

Time Commenced – 6.00 pm  
Time Finished – 8.20 pm

## **Protecting Vulnerable Adults Overview and Scrutiny Board**

**22 March 2016**

Present: Councillor J Khan (Chair)  
Councillors Froggatt, Raju, Ashburner, Ingall & Turner

### **20/15 Apologies for Absence**

Apologies were received from Councillor Webb

### **21/15 Late Items**

There were no late items.

### **22/15 Declarations of Interest**

Cllr Froggatt declared that she was a member of the NHS Governance Board.

Cllr Raju declared that until 3 months ago he was a Director with Healthwatch Derby and is now a Director with Derby Homes.

### **23/15 Minutes of the Meeting held on 22 December 2015**

The minutes were agreed as being an accurate record

### **24/15 Matters arising from the Minutes**

The Board stated they wished to receive further update on the access to GP surgery issue. In particular what the situation is with the Project Facilitator employed to work on this project specifically. They also requested hard evidence in the form of statistics and numbers of complaints which could be used to measure if improvements were being made and information on where people who can't get GP appointments go and whether this is impacting on the emergency services.

**The Board resolved to invite the SD CCG to a future meeting to receive further update**

### **25/15 Healthwatch Derby Update Presentation**

The Board considered a report from the Strategic Director of People asking them to receive a Powerpoint presentation from Healthwatch Derby on their work and make any comments and recommendations where appropriate.

Samragi Madden, Quality Assurance and Compliance Officer with Healthwatch Derby attended the meeting to give this presentation. The Board were informed of the role that Healthwatch plays as a consumer watch dog, how they gather evidence and feedback and feedback findings.

SM reported that access to Dentists' surgeries was now becoming a problem in the City centre. Reports are currently being prepared, in partnership with university students. The Derby Teaching Hospitals NHS Foundation Trust were also working alongside Healthwatch Derby providing detailed information on cases. The report should be ready for publishing in April 2016

An audit of the complaints process within the Derbyshire Healthcare Trust was also being undertaken by Healthwatch. Derbyshire Healthcare Trust have welcomed this help in order to be able to make improvements in this area.

SM confirmed that one of Healthwatch's future projects would be to look at A & E departments, who were using them, for what and the impact that the GP access problem was having on them.

It was confirmed that once findings and recommendations have been made by Healthwatch they normally go back in 6 – 12 months, depending on the severity of the situation, to see how things are. If things have not improved and if there is no improvement they will escalate the issue to Healthwatch England and the CCG.

**The Board resolved to:**

- 1. Receive detailed report on results of in-depth projects undertaken by Healthwatch at future board meetings**
- 2. Receive details of findings on access to GP surgeries, walk-in centres and the A & E department investigation at future Board**

## **25/15 Governance Derbyshire Healthcare Foundation Trust**

The Board received a report of the Strategic Director of People Services asking them to receive an update report from Derbyshire Healthcare NHS Foundation Trust on the position with the senior management. The Board were asked to discuss the contents and make any comments or highlight any issues for a future Board to consider.

Jenna Davies, Interim Director of Corporate and Legal Affairs, attended the meeting to update the Board. The Board were briefed on the recent Employment Tribunal case brought by the ex-Director of Workforce and Organisational Development and the subsequent suspension of the Chief Executive. It was confirmed that the Trust had been put onto an enforcement plan and was being monitored on a monthly basis. However, a number of operational changes had already been made and more were scheduled for the next 12 months. The Board were given assurance that patient quality care had not diminished at all. It was also confirmed that recruitment process for governors would commence on 4 May.

## **The Board resolved to note the contents of the report**

### **26/15      Draft EMAS Quality Account 2015/16**

The Board received a report of the Acting Strategic Director of Adults Health and Housing asking them to consider a Powerpoint presentation from EMAS in relation to the Draft Quality Account for 2015/16 and to make any comments or recommendations for a future board to consider.

Judith Douglas, Director of Quality and Nursing gave the presentation to the Board and updated them on last year's priorities and the new priorities set for the coming year. Discussion was held on how calls were prioritised and how any traffic problems were reported. The Board asked if there was any information available on customer experiences and asked to see any supporting evidence.

#### **The Board resolved to:**

- 1. Invite EMAS back to future meetings to provide future updates**
- 2. Receive final version of the report detailing improvements made to the customer experience.**

### **27/15      Tackling Social Isolation and Loneliness Faced in Older People – Update Report**

The Board considered a report of the Interim Strategic Director of Adults & Health. The Corporate Scrutiny and Governance Board had considered a report at their meeting on 9 June 2015 and had referred this matter to the Protecting Vulnerable Adults Board for them to consider and discuss at their meeting on 22 December 2015. The Board agreed to receive a report, detailing work already started in engaging with Derby's older people to try and reduce social isolation and loneliness.

The Board were informed that this would be an on-going long term project and work was being done with partnerships and building relationships with individuals along with the use of Local Area Co-ordinators. As the next agenda item was a report on the Evaluation of Local Area Coordination in Derby the Board agreed to take both items together.

### **28/15      Evaluation of Local Area Coordinators in Derby**

The Board considered a report of the Interim Strategic Director of Adults & Health. The Board were informed that ten of Derby's 17 wards now have local area coordinators, with the funding for these posts being split between the CCG (60%) and Derby City Council (40%). It was also discussed that as a large number of people who would benefit from this scheme are Derby Homes tenants, should they make a contribution to this project.

Discussion was held over the proven success of Local Area Coordinators over the last four years and how they had increased from two to ten wards now having them. Discussion was also held on how referrals were made and how community groups could be involved.

**The Board resolved to:**

- 1. Recommend, to Cabinet, that Local Area Coordinators should be rolled out to all 17 wards in Derby City.**
- 2. Recommend that Derby Homes should make a financial contribution to the funding of Local Area Coordinators**
- 3. Recommend the Local Areal Coordinators and the Ward Councillors work closely together**
- 4. Commend the work done by Local Area Coordinators to the Health & Wellbeing Board.**

## **29/15      Remit, Work Programme and Topic Reviews**

The Board considered a report of the Chief Executive on the review of the Board's work programme and topic review for the last municipal year. It was confirmed that the issue of access to GP services and monitoring of cancer care waiting times were both on-going matters which would need adding to next year's work programme.

Discussion was also held around the cuts being made to PIP benefits and how this may impact on vulnerable adults in the future. The Board agreed that this should be added to the work programme for the next municipal year.

**The Board resolved to:**

- 1. Recommend that further updates on the issues around access to GP services are included on the 2016-2017 work programme.**
- 2. Recommend that the Board for 2016-2017 continues to receive update reports from the SD CCG on the monitoring of cancer care waiting times as part of the work programme for the next municipal year.**
- 3. Continue to receive further update reports from Healthwatch Derby**
- 4. To receive updates on how the cuts made to PIP benefits may impact on vulnerable adults**

MINUTES END