

NOTTINGHAM CITY COUNCIL

HEALTH SCRUTINY COMMITTEE

MINUTES of the meeting held at Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 21 March 2019 from 1:31pm to 2:56pm

Membership

Present

Councillor Anne Peach (Chair)
Councillor Ginny Klein
Councillor Brian Parbutt
Councillor Georgia Power
Councillor Andrew Rule
Councillor Adele Williams

Absent

Councillor Ilyas Aziz
Councillor Merlita Bryan (Vice Chair)
Councillor Eunice Campbell-Clark
Councillor Mohammed Saghir
Councillor Chris Tansley
Councillor Cate Woodward

Councillor Marcia Watson (Substitute for Councillor Cate Woodward)

Colleagues, partners and others in attendance:

Fiona Cambridge - Equality, Diversity and Inclusion Lead at Nottingham CityCare Partnership
Sarah Collis - Chair of HealthWatch Nottingham and Nottinghamshire
Adrian Mann - Governance Officer
Jo Powell - Nottingham CityCare Partnership
Tracey Tyrell - Director of Nursing and Allied Health Professionals at Nottingham CityCare Partnership
Zena West - Senior Governance Officer
Kate Whittaker - Head of Patient and Public Engagement at Nottingham CityCare Partnership

66 APOLOGIES FOR ABSENCE

Councillor Eunice Campbell-Clark-	Personal reasons
Councillor Mohammed Saghir -	Council business
Councillor Chris Tansley -	Work commitments
Councillor Cate Woodward -	Council business

67 DECLARATIONS OF INTERESTS

None.

68 MINUTES

The minutes of the meeting held on 21 February 2019 were confirmed as a true record and signed by the Chair.

69 CITYCARE QUALITY ACCOUNTS

Tracy Tyrell, Director of Nursing and Allied Health Professionals at Nottingham CityCare Partnership, presented a report on the draft CityCare Quality Accounts. The following points were discussed:

- (a) the Quality Accounts are an important way for local NHS service providers to report on quality and show improvements in the services that they deliver to local communities and stakeholders. The quality of services is measured by looking at patient safety, the effectiveness of treatments and feedback about the care provided. Quality Accounts assess where CityCare is performing well and where improvements are needed, the progress against the priorities set previously, the new priorities for the following year, and how the public, patients, carers and staff were involved in decisions on these priorities;

- (b) there were four main priorities for 2018/19 and the following was achieved:
 - (i) in Promoting Prevention, there has been continued working with wider partners, promotion of social prescribing internally and externally, over 200 self-care prescriptions received from GP practices and CityCare staff since May 2018, updated information to promote the agenda of self-care across clinical services, and successful partnership with the Greater Nottingham Partnership Delivery Group. The Maternal Mental Health pathway has been developed with mental health support threaded through all of the core contacts in the Healthy Child Programmes, in addition to training in mental health first aid skills and the upskilling of the whole children's services workforce;

 - (ii) in Reducing Avoidable Harm, there has been continued learning from incidents and complaints, focused work on leg ulcers, new leaflets developed for care and understanding of venous leg ulcers, arterial ulcers and use of compression hosiery, and booklets and online videos on caring for feet as part of the 'React to' series for staff, patients and carers. Changes have been made to how internal quality visits are undertaken, with training provided, checklists to follow the Care Quality Commission's Key Lines of Enquiry, all-staff induction, Patient Safety Walkabouts and improvements to the clinical governance structure. There has been continued focus on pressure ulcer prevention, including investigation and reporting of all pressure ulcers to a weekly incident review panel, focused training and education in teams, the review of tools used to support investigation, and training and education for all;

 - (iii) in Supporting Our Staff there is a 'You Said, We Did' approach, with non-clinical forums launched in addition to the current Allied Health Professionals and Nursing forums, enhanced sharing of training and development opportunities with targeted Black and Minority Ethnic (BME) leadership programmes, and continued work and training on the appraisal process and supervision reviews. A Health and Wellbeing calendar is in place with dedicated support for sickness management and focused work on stress, an NHS Improvement retention programme is underway with 'thinking of leaving' focus groups, and there was an equality and diversity engagement week in May 2018;

- (iv) in Safe and Effective Discharge, the data collected has shown an improvement with system-wide planning for winter, CityCare is now a member of hospital Accident and Emergency delivery board and supporting structure, the Integrated Discharge Team leads on supported discharges from the Nottingham University Hospitals, a triage hub is in place, improved information for patients is available, community capacity has been increased and there is an Urgent Care Centre. Regarding the transitions from children's to adults' services, joint pathways focused on streamlining appropriate support for young people moving into adulthood, and CityCare is working with them to establish what information and resources they need to support them in transitioning into adult services, with further engagement to develop new approaches;
- (c) the themes for future priorities are the recruitment and retention of staff, improving the quality of care to ensure that the right staff with the right skills are available at the right time and in the right place, and improving mental health support for patients and staff. To help shape these priorities, CityCare has engaged with staff and stakeholders and reviewed the feedback from a diverse range of patients and service users over the last year. Complaints are listened to carefully and effective communication is vital;
- (d) recruitment and retention is challenging and there is a shortfall in nursing staff nationally. Experienced practitioners are not often available to recruit so it is important to attract, train and retain newly qualified nurses. This is done through the 'Novice to Expert' programme, which is designed to provide the right training for a person and provide them with a good career structure. Recruitment to community nursing posts has been positive when compared to national trends and there is a strong focus on seeking support workers, in addition to registered nurses. Places are found for apprentices where they can discover and be supported in developing their abilities. More targeted recruitment will be done through recruitment fairs in the city and ways of encouraging school-aged children to be interested in future nursing careers are being explored;
- (e) the 'Health and Wellbeing Calendar' displays initiatives and engagement sessions to discover how staff are feeling and when, and it gives links to events run by a range of providers. It helps to establish in a holistic way what staff need to improve their working lives and reduce stress, and it encourages staff to take their breaks and holidays, stay hydrated and care for their patients by caring for themselves. It also aims to improve staff equality and diversity;
- (f) feedback from staff has been important in selecting new contracts and changing the nature of the workforce. The executive and non-executive directors are engaging with staff, who are invited to Board meetings, which include presentations on patient and staff stories. Working groups give feedback to monthly Human Resources and development meetings to assist planning to increase staff morale and retention;
- (g) equality standards are under review and improvements have been seen in most areas. There is a current emphasis on recruiting BME staff into senior roles and to develop leadership training for people moving up through the organisation, where more effective means of tracking circumstances and progress are being

introduced. Steps have been taken to ensure that staff with disabilities have exactly the same opportunities as other colleagues and, following the establishment of a BME staff support network, similar networks will be established for people with other protected characteristics. Bespoke training for teams, including training in unconscious bias, is in place;

- (h) a great deal of work has been done in the last 12 months through development and training to address and combat issues relating to sepsis, though it is not a priority theme of itself;
- (i) CityCare's primary focus is on the wellbeing of children in its area, but transition plans are in place to help children eventually move to adult care effectively, especially in cases of mental health. The case managers for the child and adult services work together to ensure continuity of health services across the transitional period, which is carried out within the requirements of the national framework. Patients with complex care needs have a clinical assessment to develop the right care package, which is reviewed regularly with the patient and their family. Strong communication with the patient is vital and feedback to date suggests that the process is working well;
- (j) CityCare is signing up to 'Time to Change' to seek to reduce the stigma and discrimination sometimes experienced by people when accessing mental health services. Consideration is being given to what new measures should be introduced and there is a focus on ensuring that managers are equipped with the right skills.

RESOLVED to:

- (1) thank the representatives of the Nottingham CityCare Partnership for the report on the draft Quality Accounts;**
- (2) submit a comment for inclusion in the Quality Account based on the evidence available to the Committee.**

70 SUICIDE PREVENTION PLAN

Zena West, Senior Governance Officer, presented an update on the drafting of the refreshed Suicide Prevention Plan, which has been delayed due to awaiting the results of funding bids and some staffing issues. The updated Plan will be completed before the statutory deadline, for presentation to the July meeting for the Committee.

RESOLVED to review the updated Suicide Prevention Plan at its July 2019 meeting.

71 NHS LONG TERM PLAN - CONCLUSIONS

The Chair opted to consider this as part of the next agenda item on the Health Scrutiny Work Programme 2019/20, as it relates to subjects for future scrutiny arising from the NHS Long Term Plan.

72 HEALTH SCRUTINY WORK PROGRAMME 2019/20

Zena West, Senior Governance Officer, presented the proposed work programme for the 2019/20 municipal year. The release of the formal guidance to the NHS Long Term Plan is expected and will be important to review, particularly in the context of working arrangements with the Clinical Commissioning Group and Integrated Care Systems. Other items could include:

- hospital cleanliness;
- the Seasonal Flu Immunisation Programme;
- further rollout and promotion of HPV vaccinations;
- the Suicide Prevention Plan;
- the Mental Health Plan;
- prevention measures to reduce the mental health cases that reach crisis point;
- support for mental health trauma;
- the role of local pharmacies;
- Primary Care Networks;
- how public open spaces can improve public health;
- the local East Midlands Ambulance Service;
- the future configuration of head and neck cancer services;
- strokes, diabetes and respiratory conditions;
- supporting people with long-term conditions;
- Nottingham Treatment Centre Procurement;
- the Green papers on social care and prevention;
- the Out of Hospitals Service Contract;
- Reducing Unplanned Teenage Pregnancies;
- the Queen's Medical Centre's new A&E building.

RESOLVED to:

(1) note the following items for the June and July 2019 meetings of the Health Scrutiny Committee:

- **June 2019 – ICS Clinical Services Strategy (presentation from NHS Nottingham City CCG) and Future Arrangements for Urgent Care Services (joint presentation on behalf of the 6 local CCGs);**
- **July 2019 – the Suicide Prevention Plan, the Mental Health Plan, Hospital Cleanliness and the Seasonal Flu Immunisation Programme;**

(2) note the draft work programme for the upcoming 2019/20 municipal year.