

MINUTES OF A MEETING OF THE SAFEGUARDING, COMMUNITIES AND WELLBEING SCRUTINY COMMITTEE/CRIME AND DISORDER SCRUTINY COMMITTEE HELD IN COUNCIL CHAMBER, GUILDHALL ON WEDNESDAY, 16 JANUARY 2019

MEMBERS

Councillor Derek Wright, Chair
Councillor Beverley Parry-Jones, Vice-Chair

Councillor	Trevor Bates	Councillor	* Tina Mannering
"	I David Bithell, MBE	"	Ronnie Prince
"	Brian Cameron	"	John Pritchard
"	Krista Childs	"	Rondo Roberts
"	* Russell Gilmartin	"	* Nigel Williams
"	Gwenfair Jones		

*Absent

Also Present – Councillor Joan Lowe

38 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Russell Gilmartin, Tina Mannering and Nigel Williams.

39 DECLARATIONS OF PERSONAL INTERESTS, IF ANY

Members were reminded of their responsibility, under Paragraph 11 of the Members' Code of Conduct, to declare any interests in relation to any business to be transacted at this meeting. The following declaration was made:

Agenda Item 4 – Betsi Cadwaladr University Health Board

Councillor Trevor Bates – Personal – a close relative being employed at Chirk Community Hospital. The Councillor remained in the meeting and took part in the discussion and voting thereon.

40 CONFIRMATION OF MINUTES

The Minutes of the meeting held on 19 December 2018 were submitted.

AGREED - That the Minutes of the meeting held on 19 December 2018 be signed as a correct record.

41 BETSI CADWALADER UNIVERSITY HEALTH BOARD (BCUHB) AND WALES AMBULANCE SERVICE TRUST (WAST)

Members' declaration of interest in relation to this Agenda Item is set out in Minute 39 above.

The Chair commented that this was the latest in a series of regular meetings between the Council's Scrutiny Committee with the remit for 'health matters' and representatives of BCUHB, the previous meeting held in October 2018.

He then welcomed Rob Smith (Area Director – East), Dr. Gareth Bowdler (Area Medical Director – East), Janet Ellis (Assistant Area Director Primary Care – East), Meinir Williams (Associate Director for Unscheduled Care), Betsi Cadwaladr University Health Board and Duncan Robertson (Regional Consultant Lead and Consultant Paramedic), Liz Hughes (Operations Manager – East and Central North Wales) Pam Hall (Non – Executive Director) Wales Ambulance Service Trust to the meeting.

(a) BCUHB – Progress with Primary Care

Dr Gareth Bowdler (BCUHB) gave a progress report and commented that the Health Board were looking at innovative approaches to develop and improve primary health care services in the Wrexham area. He referred to the following matters in particular:

- The Health Board undertake regular reviews and risk assessments on the viability of all GP practices to identify those at risk of closure and to provide active support where required. As a result of this action, there have been no resignations of GPs in the Wrexham area during the past 12 months.
- Negotiations are progressing to hand back three managed GP practices, Borrass, Hill Crest and Forge Road, to a preferred provider. This will be a not-for-profit community interest company which will have the advantage of being able to draw down social and charitable funding not available to General Medical Services (GMS) practices. Members welcomed this news but sought assurance that the three practices would have permanent GPs and not rely on locums.
- Introduction of an alternative model for GP practices with the provision of 'health clusters' to bring together a wide mix of health professionals within one building, including Advance Nurse Practitioners, physiotherapists and pharmacists, Health Board community services, district nurses and health visitors. To ensure that all patients receive treatment as quickly as possible, the model will direct them to the most appropriate healthcare professional to meet their needs. This will enable GPs to concentrate on their core role of treating the more complex cases.
- All three health clusters within Wrexham now have GP cluster leads.
- The North West Wrexham cluster has recently started a home visiting service led by colleagues in the Wrexham Ambulance Service visiting patients during the day time who otherwise would require a GP visit.
- Meinir Williams reported that the South West Wrexham Cluster is one of two pilot areas within North Wales for the introduction of a new provision for referrals to Out of Hours services. Members requested further information on this initiative.
- The recruitment and retention of GPs continues to be both a local and national concern and the Health Board continued to work with the profession in developing innovative ways to increase the number of GPs entering the profession and to support existing GPs to maintain and enhance services to their

practice populations. Incentives recently introduced include the establishment of three salary tiers for GPs entering the service dependent on experience; flexible and family friendly contracts of employment; and the provision of further training opportunities for GPs once in post.

- More focus on prevention and the increased use of 'social prescribing' by GPs as a means to refer patients to other non clinical services.

Members then raised the following points in particular:

- The ratio of GPs to the total population of Wrexham County Borough and if examples of preventative action being put in place to reduce demand in the future.
- Dr Bowdler (BCUHB) commented that there was no minimum standard, however, within Wrexham the ratio was 1 GP per 2000 patients which was above the North Wales average of 1 GP per 1800 patients. Examples of preventative work included pharmacists being commissioned to carry out smoking cessation therapy and more bespoke, dedicated service for people in care homes.
- Further information was sought on the total number of GPs recruited to practice within the Wrexham area since 2012. Dr Bowdler (BCUHB) reported that this figure was not available as GMS practices were independent of the Health Board and do not have to provide information regarding staffing matters. With reference to those GP practices directly managed by the Health Board the number has remained static.
- What provisions were being put in place to meet the increased demand on GP services as a result of the proposed increase of 8,500 homes required by the forthcoming Wrexham County Borough Council Local Development Plan. Dr Bowdler (BCUHB) explained he was not aware of any specific plan, however, the funding formula allocates monies in accordance with the number of patients registered with a GP practice.
- The Local Member (Councillor Beverly Parry-Jones) sought assurance that a new provider will be found soon for the Forge Road surgery in Southsea. Rob Smith (BCUHB) reported that approval will be given as soon as the submitted proposal meets the standards required by the Health Board to get the right quality of service.
- Several Members commented upon the good work undertaken in communities by the jointly funded Community Agents initiative in helping to socially integrate people suffering from loneliness and isolation.
- In response to a question, Rob Smith commented that a GMS GP practice had to give the Health Board six months notification prior to it relinquishing its contract to provide GP services in an area. This timescale was being reviewed by the Welsh Government.

(b) BCUHB and WAST – How BCUHB and WAST are working together to improve flow from ambulances and through Emergency Department to improve patient outcomes and experiences.

The Chair welcomed the representatives from WAST to the meeting and referred to the presentation 'Improving the Quality of the Ambulance Response: Moving from a focus on eight minutes to improving outcomes for patients through a clinically

appropriate response' copies of which had been circulated to Members previously. He also referred to three additional questions submitted to the WAST prior to this meeting.

Duncan Robertson (WAST) introduced the presentation and explained the 'journey of change' that has taken place within the ambulance service over the past 5 years to implement a clinical response model for the ambulance service in Wales.

Members then raised the following points in particular:

- It was noted that the 'hear and treat' programme, which involved a clinician offering a telephone assessment or advice to patients at the Clinical Contact Centre, had reduce demand for emergency response vehicles by filtering out those patients who could be transported to hospital by planned non-emergency transport. In December 2018, 7.9% of 999 emergency calls had ended following WAST telephone assessments. This reduced conveyancing had also reduced the number of incidents resulting in attendance at Hospital Emergency Departments.
- It was noted that introduction of 'reverse boarding' has dramatically reduced the time patients were being held in ambulances outside Wrexham Maelor Hospital Emergency Department.
- Members sought further information on the utilisation of 'Advanced Paramedic Practitioners' able to deal with more complex incidents and reduce unnecessary hospital admission.
- The Local Member for the Ceiriog Valley (Councillor Trevor Bates) welcomed the improvements in response times in his ward but questioned why the Advanced Primary Practitioners were not more widely deployed in the Wrexham area. In response, Mr Robertson explained that this had been a pilot scheme and subject to funding from the Welsh Government would be rolled out throughout North Wales.
- Councillor Bates reported that Members of Ceiriog Valley Community Council had visited the Wales Ambulance Service Trust Clinical Contact Centre at Llanfairfechan which had been very informative and suggested that a similar visit be arranged for Members of this Scrutiny Committee.
- A Member sought further information on the number of referrals from HMP Berwyn accessing the ED department and its impact on ambulance response times and waiting times for treatment.

With reference to the questions submitted prior to the meeting, the following responses were received:

- The number of people leaving Wrexham Maelor Hospital Emergency Department without being seen by a doctor had risen to approximately 18% or 19% compared to 4% or 5% at Bangor and Bodolwyddan hospitals. This was partially due to the 'urban' setting of the hospital and larger number of people 'self presenting' for treatment. Action is being undertaken to reduce this number including better management of the waiting area and to protect 'Minor Flow' capability during the busiest times of service delivery.
- With reference the number of people attending Minor Injuries Hospitals outside of

the county boundary due to the length of waiting times at the Emergency Department, this information was collected by the Health Board and work was on-going on assessing Alternative Care Pathways for treatment.

- A recruitment and training campaign for all health professionals was on-going and a Head of Nursing and the senior management team had now been completed.

AGREED

- (i) The Committee thanks all participants from Betsi Cadwaladr University Health Board and the Wales Ambulance Service Trust for coming to speak to us and answering questions in an open and honest way;**

- (ii) The Committee looks forward to continuing and growing our relationship and invites BCUHB and WAST to return in 12 months to receive an update on:**
 - (a) Primary Care in Wrexham**
 - (b) Emergency Department / WAST**

To include

 - **An update on the WAST's work to improve protocols with HMP Berwyn and its impact on WAST:**
 - **An update on alternative care pathways for treatment and progress with Minor Injury unit provision in Wrexham;**
 - **Emergency Department Performance (waiting times);**
 - **An update on the pilot for extending GP opening hours across the winter period in South Wrexham (Welsh Government funded).**
 - **Waiting times for treatment at Wrexham Maelor Emergency Services Department.**

42 WORK PROGRAMME

The Head of Finance submitted a report (HF/05/19s) to assist the Committee in considering its Work Programme for the coming year.

The Scrutiny Facilitator introduced the report and advised Members that the items identified for further scrutiny at the previous meeting had been provisionally scheduled into the draft Work Programme, a copy of which was attached at Appendix 1 to the report. A Topic Selection Form requesting that the findings and recommendation of the Care Inspectorate Wales (CIW) Inspection Report of WCBC Adult Social Care services be considered by this Scrutiny Committee submitted by Councillor Gwenfair Jones was attached at Appendix 2 to the report.

During consideration of the report Members referred to the following matters in particular:

- With reference to the report on the restructuring of the Children and Adult Social Care Services (due to be implemented on 1 April 2019) the Chair reported that a report would not be available prior to the completion of the restructuring process in March 2109. The Lead Member for Health and Adult social Care had

requested that, to enable time for the new structure to be embedded within the department, a progress report be submitted in 6 to 9 months time. Whilst accepting the increased workload on staff due to the CIW inspection, the Committee requested that the report be submitted as soon as possible.

- Members noted that there were no items of business scheduled on the Work Programme for either February / March 2019, therefore, these meetings can be cancelled.
- It was suggested that the possibility for Members to visit the Wales Ambulance Service Trust Clinical Contact Centre at Llanfairfechan and the North Wales Police Control Centre at St Asaph be investigated.

AGREED –

- (i) That the draft Work Programme attached at Appendix 1 to report HF/05/19s be approved.**
- (ii) That the Scrutiny Facilitator liaises with the Head of Adult Social Care on submitting a report on the implementation of the new Senior Management Structure within Adult and Children’s Services to this Scrutiny Committee as soon as possible.**
- (iii) That the Scrutiny Facilitator liaises with both the Wales Ambulance Service Trust and North Wales Police on the possibility of Members visiting their respective Control Centres.**

Councillor Derek Wright
Chair