



Shropshire Council  
Legal and Democratic Services  
Shirehall  
Abbey Foregate  
Shrewsbury  
SY2 6ND

Date: 26 May 2016

**Committee:  
Health and Adult Social Care Scrutiny Committee**

**Date: Monday, 6 June 2016**

**Time: 10.00 am**

**Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND**

You are requested to attend the above meeting.  
The Agenda is attached

Claire Porter  
Head of Legal and Democratic Services (Monitoring Officer)

**Members of Health and Adult Social Care Scrutiny Committee**

Gerald Dakin (Chairman)

Heather Kidd

Madge Shineton (Vice Chairman)

Pamela Moseley

Peter Adams

Peggy Mullock

David Evans

Peter Nutting

Tracey Huffer

John Cadwallader

Your Committee Officer is:

**Amanda Holyoak** Committee Officer

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# AGENDA

## **1 Election of Chairman**

To elect a Chairman for the forthcoming Municipal year.

## **2 Apologies for Absence and Substitutions**

## **3 Declaration of Interests**

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

## **4 Appointment of Vice Chairman**

To appoint a Vice Chairman for the forthcoming Municipal Year.

## **5 Minutes of the Last Meeting**

To confirm the minutes of the meeting held on 21 March 2016 as a correct record – TO FOLLOW

## **6 Public Question Time**

To receive any public questions or petitions from the public, notice of which has been given in accordance with Procedure Rule 14. Deadline for notification is 5.00 pm on Wednesday 1 June 2016.

## **7 Member Questions**

To receive any questions of which Members of the Council have given notice. Deadline for notification is 5.00 pm on Wednesday 1 June 2016.

## **8 Update from Shropshire CCG**

David Evans - Accountable Officer and Andrew Nash - Chief Finance Officer, Shropshire CCG, will attend the meeting to provide an update on the CCG and answer questions from Members.

**9 Community Pharmacies (Pages 1 - 2)**

To consider a briefing note provided by the Local Pharmaceutical Committee on changes planned to Community Pharmacies, attached marked: 9

**10 Quality Account responses (Pages 3 - 8)**

To receive the responses to NHS Trust Quality Accounts made by representatives of the Committee to date.

Responses to the following Quality Accounts are attached: West Midlands Ambulance Service NHS Foundation Trust, Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust, and South Staffordshire and Shropshire Healthcare NHS Foundation Trust

Responses to the Shrewsbury and Telford Hospital NHS Trust and Shropshire Community Health NHS Trust will follow.

**11 Work Programme (Pages 9 - 10)**

To consider proposals for the Committee's Work Programme, attached marked: 11

The Cabinet Forward Plan is available from:

<http://shropshire.gov.uk/committee-services/mgListPlans.aspx?RPId=130&RD=0>

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## Health and Adult Social Care Scrutiny Committee 6 June 2016, 10.00 am

### Shropshire Local Pharmaceutical Committee Update

Since the December 2015 announcement on changes to community pharmacy, we have seen:

- Progress on more than ten years of development of national clinical services in community pharmacy coming to a halt.
- A future in which funding for trusted community pharmacies is cut to such a degree that patients across the country will face pharmacy closures or reduced service levels.

This will mean:

- Pharmacies will close. The Government has not said how it will introduce its cuts to pharmacy funding, but it has repeatedly admitted that one in four pharmacies could face closure. A chaotic, market driven approach could see vital services disappearing.
- Patients will lose out on free, accessible health services. Under the Government's plans, services concerned with making the most of medicines, preventing ill health and dealing with minor ailments are at risk, as well as free deliveries and urgent supply of medications.
- Patients will have to go to GP practices or A&E. Closing pharmacies and reducing services will put more pressure on critically overloaded services. Evidence shows that pharmacy services keep people out of hospital and A&E, and that if pharmacies were to close many more people would visit their GP practice.

The Shropshire Pharmaceutical Committee has responded to the consultation and the Pharmaceutical Service Negotiation Committee has been in discussions with the Department of Health and NHS England about the plans for community pharmacy and has made constructive proposals about how community pharmacy could make savings for the NHS. As at 23 May 2016 the NHS had shown little interest in the proposals or in making better use of community pharmacies.

We believe that the Government must ensure that everyone in England has easy to access to pharmaceutical services and healthcare advice in a community pharmacy.

To do this, the Government should:

- Halt cuts to community pharmacy funding
- Ensure the community pharmacy integration fund supports pharmacies to work more closely with GPs and other primary care professionals

- Review the opportunities that exist for more, not fewer, clinical services in community pharmacies, for example:

- o A national community pharmacy minor ailments service could save the NHS £1bn per year through reduced GP appointments.

- o An Emergency Supply service would reduce expenditure on out of hours services by allowing pharmacists to make emergency supplies of medicines to patients without the need for an urgent prescription.

- o Pharmacy services supporting frail elderly people after hospital discharge have reduced re-admittance by 63%.

Support has been received from:

- 1.7 million members of the public who have signed the petition

- A cross-party group of MPs, some of whom will deliver the petition to Downing Street on 24 May

- The Local Government Association, National Voices, Carers UK, Healthwatch and the NHS Alliance and many, many more

The Government UK on line petition is open to 29<sup>th</sup> June 2016.

**Statement from representatives of the Health and Adult Social Care Scrutiny Committee, Shropshire Council, on the Draft Quality Account for the West Midlands Ambulance Service NHS Trust 2015-2016.**

Members were pleased to see that there are currently no paramedic vacancies within the West Midlands Ambulance Service and that complaints are on a downward trend.

They felt that the service appears to be listening to feedback from patients and were particularly pleased that 'Engagement with Rural Communities' would form part of the Patient Experience priority for 2016 – 2017. They noted that one example of this would involve working with Shropshire Healthwatch in accessing antenatal groups to develop mutual understanding of rural community expectations, explain what the ambulance service was able to deliver in relation to child birth, and to talk about risks, maternity led units and consultant led units.

Members welcomed the good progress around implementation of the Trust's Electronic Patient Record and hopes that this will receive full co-operation from Shropshire CCG and Shropshire GPs. They also note that once the Electronic Patient Record is up and running that WMAS will be able to share more meaningful information with Shropshire Public Health Team in relation to incidents related to alcohol.

The Committee has worked with WMAS over 2015 – 16 and has set out its expectations and recommendations that WMAS will work to: improve performance times in conjunction with Shropshire CCG and Shrewsbury and Hospital NHS Trust to improve ambulance handover times; develop closer working with other emergency services and make use of First Responders alongside other actions to improve response times in rural areas. The Committee is also looking forward to hearing the results of the GP in a car pilot and of the high intensity user scheme review.

The Committee has appreciated WMAS's response to requests for information and for attending and answering questions at meetings. It looks forward to continuing work with the Trust to ensure the best possible outcomes for the people of Shropshire.

**Present at the meeting:**

Councillors Peter Adams, John Cadwallader, Madge Shineton





**Statement from Representatives of the Health & Adult Social Care Scrutiny Committee, Shropshire Council, on the Draft Quality Account 2015/16 for the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust**

Members of the Committee commented that it would be very helpful to see a structure diagram in the Quality Account, illustrating how Boards, Committees and Groups of the hospital worked together. They noted that a review of structures was underway and welcomed proposals for rationalisation of the number of committees and groups.

Members were reassured by and welcomed the actions to be delivered through a Recovery Plan to address the non-compliance with referral to treatment waiting times. They were also reassured by the commitment of staff and the new Chief Executive to meet the challenges and improvements needed, as highlighted in the CQC report.

Members were particularly impressed with the Dementia Training offer available to all employees, and not just clinical staff, through the Dementia Friends Scheme. They also commented positively on the 'sit and see' work undertaken.

They noted some electronic systems were no longer fit for purpose and were pleased to note that an IT Manager had been recruited and was currently reviewing all systems. Members would welcome dialogue between the Trust and the Council on the compatibility of information systems.

Members congratulated the Trust for the very positive results from the Friends and Family Test.

The Committee welcomes continued engagement between the Trust and the Health and Adult Social Care Scrutiny Committee in the forthcoming year.

**Present at the Meeting:**

Councillors David Evans, Madge Shingleton, Pam Moseley

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## **South Staffordshire and Shropshire Healthcare NHS Foundation Trust Draft Quality Account 2015 - 2016**

### **Statement from Representatives of the Health and Adult Social Care Scrutiny Committee, Shropshire Council**

**Submitted: May 2016**

Members congratulated the Trust on achieving Smoke Free status and welcomed the positive support provided to service users to support this.

Members were also pleased to hear of the use of Patient Stories at Board meetings and team meetings, and noted the positive impact production of these could have on the recovery of patients.

Members welcomed the comprehensive care and relapse plan produced for patients on discharge and made available to GPs who were now able to fast track patients back into the service if it became necessary. They were impressed that this new approach had been developed through working with staff, service users and carers using methodology shared by the Virginia Mason Institute. Although a fully integrated records system was not in place, Members welcomed the new ability to e-mail information quickly to GPs.

Members noted the good progress on the priorities for 2015 – 2016 but also that positive service user feedback on discharge from Shropshire was lower than in Staffordshire. It was noted that the new approach had only been cascaded to Shropshire in the later part of the year. Members will review these figures again next year.

They particularly welcomed the involvement and support developed for partners of patients experiencing postnatal psychiatric illness.

Members welcomed the three priorities for improvement identified for 2016/2017 and the intention to develop outcome measures to help understand the effectiveness of treatment and benefit it had for individual service users. They requested that examples of these for each pathway be included in next year's Quality Account.

Members discussed initial mental health assessments for Looked After Children and transition of children from the CAMHS Service. Members felt that there was still potential for improved transitions and confirmed that they would be looking at this also with Shropshire Community Health Trust.

The Committee welcomes continued engagement between the Trust and the Health and Adult Social Care Scrutiny Committee in the forthcoming year.

#### **Present at the meeting:**

Councillors Gerald Dakin and Madge Shingleton

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**HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE  
PROPOSED WORK PROGRAMME AS AT 26 May 16**

<b>DATE</b>	<b>ITEM</b>	<b>REASON FOR UNDERTAKING</b>
<p><b>25 July 2016</b> Deadline for reports: <u>Noon Thurs 14 July 16</u></p>	<p><b>Integrated Community Services</b></p> <p><b>West Midlands Ambulance Service</b></p> <p><b>Adult Social Care Briefing</b></p>	<p>Report from small working group of Members setting out:</p> <ul style="list-style-type: none"> <li>• ICS and the different factors which impact on this service,</li> <li>• The level of activity, quality and impact of the service</li> </ul> <p>Committee to decide if any further Scrutiny work is required</p> <p>Follow up from March Meeting and receive an update on :</p> <ul style="list-style-type: none"> <li>• Ambulance to Hospital transfer times</li> <li>• Progress on combined emergency services working</li> <li>• Outcome of high intensity caller review</li> <li>• Pre hospital acute service GP in car</li> </ul> <p>(possible date) Update from Portfolio Holder and Director</p>
<p><b>26 September 2016</b> Deadline for reports: <u>Noon Thurs 15 Sept 16</u></p>	<p><b>Performance - Adult Social Care Dashboard and Complaints</b></p> <p><b>Annual Safeguarding Report</b></p>	<p>Assessment of performance in key areas of social care, identification of any areas which may need further scrutiny</p> <p>Consideration of the Annual Adult Safeguarding Report</p>

**HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE  
PROPOSED WORK PROGRAMME AS AT 26 May 16**

<p><b>21 November 2016</b> Deadline for reports: <u>Noon Thurs 10 Nov 16</u></p>	<p><b>Support for Carers</b></p> <p><b>Adult Social Care Outcomes Framework (ACOF) Measures 2014/2015</b></p>	<p>Consideration of Shropshire Council's support for Carers (related to the Duty of Care made under the Care Act)</p> <p>To consider ASCOF measures to ascertain how the council compares with other local authorities, identify progress over time and identify any potential topics for future Scrutiny consideration</p>
<p><b>30 January 2017</b> Deadline for reports: <u>Noon Thurs 19 Jan 17</u></p>	<p><b>Adult Social Care Annual Account 2015 – 2016</b></p>	<p>To consider what the Council has achieved, what challenges lie ahead and areas of focus for improvement</p>
<p><b>27 March 2017</b> Deadline for reports: <u>Noon Thurs 16 March 17</u></p>		

**Future Information Requests / Potential Items for the Work Programme:**

- **Briefing on Adult Social Care from Portfolio Holder and Director**
- **Availability of GPs. CCG Primary Care Strategy (suggested by Peter Adams)**
- **Proposed cuts to Community Pharmacies (suggested by John Cadwallader)**
- **Nature of Health Service Staff shortages and how to address these (suggested by Peter Adams)**
- **Safeguarding Report – 6 monthly update (outside of formal meeting)**
- **Shared Lives and Community Living – progress following meeting last July (suggested by Pam Moseley)**
- **Performance - Adult Social Care Dashboard and Complaints**
- **The Health and Wellbeing Board has asked the Committee to look into measuring the outcomes of the ‘Year of Physical Activity’ launched in April 2015 – to be added to the Work Programme in 2016**
- **Annual Report of the Director of Public Health**
- **Monitoring of new burdens and implications of implementation of Care Bill – ongoing into 2016**
- **Availability of physiotherapy and occupational health services**
- **Extent of and role of Frail and Elderly co-ordinators in GP surgeries**
- **Sexual Health Services / Alcohol and Substance abuse – possible Joint Scrutiny with C&YP**