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PUBLIC

To: Members of Improvement and Scrutiny Committee - Health

Friday, 15 March 2024

Dear Councillor

Please attend a meeting of the **Improvement and Scrutiny Committee - Health** to be held at **10.30 am** on **Monday, 25 March 2024** in Committee Room 1, County Hall, Matlock, Derbyshire DE4 3AG; the agenda for which is set out below.

Yours faithfully

A handwritten signature in black ink that reads 'Helen E. Barrington'.

Helen Barrington
Director of Legal Services

A G E N D A

PART I - NON-EXEMPT ITEMS

1. Apologies for absence
To receive apologies for absence (if any)
2. Declarations of Interest
To receive Declarations of Interest (if any)
3. Minutes of Previous Meeting (Pages 1 - 6)

To confirm the non-exempt minutes of the meeting of the Improvement and Scrutiny Committee - Health held on 11 December 2023.

4. Public Questions (Pages 7 - 8)

30 minutes maximum for this item. Questions may be submitted to be answered by the Scrutiny Committee or Council officers who are attending the meeting as witnesses, on any item that is within the scope of the Committee. Please see the procedure (below) for the submission of questions.

5. Cabinet Member for Health - update on work with the Health and Wellbeing Board (Verbal Report)

6. Healthwatch Derbyshire Update (Pages 9 - 18)

7. Work Programme (Verbal Report)

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MINUTES of a meeting of **IMPROVEMENT AND SCRUTINY COMMITTEE - HEALTH** held on Monday, 11 December 2023 at Committee Room 1, County Hall, Matlock.

PRESENT

Councillor J Wharmby (in the Chair)

Councillors M Foster, D Allen, C Dale (substitute for L Ramsey), G Musson, P Smith and A Sutton.

Apologies for absence were submitted for Councillor E Fordham, P Moss and L Ramsey.

Officers present: Hayley Gleeson (Public Health Lead-Public Health Policy), Councillor Carol Hart (Cabinet Member - Health & Communities), Ellie Houlston (Director Of Public Health), Monica McAlindon (NHS Derby and Derbyshire Integrated Care Board), Clive Newman (Director of GP Development, Derby and Derbyshire ICB), Juliette Normington (Senior Democratic Services Officer) and Jackie Wardle (Improvement and Scrutiny Officer).

36/23 DECLARATIONS OF INTEREST

There were no declarations of interest.

37/23 MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 25 September 2023 were confirmed as a correct record subject to an amendment to minute number 33/23 that should read:

“The Committee agreed that it would consider undertaking a review of school meals and children’s health and in order to commence the process Cllr Allen would submit a review proposal form to enable the Scrutiny Officer to draft a scoping report for the next meeting.”

38/23 PUBLIC QUESTIONS

There were no public questions.

39/23 COLPOSCOPY SERVICE - UPDATE

Monica McAlindon, Head of Cancer Commissioning at Derby and Derbyshire Integrated Care Board introduced the report, which had been

circulated in advance of the meeting, providing an update on the status of the colposcopy provision for people living in the High Peak area. The current position continued to be put on pause and was reflective of the service on a regional and national basis.

Ms McAlindon was keen to emphasise that there had been no effect on screening and that the access to the colposcopy service was as local as possible. The ICB was currently looking at the long- and medium-term programme and was working collaboratively with NHS England on how to reduce travel. It was recognised that the Committee preferred a more positive account but it was conscious of the pressures being experienced by the service.

Committee members were re-assured that the care to patients remained the same. There was no patient feedback available on visits to Chesterfield Royal Hospital but, all patients had received the appropriate treatment, all appointments had been attended and no complaints had been received.

RESOLVED to note the change to the clinical pathway with patients now directed to the Chesterfield Royal Hospital for a colposcopy.

40/23 ACCESS TO GP SERVICES - UPDATE

Clive Newman, Director of Patient Care, at Derby and Derbyshire Integrated Care Board introduced the report, providing an update on General Practice provision across Derbyshire. The report focussed on the System-level Primary Care Access Improvement Plan and an update on the recovery of appointments in General Practice at a national and local level.

Demand on services had increased and practices have had to make significant changes in how services were delivered. There were now more appointments but the number of doctors had not increased comparably, resulting in a decrease in patient satisfaction.

The Plan's central ambitions were to tackle the 8:00 am rush and for patients to know on the day how their request would be managed, thereby empowering patients and building capacity. The aim of the plan was also to mitigate the crisis facing primary care. The presentation went on to outline the local long-term vision for access and how the plan would be delivered alongside the national plan through invested funding and patient involvement.

The Committee thanked Mr Newman for his presentation and proceeded to pose a number of questions. A number of different factors needed to

be considered for each appointment and how they would be presented, such as triaging cases and getting to know individual patients.

GPs were continually assessed through a number of methods including the governance programme, accreditation, peer review, CPC and regular continued professional development. It was recognised that the community consultation scheme around pharmaceutical practices needed an improved IT system.

Practices receive funding from the NHS, out of which all staff and practice costs are met. It was agreed that further information on the quality framework and performance against national targets would be circulated to committee members.

RESOLVED the report was for information and consideration only.

41/23 HEALTH AND WELLBEING STRATEGY DEVELOPMENT

Ellie Houston, Director of Public Health and Hayley Gleeson, Public Health Lead – Policy introduced the report, which had been circulated in advance of the meeting, asking Committee to note the development to date of the draft Joint Local Health and Wellbeing Strategy for Derbyshire (JLHWBS) and its areas of focus.

The JLHWBS set out agreed priorities and joint action for health service partners and local authorities across the county to address the health and wellbeing needs of the Derbyshire population – these were identified by a range of data sources and evidence. Positive feedback was received from the Health and Wellbeing Board in October 2023 with engagement and involvement of board members and partners to co-produce and refine the strategy with continued commitment to shared delivery and implementation of the Strategy.

The effect of COVID had impacted on the ability to undertake useful evaluation of the impact of the last strategy. More detailed information around loneliness and isolation would be available to Committee members when the Strategy was completed. The Committee considered that real commitment was also needed for intervention and prevention of young people's mental health.

RESOLVED to:

- 1) Note the development to date of the Joint Health and Wellbeing Strategy for Derbyshire; and
- 2) Note the draft areas of focus for the Joint Local Health and

42/23 **REVIEW OF SCHOOL MEALS AND CHILDREN'S HEALTH - SCOPING REPORT**

Jackie Wardle, Improvement and Scrutiny Officer introduced the scoping report, which had been circulated in advance of the meeting, informing the Committee of a proposed review of the importance of school meals for children's health, seeking agreement for a review to be undertaken and to establish a review working group to look at the national healthy eating food strategy and take-up of free meals.

Committee received the report however, it was brought to members' attention that work had already been done by the Department of Education and the Food Standards Agency earlier in the year, resulting in the Standards for School Food in England being updated, in February 2023. These standards were used by the County Council's menu development officer.

In light of this information, concerns were expressed around duplication of work and the amount of time that would be spent on a working group doing a review. A vote was taken and it was felt that the recommendations did not provide realistic outcomes and that this work had already been completed very recently.

RESOLVED not to accept the recommendations.

43/23 **WORK PROGRAMME**

Jackie Wardle, Improvement and Scrutiny Officer advised the Committee of the expected items to be discussed at future meetings:

January 2024

- Dean Wallace, Director of Operations, Derbyshire Community Health. Members were invited to submit issues for Mr Wallace to respond to;
- Maternity Services update;
- Work Programme.

March 2024

- Derbyshire Healthcare NHS Foundation Trust – Living Well Derbyshire

Members of the committee expressed real concern around the falling

number of NHS dental practitioners across the county and were keen to welcome the Service to a future meeting to discuss the provision currently being offered.

RESOLVED to:

- 1) Accept the work programme for 11 December 2023; and
- 2) Invite NHS Dentistry Service to a future meeting.

The meeting finished at 3.54 pm

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Procedure for Public Questions at Improvement and Scrutiny Committee meetings

Members of the public who are on the Derbyshire County Council register of electors, or are Derbyshire County Council tax payers or non-domestic tax payers, may ask questions of the Improvement and Scrutiny Committees, or witnesses who are attending the meeting of the Committee. The maximum period of time for questions by the public at a Committee meeting shall be 30 minutes in total.

Order of Questions

Questions will be asked in the order they were received in accordance with the Notice of Questions requirements, except that the Chairman may group together similar questions.

Notice of Questions

A question may only be asked if notice has been given by delivering it in writing or by email to the Director of Legal Services no later than 12 noon three working days before the Committee meeting (ie 12 noon on a Wednesday when the Committee meets on the following Monday). The notice must give the name and address of the questioner and the name of the person to whom the question is to be put.

Questions may be emailed to democratic.services@derbyshire.gov.uk

Number of Questions

At any one meeting no person may submit more than one question, and no more than one such question may be asked on behalf of one organisation about a single topic.

Scope of Questions

The Director of Legal Services may reject a question if it:

- Exceeds 200 words in length;
- is not about a matter for which the Committee has a responsibility, or does not affect Derbyshire;
- is defamatory, frivolous or offensive;
- is substantially the same as a question which has been put at a meeting of the Committee in the past six months; or
- requires the disclosure of confidential or exempt information.

Submitting Questions at the Meeting

Questions received by the deadline (see **Notice of Question** section above) will be shared with the respondent with the request for a written response to be provided by 5pm on the last working day before the meeting (ie.5 pm on Friday before the meeting on Monday). A schedule of questions and responses will be produced and made available 30 minutes prior to the meeting (from Democratic Services Officers in the meeting room).

It will not be necessary for the questions and responses to be read out at the meeting, however, the Chairman will refer to the questions and responses and invite each questioner to put forward a supplementary question.

Supplementary Question

Anyone who has put a question to the meeting may also put one supplementary question without notice to the person who has replied to his/her original question. A supplementary question must arise directly out of the original question or the reply. The Chairman may reject a supplementary question on any of the grounds detailed in the **Scope of Questions** section above.

Written Answers

The time allocated for questions by the public at each meeting will be 30 minutes. This period may be extended at the discretion of the Chairman. Any questions not answered at the end of the time allocated for questions by the public will be answered in writing. Any question that cannot be dealt with during public question time because of the non-attendance of the person to whom it was to be put, will be dealt with by a written answer.



FOR PUBLICATION

DERBYSHIRE COUNTY COUNCIL

IMPROVEMENT AND SCRUTINY COMMITTEE – HEALTH

25 March 2024

Healthwatch Derbyshire Update

1. Purpose

- 1.1 To present to the Committee a report on the engagement activity currently being carried out by Healthwatch Derbyshire. The report includes the areas that Healthwatch are currently focussing on, what they have been hearing, updates and project work.

2. Information and Analysis

- 2.1 The main themes to report to the Committee are around pharmacy and dental, as areas of specific interest to the Committee and its work.

The main topic reported to Healthwatch around pharmacy is around availability of blister packs. The 'pharmacy first' initiative will also be monitored for patient feedback as this goes live and gathers momentum.

Several issues continue around availability of, and access to NHS dentistry. The report includes a sample of the comments recently received.

Another key piece of work covered in the report is experiences of accessing wheelchair services in Derbyshire, which has been a subject of recent engagement. A draft report is currently with the provider and commissioner for response prior to being published.

3. Alternative Options Considered

- 3.1 N/A

3.2 N/A

4. Implications

4.1 N/A

5. Consultation

5.1 N/A

6. Background Papers

6.1 N/A

7. Appendices

7.1 Healthwatch Derbyshire Engagement Updates - March 2024

8. Recommendation(s)

That the Committee accepts and notes the report.

9. Reasons for Recommendation(s)

To inform the Committee of the roles and responsibilities of Healthwatch Derbyshire and current themes and priorities of its work in the county.

Report Author:

Helen Henderson
Chief Executive
Healthwatch Derbyshire

Contact details: helen@healthwatchderbyshire.co.uk

Implications

Financial

1.1 N/A

Legal

2.1 N/A

Human Resources

3.1 N/A

Information Technology

4.1 N/A

Equalities Impact

5.1 N/A

Corporate objectives and priorities for change

6.1 N/A

Other (for example, Health and Safety, Environmental Sustainability, Property and Asset Management, Risk Management and Safeguarding)

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Engagement Updates

Welcome to our engagement updates bulletin. Read on for more information about what we're currently focusing on, what we have been hearing, updates, and our project work.

Speaking with the community

Over the past three months, our engagement officers have visited many groups around Derbyshire to listen to feedback about health and social care services. This quarter we have had 156 comments of these 63% were negative, 23% positive and 14% mixed or neutral.

Our engagement officers have continued to carry out general engagement activities. The groups we have spoken to the most are carers, children and young people, older adults, parents LGBTQ groups, people with long-term conditions, and those with mental health conditions.

The areas we have heard the most from are Erewash, High Peak, Buxton, Chesterfield, and Dronfield.

What are we hearing about?

Pharmacy

We are hearing more about a lack of blister packs available at pharmacies. This is a weekly pill organiser that can help users keep track of their daily medication and stay safe.

Pharmacists put the tablets into individual boxes in the trays, each one indicating when they should be taken. However, these now not being available has had a knock-on effect for carers. They are telling us that organising medication has become an added pressure for carers already juggling responsibilities.

With pharmacy first happening, we will be going out and asking more about pharmacy over the next quarter.

Dental

We are still hearing about the lack of NHS dental access. Many people are unable to pay for private dental treatment and are choosing not to get treatment:

“I am unable to find an NHS dentist and I have been told that it will cost £1000 to remove a molar privately, I just can’t afford it.”

Others who do have access to an NHS dentist may not in the future with one person saying:

“My dentist has left and I was told I have to pay privately now. I noticed others were still receiving NHS care at the practice. The practice has agreed to keep me on the books for 2 years in the hope that they get a replacement dentist”

People are calling 111 to see if they can get emergency dental treatment but one person told us that:

“I no longer trust the information provided by NHS 111. They sent me to an emergency dentist in Macclesfield and when I arrived, I was told that they no longer do dental emergencies.

Parents and carers of children with additional needs have told us they may be able to afford private for their children’s check-ups, but if they have to pay for treatment, they will be unable to do so.

General Practice

25% of our comments over the past three months have been about general practice. Many of the comments have been about patients struggling to access an appointment on the phone. A few people told us that their GP practice will only book same-day appointments.

“You can only book on-the-day appointments. I made 37 calls to the surgery, by the time I got through there were no appointments left.”

Patients have also told us about a lack of continuity of care and having to see a different GP if they want an earlier appointment.

However, we have had positive comments from patients about alternative ways of contacting their GP practice. One person said,, “I find using the NHS app really useful to be able to book blood tests, check test results, request prescriptions.”

Child Adolescent Mental Health Services (CAMHS)

We have been hearing about long wait times for appointments for CAMHS.

People said that they are feeling unsupported. Also, the delays and long wait for support can further impact their wellbeing. This affects not only the children or young person but also the family, friends, and school.

The people who have been able to access CAMHS have been telling us that CAMHS is not “patient-centred” and can be aimed at children rather than young people.

Families are telling us that there is a lack of explanation about what to do when CAMHS is unable to provide support.

Learning Disability (LD) Community Support

We have been speaking to people with learning disabilities and their carers about community support and hearing about their experiences.

Patient Initiated Requests to Move Provider (PIDMAS)

You can now move hospitals to receive care/treatment if you have been waiting for longer than 18 weeks using PIDMAS.

We have heard that there needs to be clear and understandable information for the public about this new offer, so patients can decide knowing all the facts.

Wheelchair Services

We have been hearing more about wheelchair services. People are telling us that they have been waiting for a long time for new wheelchairs, repairs, or deliveries.

“In approximately April 2023 my son was measured for another wheelchair due to him having outgrown his other. We are currently still waiting for his

wheelchair from the manufacturer. When I called for a progress update, I was told he probably wouldn't have it for his school trip, but it should be with them in August (school holidays). It's now November and I have still heard nothing."

We will be doing a survey to understand more about this topic.

Enter and View

We have done three enter and view visits at Derbyshire County Council care homes. The homes visited were Castle Court, Thomas Fields, and Whitestones. The reports are available on our [website](#) and the [Public and Patient Insight Library](#), which you can join for free.

We are currently doing enter and view visits at the new Community Diagnostic Centres (CDCs) as part of a Healthwatch England piece of research. The reports will be available later in the year.

Patient Participation Group (PPG) Guide

We are co-designing a PPG best practice guide with the PPG network, Joined Up Care Derbyshire, and the Integrated Care Board (ICB).

This will be finished in April and will be available to all GP practices.

How to access your GP guide

We will be co-designing a guide with members of the public and Derby and Derbyshire Local Medical Committee (LMC) to give handy tips for accessing your GP.

Inpatient mental health engagement

We are continuing our regular engagement work at both the Hartington and Radbourne inpatient mental health units, and we send regular feedback to both units.

For example, we have been told that activities are very important to patients. Patients have made suggestions of the kinds of activities that benefit them and their wellbeing whilst at the unit, such as music and cooking.

This has been raised with staff and the staff have created a timetable of activities, considering the patient's views.

We are writing a report to highlight the impact that patient feedback has made.

Flu vaccinations for 2–3-year-olds

Between March – June we will be doing a survey and some interviews with parents and carers of toddlers who are about to be, or who are, eligible for the flu vaccination. This feedback will then impact how the winter campaign for 2024 is delivered in Derbyshire.

Volunteering

Our volunteers have been working hard to promote Healthwatch Derbyshire by delivering presentations face-to-face and on teams. They have also been delivering our posters all around the county.

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