

Time commenced 6.00 pm
Time finished 7.50 pm

ADULT SERVICES AND HEALTH COMMISSION 17 JULY 2006

Present: Councillor Marshall (in the Chair)
Councillors Dhamrait, Gerrard, Harbon, Leeming, Rawson,
Redfern, Richards, Skelton, Turner and Webb

In attendance: Councillor Baxter

01/06 Apologies for Absence

An apology for absence was received from Councillor Mitchell.

02/06 Late Items Introduced by the Chair

There were no late items.

03/06 Declarations of Interest

There were no declarations of interest.

04/06 Minutes

The minutes of the Social Care and Health Commission meeting held on 23 April 2006 were received and noted.

05/06 Call-In

- a) There were no call-ins.
- b) The Commission considered a report from the Director of Corporate and Adult Social Services that detailed the procedure for call-in and the associated protocol.

Resolved to note the report.

Items for Discussion

06/06 Out of Hours Call Handling and Triage Services

The Commission considered a report from the Director of Corporate and Adult Social Services that detailed proposed changes by the Primary Care Trust to the Out of Hours Call Handling contract.

John Hutchison – Primary Care Manager - reported that the out of hours calls were currently being taken jointly between NHS Direct and Derbyshire Medical Services – DMS, however a report from the Healthcare Foundation found a number of problems with the arrangement. Following a review of the options available it was decided that going out to tender for a new specification would provide the best service to the local population. The new specification would provide a single point of contact, reduce the number of call backs, reduce inappropriate referrals and maximise cost efficiencies.

Councillor Rawson asked what recourse would be available if a caller was referred to a service and was not happy with the outcome. John Hutchison responded that if the caller was not happy speaking to a nurse they could request to speak to a doctor.

It was reported that it was expected that the tender for the contract would be awarded by the end of August 2006, but the new service would not begin until after Christmas. This was due to a necessary three months for the provider to employ staff and the consideration that Christmas was the busiest time of year and therefore not the best time to implement a new system.

Members recommended that the PCTs should ensure all GP surgeries have a common system in place which allows automatic transfers of calls to the call handling service out of hours as they felt that this provided a far better service to the patients than the current situation of only some GP surgeries transferring out of hours calls to the call handling service.

Resolved

1. to note the report

2. Members recommended that

- **The tender document should explicitly require the service provider to offer the option of calling back the caller where appropriate**
- **The new service should be introduced and be available for Derby resident as early as possible and not unduly delayed until April 2007 to be implemented**
- **A monitoring report is brought to this Commission at future date, after the service had had time to bed-in to assess the level of improvements in the service.**

07/06 Outstanding Overview and Scrutiny Items

The Commission considered a report from the Director of Corporate and Adult Social Services that detailed items from previous Overview and Scrutiny Commissions' work plan that were relevant to the new Commission portfolio.

Resolved to consider the following items at the most appropriate meeting of the Commission:

- **Adult Learning Review**

- **Reducing Health Inequalities**
- **Food Mapping and information of ‘five a day’**
- **Presentation on the Ambulance Service**
- **Mahroof Hussain to produce a draft paper regarding a definition for substantial variation or reconfiguration for health services**

08/06 Standing Agenda Items

The Commission considered a report from the Director of Corporate and Adult Social Services asking the Commission whether it wished to continue with the standing agenda items; Performance Eye and Retrospective Scrutiny as recommended by the Scrutiny Management Commission on 7 June 2005.

Resolved

1. **to continue to receive Performance Eye and Retrospective Scrutiny as standing items on the Commission’s agenda for 2006/07.**
2. **to authorise the Chair, Vice Chair and the Performance Eye Manager to meet and establish a list of performance indicators for regular monitoring by the Commission**

09/06 Work Planning and Resources

The Commission considered a report from the Director of Corporate and Adult Social Services that requested that the Commission select the topic/s that it wished to review in order to develop the work plan for 2006/07.

Agreed to continue to focus on health inequalities and conduct ‘light touches’ topics in order to allow the Commission to investigate a number of issues.

10/06 Overview and Scrutiny Training

The Commission considered a report from the Director of Corporate and Adult Social Services that requested that Members contact the Overview and Scrutiny Co-ordination Team to arrange any training that they required.

It was reported that the training package could be delivered on a one-to-one or a small group basis and would include:

- getting started
- conducting reviews
- conducting scrutiny
- engaging the public
- selecting topics
- interviewing.

Resolved to note the report.

11/06 Co-opting Individuals to the Commission

The Commission considered a report from the Director of Corporate and Adult Social Services that informed Members that the Commission is able to co-opt non-voting members to the Commission with specific knowledge or expertise to support their work if it wished.

Resolved

- 1. to thank Pat Hill, Philip Johnson and Elaine Jackson for their contribution to the work of the Commission during the last municipal year**
- 2. to recommend that Pat Hill, Philip Johnson and Elaine Jackson be co-opted to the Commission for the 2006/07 municipal year.**

12/06 Council Cabinet Forward Plan

The Commission identified the following items on the Forward Plan for consideration at a future meeting:

80/05	Learning Disabilities Integration
81/05	Modernising day and Residential Services for people with learning disabilities

13/06 Responses of the Council Cabinet/ Council Cabinet Members to any reports of the Commission

There were no items.

14/06 Matters referred to the Commission by Council Cabinet/Council Cabinet Members

There were no items.

MINUTES END