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SOUTHAMPTON CITY COUNCIL  
HEALTH OVERVIEW AND SCRUTINY PANEL  
MINUTES OF THE MEETING HELD ON 27 NOVEMBER 2014

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Present: Councillors Stevens (Chair), White (Vice-Chair), Bogle, Claisse, Mintoff and Noon and Parnell

Also in attendance: Councillor Shields – Cabinet Member for Health and Adult Social Care  
Councillor Chaloner – Cabinet Member for Children’s Safeguarding

21. **DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS**

The Panel noted that Councillor Bogle was an appointed representative of the Council as a Governor of the University Hospital Southampton NHS foundation Trust and that Councillor Noon worked for a care provider.

22. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

**RESOLVED:** that the minutes for the Panel meetings held on 25th September and the 30th October 2014 be approved and signed as a correct record with the following amendments.

Minute number 19 be amended to detail the “Disclosure of Personal and Pecuniary Interests” declared at the meeting. Minute to read:

“The Panel noted that Councillor Bogle was an appointed representative of the Council as a Governor of the University Hospital Southampton NHS foundation Trust and Councillor Noon worked for a care provider.

In addition the Panel noted that Councillor Smith was a parliamentary candidate for Southampton Itchen and had approached the CCG for additional information and noted that Councillor Baillie was a Council appointed member of the Health and Wellbeing Board.”

Minutes relating to the Bitterne Walk-in-Centre to be re numbered as Minute Number 20 and that the wording for recommendation (ii) be changed and an additional recommendation (iii) be added. Minute recommendations to read:

**RESOLVED** that the Panel:

- (i) noted that there were opportunities for improvement to the provision of community health care services that did not rely on the release of funding made available from the temporary closure of the Bitterne Walk-in-Centre;
- (ii) recommended that the Southampton City Clinical Commissioning Group and the Solent NHS Health Trust do not change the provision of services through the Bitterne Walk-in-Centre prior to a meaningful consultation with residents; and
- (iii) requested that due care should be taken to ensure that the practicalities of holding a meaningful consultation.”

23. **MINOR INJURIES UNIT**

The Panel considered the report of the Chief Executive of the Southampton Clinical Commissioning Group providing an update on the Minor Injuries unit (MIU).

Penny Daniels, Paula Friend (Southampton Care UK) and Peter Horne (Southampton Clinical Commissioning Group) were in attendance and with the consent of the Chair, addressed the meeting.

The Panel noted that the MIU opened in August and the numbers of attendees had been steadily rising. It was noted that arrangements had been put into place that allowed patients to transfer car parking charges to the Royal South Hants Hospital if they had paid to park at the General Hospital Emergency Department to enable them to go to the MIU, if they were directed there as a more appropriate care pathway, without additional expense. In addition the Panel noted that the contract provision of the MIU was under constant review. It was noted that as a response to the review and service demand the MIU now had the ability to X-ray children under the age of 2.

The Panel was informed that a communications plan to advertise the MIU was in place incorporating GP surgeries and pharmacies. The Panel was assured that pharmacies would have similar chaperonage arrangements to a GP's surgery and would be able to direct patients correctly. In addition it was noted that representatives of the MIU were working closely with the Emergency Department in order to ensure that patients were aware of the potential to receive treatment at an alternative venue.

It was noted that data was being collected that would enable a thorough assessment of patient numbers and the care pathways that had lead them to attend.

**RESOLVED** that the Panel would review data from Minor Injuries Unit at a future meeting.

24. **2015/16 BUDGET: OUTLINE OF HEALTH AND ADULT SOCIAL CARE PORTFOLIO PROPOSALS**

The Panel noted the report of the Cabinet Member for Health and Adult Social Care, detailing the 2015/2016 Budget proposals for the Portfolio.

Councillor Shields, Cabinet Member for Health and Adult Social Care was in attendance for this item.

The Panel discussed the budgetary considerations set out in the report in regard to Learning Disability Residential Placements. The Panel noted that the cost of residential care to the City was £1.5 million. The Panel was informed that effort was being made to reduce the cost to the City by the provision of specialist care and the adaption of properties within the City.

The Panel discussed the importance of providing suitable, long term accommodation that enabled those with care needs to live independently. It was noted that the aim was, where possible, to provide houses with the care adaptations and specialist support within the City. The Panel noted that the Council was reviewing a number of options to provide this accommodation, including working with housing associations.

The Panel noted that the strategic review of rehabilitation and reablement services would now be considered by Cabinet in September 2015. It was additionally noted that the review was revisiting how the proposed new customer engagement services or “front door” would be involved in the reablement programme.

The Panel discussed the review of commissioning contracts to make further efficiencies. The Panel noted that 41% of all respondents made suggestions for improving efficiency. The Panel was assured of the importance of keeping members of the public informed of any changes and or potential effect of changes on their services.

25. **MULTI-AGENCY SAFEGUARDING HUB (MASH) - PROGRESS REPORT AND OUTLINE OF EARLY OUTCOMES**

The Panel considered the report of the Interim Head of Service, Children and Family Service providing a progress report for the Multi-Agency Safeguarding Hub (MASH).

Councillor Chaloner, Cabinet Member for Children’s Safeguarding was in attendance.

The Panel noted that the Hub became live in April 2014 and that the early indications were that the system had bedded in well. The Panel also noted that the City’s hub was the best performing multi-agency safeguarding hub in Hampshire.

It was explained that the Hampshire Fire and Rescue Services had not been involved in the initial stages of the setting up of the MASH. However, it was expected that as the system became more established additional agencies would be invited to participate.

The Panel noted that there were still some minor technical issues in sharing data and that these were being addressed. It was explained that the close proximity of colleagues from other services allowed effective sharing of expertise and information.

**RESOLVED** that the Panel will continue to monitor the progress of the Multi-Agency Hub and the item will return for consideration at a future meeting.

26. **OFSTED ACTION PLAN**

The Panel considered the report of the Interim Head of Service, Children and Families Service detailing the Children’s Services Action Plan.

Councillor Chaloner, Cabinet Member for Children’s Safeguarding was in attendance.

It was noted that the action plan was due to go live on 22<sup>nd</sup> December 2014. The Panel discussed the need for clarity with the data sets as they would be produced against the action plan.

The Panel noted that the Council had established a new scrutiny panel that would be revisiting the action plan to monitor performance against it. It was explained that the members of the new scrutiny panel would be given additional training to help them with the analysis of the data.

27. **UNIVERSITY HOSPITAL SOUTHAMPTON FOUNDATION TRUST, WHOLE SYSTEM WINTER PLAN AND EMERGENCY DEPARTMENT PERFORMANCE**

The Panel considered the report of the Chief Executive of the University Hospital Southampton Trust (UHS) detailing the winter plan and providing the opportunity to discuss the Trust's Emergency Department performance.

Fiona Dalton and Jane Hayward (UHS) were in attendance and, with the consent of the Chair, addressed the meeting.

It was explained that the introduction of the Minor Injuries Unit (MIU) at the Royal South Hants hospital was beginning to have an effect on the figure of those attending the emergency department. That the Trust continued to assess its working practices to enable quicker resolution for those attending and it was noted that additional funding had been received.

The Panel expressed concern about the fragility of the service especially over a winter period and was informed that the winter response funding will allow the Trust to ensure that there was sufficient staffing. The Panel was informed that the hospital continued to struggle to employ junior doctors to work in the emergency department but had the support of the consultants to ensure that staff coverage, especially over the weekends and evenings, remained constant.

The Panel noted that the Winter Plan aimed to build in an operational resilience over the winter period by reviewing work flow systems and pinch points in the system and was being supported by some additional funding.

The Panel noted that the discharge of patients from the emergency department with an appropriate care package continued to cause delay. It was noted that the Trust had hired a private ambulance to help patients to return to either their homes or care homes as appropriate.

In response to a question from a member of public the Panel discussed the mix of patients attending the Emergency Department that are in need of a psychiatric assessment. It was explained that the Southern Health Trust and the UHS were working closely together but, that there had been recent changes to the method the Police used to direct patients had caused an increase in numbers.

**RESOLVED** that the Trust's performance against the Emergency Departments targets be set as the first item of each agenda for future Health Overview and Scrutiny Panel meetings.