24: response provided and forwarded to members	Closed

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		b) the outcomes of the planned further improvements to patient experience within maternity services over the next 12 months; and c) the development of the current Maternity Improvement Plan into a live system of continuous improvement over the next 12 months.		
	R	To recommend that further support is provided to staff to ensure that they have the skills and capacity to engage effectively with patients in writing in relation to any problems or complaints, following their discharge from hospital.	Awaiting response	In progress
	R	To recommend that the learning and improvement within maternity services in terms of the duty of candour, addressing complaints, workplace culture, and equality, diversity and inclusion are applied effectively to all other services provided by NUH, as appropriate.	Awaiting response	In progress
	R	To recommend that ensuring the effectiveness of standard operating processes (such as regular equipment testing and the proper storage of expressed breast milk and medication) should not be overlooked as part of the wider improvement journey.	Awaiting response	In progress
	R	To recommend that the cultural improvements achieved in engaging internally with staff must also be replicated in the engagement with patients, to	Awaiting response	In progress

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		ensure that they feel safe and able to speak out if needed.		
14 December 2023 Item 4/28 ICB	A	To confirm that it had no objections to the ICB proceeding to a public consultation on the Tomorrow's NUH programme at such time as the ICB Board resolves to be appropriate.	No response required	Closed
	A	To request that, following the ICB Board meeting on 11 January 2024, it is informed when it is planned for the public consultation to start and, on the basis of this, what the anticipated timetable for the commencement and delivery of the Tomorrow's NUH project will be.	01/02/24: response provided and forwarded to members	Closed
	A	To request that, in relation to the public consultation: <ul style="list-style-type: none"> a) further information is shared on the stakeholder mapping process that has formed part of delivery planning; b) it is updated on the proposed volume of consultation activity once this has been planned fully; c) it is updated on how engagement with hard-to-reach communities is progressing, once the consultation is underway; and d) care is taken to ensure that women are a properly targeted group in relation to their specific health needs, along with users of mental health services, young people (particularly children in care and care leavers) and working-age adults. 	Awaiting response	In progress

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	A	To request further information on the Equality Impact Assessment work carried out to date, and to be kept informed as to the development of the final documents.	08/01/24: response provided and forwarded to members	Closed
	R	To recommend that: a) a clear travel plan is developed to show how people will be able to access the hospital sites easily (particularly for communities that live locally to one hospital, but would now need to travel to another to access certain services); b) people who are primarily public transport users, with limited or no access to a car, are represented on the Travel Group; and c) active engagement is carried out with Nottingham City Transport and the Council's Portfolio Holder for Transport as part of planning an integrated transport system for the hospital sites.	Awaiting response	In progress
	R	To recommend that it is vital that there is a clear 'green' theme to the Tomorrow's NUH project, with opportunities to work towards achieving carbon neutrality taken wherever possible.	Awaiting response	In progress
	R	To recommend that proactive engagement with the University of Nottingham is carried out where appropriate regarding its potential proposals to relocate its Medical School from the QMC campus, at this could have an impact on the final Tomorrow's NUH proposals.	Awaiting response	In progress

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	R	To recommend that proactive engagement is carried out to ensure that NUH staff and their unions are kept fully informed in relation to the development of the Tomorrow's NUH project.	Awaiting response	In progress
30 January 2024 Item 5/34 ASC	A	To request that all Equality Impact Assessments relevant to the 2024/25 budget proposals are reviewed and published as soon as possible.	Awaiting response	In progress
	A	To request that further information is provided on the capacity requirements being scoped within Adult Social Care to deliver the savings proposals effectively, particularly in the context of ensuring properly supported transitions of care.	Awaiting response	In progress
	A	To request that the overall value of the proposed savings as a percentage of the current Adult Social Care budget is confirmed.	Awaiting response	In progress
	A	To request that the Committee is kept updated on the monitoring of waiting lists in the context of the proposed restructure of the Adult Social Care Assessment function.	Awaiting response	In progress
	R	To recommend that full consideration is given to how the Council's relationships with external providers can be maximised to ensure that the most vulnerable people are supported to the required level of care.	17/05/24: response provided and forwarded to members	Closed
	R	To recommend that full consideration is given to how the current residential respite care, homecare and	17/05/24: response provided and forwarded to members	Closed

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		residential care home services could be maintained and continued on an in-house basis (such as through utilising any commercialisation opportunities), given the potentially high risk relative to the value of the projected savings, and the possibility that it may not be achievable to source an external provider to an equivalent service standard at a viable cost.		
15 February 2024 Item 4/39 NUH	A	To request that the Workforce Inclusion Strategy's Inclusion Maturity Matrix is circulated to Committee members, for information.	20/02/24: response provided and forwarded to members	Closed
	A	To request that case studies and representative individual feedback are used as part of future reporting on the Strategy, to illustrate how it is progressing and being delivered.	Awaiting response	In progress
	R	To recommend that the Strategy makes clearer reference to the importance of intersectionality and the detail of the particular communities from which NUH staff are drawn, and how overcoming barriers to full inclusivity and belonging will be approached on an appropriately individualised basis.	Awaiting response	In progress
	R	To recommend that the Strategy further draws out what inclusivity and belonging means to NUH in terms of gender identity.	Awaiting response	In progress

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	R	To recommend that the NUH Board is able to review the metrics and feedback from staff on how the Strategy is being implemented and delivered on a proportionately regular basis.	Awaiting response	In progress
	R	To recommend that appropriate positive action continues to be developed with disadvantaged communities within Nottingham to show that NUH is an accessible and inclusive local employer, with employment opportunities available across a wide range of areas.	Awaiting response	In progress
15 February 2024 Item 5/40 ASC	A	To request that the Committee is briefed on the development and implementation of the Adult Social Care Transformation Single Integrated Plan 2024-28.	13/06/24: response brought to Committee meeting	Closed
	R	To recommend that full consideration is given to how the work with partners across the system can be developed and expanded to ensure that 'every contact counts' for the delivery of social care support to vulnerable adults at the community level.	Awaiting response	In progress
14 March 2024 Item 4/45 ICB	A	To request that information is provided, when available, on the conclusions of the Oral Health Needs Assessment for Nottinghamshire following its completion during March 2024, in the context of the specific local needs for access to dentistry identified within Nottingham that will be used to inform the commissioning and procurement planning to improve patient outcomes, going forward.	Awaiting response	In progress

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	A	To request that information is provided, when available, on the outcomes of the review into the opportunities for flexible commissioning within primary care dentistry once it has been completed towards the end of 2024, to explore how additional dental access could be commissioned in this way.	Awaiting response	In progress
	R	To recommend that an indicative timeline is established for the planned recovery of access to NHS dental services, with indicators to show what progress towards recovery looks like and how it has been measured, and what current recovery initiatives have achieved to date.	Awaiting response	In progress
	R	To recommend that the ICB engages with the Council in its role as a Local Planning Authority to consider where new housing is being developed in Nottingham, as part of informing dental service commissioning and procurement planning in the context of where future population growth within the city is projected to be.	Awaiting response	In progress
	R	To recommend that consideration is given to whether there is the potential or capacity for more dentists to be trained in the local area.	Awaiting response	In progress
14 March 2024 Item 5/46 NHT	A	To request that information is provided, when available, on the performance of the new combined Mental Health Clinical Access Line once it has been launched during March 2024, particularly in terms of whether it has improved ease of access, reduced	Awaiting response	In progress

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		waiting times for assessment and care, and achieved better outcomes for people presenting for support.		
	A	To request that that assurance is provided that there is equity in mental health service provision and resourcing for residents of both Nottingham and Nottinghamshire, relative to their respective levels of population and service demand.	Awaiting response	In progress
	A	To request that that information is provided on how provision within Family Hubs (Sure Start) has affected the levels of demand for adult mental health services.	Awaiting response	In progress
	R	To recommend that full consideration is given to developing a whole-system approach to the provision of joined-up mental health services, to ensure that a person presenting at any point within the wider system is supported in accessing the help that they need through the most appropriate pathway.	Awaiting response	In progress
	R	To recommend that full consideration is given to how to achieve an overall approach that ensures that a person presenting to one service in the system is not directed to another service simply to then be directed on again (which could result in a person in crisis being inadvertently excluded from the system as a whole), and that there is connectivity between	Awaiting response	In progress

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		different services in delivering the right support centred around the specific needs of the individual.		
	R	To recommend that NHT works as closely as possible with other partners both regionally and nationally to generate and apply learning in a systematic and planned way to improve the delivery of effective mental health crisis services for people in Nottingham and improve their care outcomes.	Awaiting response	In progress
11 April 2024 Item 4/51 ICB/EMAS/NUH	A	To request that information is provided, when available, on the plans to be put in place to deliver an average wait time for an ambulance of under 30 minutes, and the projected timeline for when this is intended to be achieved.	Awaiting response	In progress
	R	To recommend that a local terminology is developed for services to put a greater emphasis on the care being delivered.	Awaiting response	In progress
	R	To recommend that all possible action is taken in partnership to ensure that patients can be handed over from ambulances to hospital Accident and Emergency Departments as quickly and safely as possible, and then transferred on to the right department within the hospital swiftly and effectively.	Awaiting response	In progress
	R	To recommend that all appropriate methods are developed in partnership to ensure that people who call for an ambulance gain access to the right pathway for the appropriate urgent and emergency	Awaiting response	In progress

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		care for their needs from the triage stage – particularly in the context of someone experiencing mental health crisis.		
	R	To recommend that consideration is given to how ‘care in your own home’ services can also be supported by local communities themselves, particularly in the context of Social Prescribing.	Awaiting response	In progress
11 April 2024 Item 5/52 NHT	A	To request that the Committee is briefed on NHT’s completed Integrated Improvement Plan for addressing the full scope of the challenges faced by the organisation, including in the areas of patient safety, quality, people and culture, finances and leadership.	16/05/24: response brought to Committee meeting	Closed
	R	To recommend that everything possible is done to ensure that a diverse and representative range of voices of both patients and frontline staff are heard, amplified and listened to as a vital component in improving services through effective co-production, and that past complaints from patients are fully reviewed as part of this process.	Awaiting response	In progress
	R	To recommend that an effective communications strategy is developed and delivered in partnership to ensure that people are aware of what is being done by NHT as part of its improvement process, to seek to rebuild trust with both current and past patients, and with future service users – particularly in the context of reaching past patients who may be	Awaiting response	In progress

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		reluctant to re-engage with NHT due to their past experiences.		
16 May 2024 Item 4/57 NHT	A	To request that the finalised Integrated Improvement Plan and its associated timetable are shared with the Committee as soon as they are available.	Awaiting response	In progress
	A	To request that further details are provided on the current referral and rejection rates for Local Mental Health Teams and how this has impacted on the waiting list for assessment, and the wait times for service access following assessment.	Awaiting response	In progress
	R	To recommend that NHT considers the provision of a local women-only ward for acute mental health emergency care with the ICB, as the current provision options are either private or out of area.	Awaiting response	In progress
	R	To recommend that effective key performance indicators are developed, fed into by both quantitative data and direct input from patients on their experiences of care, to ensure that the planned improvement outcomes are specific, relevant and measurable.	Awaiting response	In progress
	R	To recommend that feedback from patients on their experiences of care is fully publicised to demonstrate how it has informed improvement planning and delivery.	Awaiting response	In progress

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16 May 2024 Item 5/58 ICB/NHT/Vita	A	To request that further information is provided on the closure of the Centre for Trauma, Resilience and Growth and the extent to which the services provided by the Centre are now delivered through Step 4 services.	04/06/24: response provided and forwarded to members	Closed
	R	To recommend that more information is published on the Step 4 service offer and the pathways to it, particularly on NHT's website.	Awaiting response	In progress
	R	To recommend that the service need for longer-term psychological therapy beyond the current Step 4 offer is assessed and considered for further support provision within existing services where possible, or through additional services commissioned by the ICB.	Awaiting response	In progress
	R	To recommend that the ICB gives very careful consideration to how a parity of esteem between the resourcing of physical and mental healthcare needs can be achieved, and that it pursues this issue further at the national level.	Awaiting response	In progress