

Time commenced – 18.00

Time finished – 19:45

ADULTS AND HEALTH SCRUTINY REVIEW BOARD

04 February 2020

Present: Councillor Cooper (Chair)
Councillors J Khan, A Pegg, Willoughby, Repton

In Attendance: Clive Newman, Chief Pharmacist & Accountable Officer for
Controlled Drugs University Hospitals of Derby & Burton NHS
Foundation Trust
Dave Gardner, Assistant Director, Learning Disabilities,
Autism, Mental Health & CYP Commissioning.
Andrew Kemp, Head of Communications and Engagement
Assistant Derby and Derbyshire CCG NHS Trust
Steve Studham, Chair, Healthwatch Derby
Robin Dewis, Acting Director of Public Health DCC
Cllr Webb, Cabinet Member Adults, Health & Housing
Dr Joanne Swindell, Mackworth Surgery
Tina Hall, Practice Manager, Mackworth Surgery
Hannah Belcher, Assistant Director GP Commissioning and
Development

09/19 Apologies for Absence

Apologies were received from Cllr A J Graves, Andy Smith Strategic Director
Peoples Services, Kirsty McMillan, Director of Integration and Direct
Services(Adults) and Perveez Sadiq, Director of Adult and Health Services.

19/19 Late Items

The Board received a late report which gave a briefing on the Horizon
Healthcare, branch surgery closure from Derby and Derbyshire CCG. The
briefing was presented by the Practice Manager at Mackworth. The Board
noted that the briefing report had been brought to Adults Scrutiny to give the
Board an opportunity to review the proposal at an early stage.

The Board were informed of the reasons for the temporary closure, leading to
the formal request to the Clinical Commissioning Group (CCG) to make the
temporary closure permanent, details of which are outlined in the report to the
Board. The Board were told that the Humbleton Drive site is on a direct bus
route and is one mile away from Turfnell Park site, and that most patients are
familiar with the site as services alternated between the sites. The local
community pharmacy has also offered their support for one surgery operating
between 8.00pm and 6.00pm; they have not received any complaints since
the services were suspended at Tufnell Park.

The Board noted that the CCG believe that, as the current service provision operating from one surgery site with one branch was meeting the needs of patients with no complaints or issues, their request to close the branch surgery should be approved. However, they advised that the practice should engage with their patients to see if there are any unknown issues that may need to be dealt with. No full consultation should be undertaken.

Councillors asked what the implications would be for having all the facilities on one site at Humbleton Drive. The Practice Manager stated that appointments are spread over the day so there would be no large influx of patients at any one time. An all day service from a single site would be more straightforward for patients and the local pharmacy. Councillors also queried whether there would be any impact on the number of appointments by using just one site. The Practice Manager confirmed that there would not be a reduction in appointments and that overall they expected to see a growth in the use of the surgery.

The Board resolved:

To note the contents of the briefing report and that a period of intensive engagement would take place

That after the intensive engagement exercise has taken place an update on the results is brought back to the Board.

That the CCG should ensure services from the practice are not impacted or that patients are not inconvenienced by the move of services to the alternative building.

That the CCG should ensure residents near the Humbleton Drive site are not adversely affected by any parking, access and noise issues from additional patient use.

20/19 Declarations of Interest

There were no declarations of interest

21/19 Minutes of the Previous Meeting

The Minutes from the meeting of 24 September 2019 were agreed as a correct record. Councillors requested an update on Winter Pressures at the next meeting on 21 April 2020.

22/19 Update on Pharmacy Services on discharge from hospital and current schemes and services relating to the use of medicines that support reducing GP pressures and greater integration and utilisation of Community Pharmacy

The Board received a report from the Chief Pharmacist and Accountable Officer for Controlled Drugs, University Hospitals of Derby and Burton NHS Foundation Trust. The report provided an update on the Pharmacy Services on discharge from hospital and the current schemes and services relating to the use of medicines that support reducing General Practitioner (GP) Pressures and greater integration and utilisation of the Community Pharmacy.

The Chief Pharmacist reported that the closure of the Boots store at the Royal Derby Hospital (RDH) was imminent and that from, 1st February 2020, the outpatient dispensing service will be provided by Pride Pharmacy, a new company owned by University Hospitals of Derby and Burton (UHDB). The store would still be located at the RDH main entrance. The aim of the new Pride Pharmacy would be to provide a high quality service with the aim of improving the patient experience by reducing waiting times and having medicines available when needed.

The Board noted that patients not seen at the RDH, for example at the London Road Community Hospital, would not be expected to collect their medicines from the Pride store at RDH as the Pride Pharmacy would be using the Royal Mail tracked medicines delivery service to ensure these patients receive their medicines in a timely manner. Councillors asked for a definition of a timely manner and it was confirmed that if a patient was seen in a Monday morning clinic then they should receive their medicine by Wednesday of the same week. The Board noted the effort to reduce the turnaround period and asked if there were Service Level Agreements (SLAs) in place. It was confirmed that Key Performance Indicators (KPI) measures were in place, and that a forty-five minute wait for prescriptions was deemed to be unsatisfactory.

The Board were informed about the services delivered by Community Pharmacies, including the Community Pharmacist Consultation Services (CPCS). The aim of this service was to relieve pressure on the wider NHS by connecting patients with the Community Pharmacy (CP) which should be their first port of call and would be able to deliver a quick, convenient and effective service. The Board were informed that the CPCS already takes referrals from NHS 111 for urgent repeat medicines, and for minor illness for the CP. There are plans for referrals to be taken from other parts of the NHS in the future. Councillors asked how patients could recognise if they could self refer to the CP; they asked if there was a list available of the different diseases which can currently be dealt with by the CP. The Chief Pharmacist offered to circulate the criteria of diseases that could be treated to the Board. Councillors asked if evidence could also be brought to the Board to show that referral pressures are being removed from GPs; they then asked if other front-facing NHS staff like Receptionists could be used to refer patients to relieve pressure on GPs? The Chief Pharmacist noted this suggestion.

It was reported that the safe and timely supply of medicines on discharge was a primary function for the UHDP pharmacy. There was a discharge pathway in place. However, when problems occurred in the process it was often the people at the end of the chain that were affected. The Board were informed that wards with fast turnarounds were often targeted, as patients already have medication in place. Improving ways of working were always being looked at, such as additional staff or Electronic Prescribing which was one way of using technology to improve safety and support discharge. Councillors noted that electronic prescribing reduced problems such as legibility of prescriptions but queried whether there were any other areas where there could be potential for errors. The Chief Pharmacist confirmed the constant need to ensure there was no complacency in the discharge process; it was critical that supply of discharge medicines does not delay discharge and that adequate supplies of on-going medicines are provided for patients until they can obtain further supplies.

The Board resolved:

To note the report

To request a update report, with key performance indicators, be provided to the Board for their assurance that there was no deterioration in dispensing services for patients using the new Pride Park Pharmacy and the Royal Mail tracked medicines delivery service compared to the Boots store.

To request an update report return to the Board on Pharmacy Services with evidence to indicate referral pressures are being removed from GPs

23/19 Proposals to relocate the functional mental health care for older adults from the London Road Community Hospital to Kingsway Hospital

The Board received a report from Derby and Derbyshire Clinical Commissioning Group (CCG). The report was presented by the Assistant Director, Learning Disabilities, Autism, Mental Health and CYP Commissioning.

The Board were informed that Derby and Derbyshire Clinical Commissioning Group (DDCCG) utilise Derbyshire Healthcare NHS Foundation Trust (DHcFT) as a specialist provider of learning disability, substance misuse and mental health services, across community, inpatient and specialist settings in Derby and Derbyshire.

The Trust provides a range of inpatient or bedded services at hospitals throughout Derbyshire. In Derby this includes a wide range of services at Kingsway Hospital, a range of acute mental health services for adults at the Radbourne Unit on the Royal Derby Hospital site, and a small number of services that are delivered at the London Road Community Hospital.

The Board were informed that Inpatient services for older people in Derby are currently split across two sites:

- London Road Community Hospital – this offers specialist inpatient care for people over 65 who have a functional mental illness (for example depression, schizophrenia, mood disorders, anxiety or wider mental health diagnosis other than dementia). Inpatient services are currently provided on Ward 1: the ward has been adapted so that it can be used to provide mental health care and is leased from University Hospitals of Derby and Burton (UHDB) who own the London Road Community Hospital site.
- Kingsway Hospital – which offers specialist inpatient Dementia care (also called organic mental illness)

The Board were informed of the proposals outlined in the draft consultation document (Appendix 2 of the report) for the relocation of the functional mental health care for older adults from the London Road Community Hospital to Kingsway Hospital.

They noted that the Inpatient service for older people over 65 for organic mental illness, such as dementia, are provided in purpose built mental health facilities on the Kingsway Hospital site in Derby at Tissington House. The work needed to make this facility fully compliant with new single bed requirements would be much less than the work needed on the current location at ward 1, London Road. Tissington House also has better surroundings with more green space and courtyards. There are number of other facilities available on the hospital site including a restaurant, patient bank and multi-faith chapel. The hospital is close to the Kingsway Retail Park.

The Board supported the proposal in terms of access and suitability but were concerned that ward 1 on the London Road site would fall into disuse. The officer confirmed that the ward was leased from UHDB so any future use of the premises would be their responsibility. The main concern of the DDCCG was that people with mental health needs be placed in the best facilities available for those needs.

A councillor raised concerns about the lack of funding available for Mental Health services, in particular Out of Area Placements. There was a need to raise the issue with central government to ensure that mental health services are on a par with physical health services. The officer confirmed that they could bring a report about the Mental Health budget in full to this Board if needed. Councillors agreed to discuss these issues further under Item 9.

Resolved to note and support the proposed report and draft consultation document

24/19 Healthwatch Update

The Board received a report and presentation from the Chair of Derby Healthwatch which provided an update on Healthwatch Annual Report 2018-2019, together with a response to the Healthwatch 2019 report from the Integrated Sexual Health Services (ISHS).

The Board were informed about Healthwatch resources and the way they have engaged and supported more people in 2018-19. They noted that Healthwatch plays an important role in providing advice and signposting people to the support they need. Approximately 2272 people accessed Healthwatch advice and information on line or contacted them with questions about local support, 30% more than 2017-2018.

The Chair of Healthwatch Derby gave a breakdown of the funding available to Healthwatch and how this had been used in the 2018-19: further detail was available in the report. The Board were told that there had been an overspend of approximately £7k, due to a one off cost for a data retrieval upgrade.

The Chair of Healthwatch Derby also gave examples of recent work undertaken which has led to positive changes to health and social care services in the City. One example given was a Multi lingual workshop at the Indian Community Centre - which covered conversations about the Local Sustainable Plan as well as local services. The Chair of Healthwatch Derby went on to explain how priorities for Healthwatch are set, they must relate to health or social care services and affect/or have the potential to affect the residents of Derby City. Ongoing activities and forward plan were also outlined to the Board.

A Councillor raised a concern in the Response from the Integrated Sexual Health Services (ISHS) response to the Healthwatch 2019 report, about Board Assurance Framework Risk Reference 1.7/19 the risk to patients due to DCHS not consistently considering principles of equality, diversity and inclusion resulting in the way DCHS plan and deliver services, being at odds with what matters to individuals/service users/carers. The Chair of Healthwatch explained that to help ISHS address this, increased activity was planned in future with seldom heard groups by developing bespoke workshop: a refugee workshop has already taken place.

The Board thanked the Chair of Healthwatch for his comprehensive update report and asked if their sincere thanks for all the work of the organisation could be passed back to the Healthwatch Board members and staff. The Board would consider ways they can work with Healthwatch in future projects.

Resolved to note the contents of the report and presentation.

25/19 Public Health Vaccination Programmes

The Board received a report of the Acting Director of Public Health. The purpose of the report was to provide the Adults & Health Scrutiny Board with an overview of vaccination and the current NHS life course vaccination schedule. It also described the delivery of the national vaccination programme in Derby. The report provides assurance that the Derby City vaccination programmes are delivering positive outcomes for eligible residents, including groups where uptake has been low in the past. The report also raises awareness of the performance, achievements and challenges associated with the vaccination programmes

The Board were informed that vaccination was the most effective way of protecting health, after clean water. Key aims of vaccination include: eradication, local elimination, protecting the unvaccinated population. Being vaccinated benefits the whole community through "herd immunity". Individuals who are unable to have the vaccine can be protected if enough people are inoculated as it can stop the spread of the disease.

The officer explained the responsibilities of organisations under the Health and Social Care Act 2013. The Board noted that vaccination programmes are assessed and recommended by the national Joint Committee on Vaccination and Immunisation. Programmes are commissioned by NHS England and Improvement (NHSE/I) and are provided by local GP Practices and other NHS Organisations.

The officer outlined the challenges experienced around the MMR vaccinations. Two doses of the MMR vaccine are needed to give full immunity to measles infection, the first dose at one year of age and a second dose before children go to school (3-5 years). The pre-school booster was the most challenging of vaccines; it was difficult to co-ordinate as parents often have busy schedules or other childcare arrangements and problems with the location of clinics. The influence of negative social media messages around vaccine safety was also an issue to be considered. Specific work has been undertaken in Derby City to encourage attendance by sending out "Booster Bear" birthday cards to children as a reminder to parents that the second MMR vaccine was due.

Councillors considered the charts in Appendix 1, which gave childhood vaccination statistics for Derby. A councillor noted the lower figures for vaccination in Derby and queried the reason for this and what could be done to address the issue. The officer explained that there was a national downward trend; Derby being a deprived area also performed less well than the surrounding "Shires". There are also issues of data quality, eg children originally registered at GP Practices in Derby but who have moved to another area. Unfortunately, unless they are registered elsewhere, their file would remain open in Derby.

The officer spoke about recent national actions to highlight the importance of vaccination, eg the Prime Minister's statement, August 2019/Advancing our Health: Prevention in the 2020's. Actions included addressing parent's concerns about vaccines by updating the advice on the NHS website and, calling a summit of social media companies.

Resolved to consider the legislation, governance arrangements, achievements and challenges relating to the local immunisation programmes in Derby

26/19 Work Programme and Topic Review

The Board considered a report of the Strategic Director of Corporate Resources presenting the proposed work programme of the Board for the remainder of the 2019/20 municipal year.

The Board requested that a **Winter Pressures update report** be brought to the meeting on **21 April 2020**.

The Board added the following items to the Forward Plan for the next municipal year.

- **Horizon Healthcare, branch surgery closure.** An update report on the engagement exercise undertaken with patients to come to the first meeting in the new municipal year
- **Pharmacy Services at UHDB "Pride Pharmacy" Key Performance Indicator** An update report was requested for their assurance that there was no deterioration in dispensing services for patients using the new Pride Park Pharmacy and the Royal Mail tracked medicines delivery service, compared to the Boots store. Also an update report with evidence to indicate referral pressures are being removed from GPs.
- **GP - Access to Surgeries Update (September meeting)**
- **Mental Health Funding** - The Board discussed further the concerns raised in Item 6 about the lack of funding available for Mental Health services. They agreed to devote one meeting in the next municipal year to Adult Mental Health Funding and issues such as out of area placements and provision of care for Dementia. The Assistant Director, Learning Disabilities, Autism, Mental Health and CYP Commissioning for Derby and Derbyshire CC would be invited to contribute and highlight areas that could be further explored.

Resolved to note the contents of the report.

MINUTES END