
SOUTHAMPTON CITY COUNCIL
HEALTH OVERVIEW AND SCRUTINY PANEL
MINUTES OF THE MEETING HELD ON 25 APRIL 2019

Present: Councillors Bogle (Chair), White (Vice-Chair), Houghton, Noon, Payne and Savage

Apologies: Councillors Bell

22. **STATEMENT FROM THE CHAIR**

The Chair noted that it was John Richards last meeting as the Chief Executive Officer, NHS Southampton City CCG and thanked him for the support and input that he had given to the Panel over the years.

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

RESOLVED: that the minutes for the Panel meeting on 28 February 2019 be approved and signed as a correct record.

24. **SOLENT NHS TRUST - CQC INSPECTION**

The Panel considered the report of the Chief Executive and Chief Nurse of Solent NHS Trust informing the Panel of the findings from the Care Quality Commission (CQC) inspection report published in February 2019.

Sue Harriman- Chief Executive Officer, Jackie Ardley, Chief Nurse and David Noyes, Chief Operating officer (Solent NHS Trust) were in attendance and, with the consent of the Chair, addressed the meeting.

The Panel discussed a number of points including:

- The Trust's achievement of a rating of good by the CQC. The Trust outlined areas where the performance rating had improved or reduced. The Panel were reminded that the previous CQC inspection had judged the Trust as "requiring improvement" and the Panel noted the positive trend;
- The complexity of service provision for looked after children in the City. Panel Members indicated that provider responsibilities could be unclear;
- The Panel noted the work that the Trust undertook with those with learning disabilities but were concerned about the levels of support for residents with autism;
- The Trust detailed its community engagement programme noting how it's actions and methods were being developed to ensure a wider range of engagement takes place;
- How the trust was increasingly working across the health and care system to integrate services. The Trust detailed examples of closer integration with its health partners;
- A concern whether postal code affected the services received by patients. It was explained that this was not the case but that within the geographical area covered by the Trust different services were provided in accordance with the

contract specifications from the CCGs and local authorities. There was no discrepancy between postcodes within the City; and

- Workforce challenges were acknowledged as a concern by the Trust. Plans to address workforce issues were detailed. The challenges were noted and identified as a real concern. However, the Trust explained that one of the challenges was the retention of staff and that the Trust had received positive responses from recent workforce surveys that had given the Trust increased confidence in their ability to retain staff..

RESOLVED that:

- (i) the Panel noted the report and congratulated the Trust on the Solent NHS Trust Care Quality Commission Inspection report, and the improvements in the period 2016-2018: and
- (ii) the Solent NHS Trust provide the Panel with a briefing note on the services that Solent provides for Looked After Children in Southampton, including some of the challenges and forthcoming developments within this service area.

25. **HAMPSHIRE WHEELCHAIR SERVICE**

The Panel considered the report of the Director of Quality and Integration providing an overview of the Hampshire Wheelchair Service.

Georgina Cunningham- Commissioning Manager, Stephanie Ramsey - Director of Quality and John Richards - Chief Executive Officer (NHS Southampton City CCG) and Crispin West- Director for South East, Alex Underwood – Head of Risk, Governance and Training, Lydia Rice – Regional Manager and Paul Stansfield – Operational Manager (Millbrook Healthcare) were in attendance and, with the consent of the Chair, addressed the meeting.

The Panel discussed a number of points including:

- How the demand for the service had risen both nationally and locally;
- Whether the contract had been commissioned using an accurate demand data.
- The Panel questioned what steps had been taken to address the emerging shortfall in capacity. It was acknowledged that there had been an issue in relation to the capacity of the contract but, that future developments would be informed by more accurate data. It was noted that the current contract had already been amended to enable further investigation and assessment of need;
- The Panel expressed a concern that the waiting periods were too long, especially for children. It was explained that the process of assessment for a chair or other support such as hoist was often complex and that the provider had now increased the numbers of dedicated specialists in order to address the matter;
- It was explained that a previous voucher scheme had been replaced by a national offer of a Personal Wheelchair Budget (PWB) in April of 2019. The scheme was explained to the Panel and it was noted that vouchers could only be issued for chairs that matched the clinical needs of a patient but, that it was hoped that the PWB would help to reduce the waiting lists; and
- The steps taken to simplify the process of being able to receive support. Panel members expressed a concern that the process was too bureaucratic and that the referral system was too complicated.

RESOLVED that the Panel requested the report be brought back to a future meeting in the new municipal year.

26. **UNIVERSITY HOSPITAL SOUTHAMPTON NHS FOUNDATION TRUST - CQC INSPECTION**

The Panel considered the report of the Chair of the Panel requesting that, subject to publication, the HOSP consider the findings from the Care Quality Commission inspection of University Hospital Southampton NHS Foundation Trust

Paula Head, Chief Executive (University Hospital Southampton) was in attendance and, with the consent of the Chair, addressed the meeting.

The Panel discussed a number of points including:

- The Trust's performance in comparison to the inspection in 2017. The Panel sought an explanation from the Trust as to why some areas had only scored required improvement in the inspection. The Panel was given a brief overview of the differences between the two inspections by the Trust. The Panel were informed that the Trust had, where possible, acted immediately to address CQC concerns. It was noted that the quality of the estate had caused concern to the CQC. It was explained that the Trust would be applying for additional regional and national funding to address this. The Panel noted that the estate had not been altered since the last inspection and that it had robustly challenged the judgement by the CQC in some cases;
- It was explained that issues, such as those relating to Ophthalmology, had contributed to the CQC rating for Outpatients and being well led;
- It was explained to the Panel how the Trust was coping with workforce challenges for doctors, nurses and specialist staff and outlined the various methods it was using to address these matters; and
- The Chief Executive outlined a number of areas concern that were not in the CQC assessment and how these concerns were being mitigated by the Trust.

RESOLVED that the Panel

- (i) noted the report of the CQC and congratulated the Trust on maintaining a rating of good; and
- (ii) requested that the any action plan to address the points made by the CQC be considered by the Panel at a future date.