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SOUTHAMPTON CITY COUNCIL  
HEALTH OVERVIEW AND SCRUTINY PANEL  
MINUTES OF THE MEETING HELD ON 24 AUGUST 2017

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Present: Councillors Bogle (Chair), White (Vice-Chair), P Baillie, Houghton, Mintoff, Noon and Savage

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

**RESOLVED:** that the minutes for the Panel meeting on 29 June 2017 be approved and signed as a correct record.

8. **UPDATE ON DISCHARGES FROM UNIVERSITY HOSPITAL SOUTHAMPTON**

The Panel considered the report of the Chief Executive of University Hospital Southampton and the Service Director – Adults, Housing and Communities, providing the Panel with an update on discharges from University Hospital Southampton

Jane Hayward (Director of Transformation, University Hospital Southampton), Gail Byrne (Director of Nursing, University Hospital Southampton) and Sharon Stewart (Acting Prioritisation, Safeguarding and Initial Response Service Lead) were in attendance and, with the consent of the Chair, addressed the meeting.

The Panel discussed a number of matters including:

- A Continued improvement on the tackling delays in discharging of Southampton residents;
- How the Hospital's over all figures were affected by the difficulties of the provision of home care in some parts of Hampshire;
- The appointment of domestic care assistants by the hospital to help increase the level of care support for patients who live in less accessible areas;
- Staffing shortages, The Panel were briefed on the hospitals efforts to ensure that the right number of appropriately trained staff were available through a number of recruitment, training and retention practices including the creation of a skills ladder and the use of NVQs. It was stated that the hospital continued to value the work of carers;
- How the hospital was working to try and safely reduce the necelength of stay of patients by ensuring that they kept as active as possible during their stay in hospital. It was noted that patients tending to stay most inactive when they had visitors and it was hoped to encourage visitors where possible to use the facilities on site to encourage patients to be more active.
- That the Hospital continued to learn from the examples of other Health Authorities to ensure that best practice was undertaken.

**RESOLVED** that the Panel noted the ongoing improvements within the system but, that the overall target seemed challenging and that the Panel would continue to review the Trust's performance.

9. **EMERGENCY FLOW IN UNIVERSITY HOSPITAL SOUTHAMPTON**

The Panel considered the report of the Chief Executive, University Hospital Southampton Foundation Trust, providing the Panel with an update on emergency flow at Southampton General Hospital.

Jane Hayward (Director of Transformation University Hospital Southampton) and Peter Horne (Director of System Delivery, NHS Southampton City CCG) were in attendance and, with the consent of the Chair, addressed the meeting.

**RESOLVED** that

The Panel discussed a number of matters including:

- The ongoing steps to improve performance and flow within the Emergency Department (ED), and the National Initiative for the introduction of a GP led service on site to support the ED;
- The hospitals continued aim to reduce, where possible, the length of stay within the hospital for patients in order to free up space and enable a better flow from the ED into other areas of the hospital;
- The pressure for the target to be reached by end of March 2018;
- The potential for a specialist Children's Emergency Department. The Panel noted that the Trust was still trying to raise funds for the facility and that no construction work had yet started; and
- How the numbers patients attending the ED was balanced by an increase in the seriousness of the health conditions of those attending. It was explained that the increasing age and frailty of large numbers of the population echoed the more complex nature of those now attending the ED.

**RESOLVED** that the Panel noted the performance information set out within the report but, that it would continue to monitor the Trust.

10. **UNIVERSITY HOSPITAL SOUTHAMPTON NHS FOUNDATION TRUST - CQC REPORT**

The Panel considered the report of the Chair recommending that the Panel note the outcome of the 2017 CQC inspection and discuss the actions that the Trust intend to take in response to the findings.

Gail Byrne (Director of Nursing- University Hospital Southampton) and Anabel Hodgson (Healthwatch Southampton) were in attendance and, with the consent of the Chair, addressed the meeting.

The Chair and the Panel congratulated the Trust on the result of the latest inspection and discussed a number of matters including:

- The hard work that had been put in by staff to achieve the CQC rating;
- That the Emergency Department had been visited by the inspectors on this occasion;

- Actions to resolve the areas of improvement set out within the CQC report
  - It was noted that a clinical working group had been set up to resolve issues where there were mix sex wards at the hospital; and
  - It was noted that the fridge temperature issue across the site had been resolved; and
- Issues relating to the DNR (Do Not Resuscitate) / CPR (Cardiopulmonary resuscitation) process. It was explained that matter had arisen in the processing of the paperwork of these incidents because of a disparity between national and regional guidelines. It was further explained that the Trust was undergoing a project to resolve this issue.

**RESOLVED** that the Panel congratulated the Trust on the result of the inspection and noted the report.

11. **UPDATE ON 'TRANSFORMING PRIMARY MEDICAL CARE IN SOUTHAMPTON 2017-2021 (SOUTHAMPTON)**

The Panel considered the report of the Report of the Director - System Delivery providing an update on the progress and planning for the delivery of Southampton City CCG's strategy – "Transforming Primary Medical Care in Southampton 2017-2021".

John Richards (Chief Executive Officer, NHS Southampton City CCG), Peter Horne (Director of System Delivery, NHS Southampton City CCG) and Annabel Hodgson (Southampton Healthwatch) were in attendance and, with the consent of the Chair, addressed the meeting.

The Panel discussed a number of issues including:

- How the planned GP service would fit into the system within Southampton as a whole;
- The split of GP practices over the City. Members requested that information that detailed the practices in the City be forwarded to the Panel by officers;
- The disparity of the financial settlement assumptions based on population growth versus the actual growth of the City's population and the shortfall of funding that this produced;
- How merging the GP back offices and processes had encouraged a uniformity of service. It was noted that merging of practice back offices was possible across the City boundary but that would not see a reduction of the numbers of practices within the City;
- The continuing issues relating to the workforce. It was noted that there is a national shortage of GPs and that whilst there has been a widely publicised increase in the numbers of GPs being trained. However it was explained, in the meantime, that the CCG had been looking to make Southampton a good and interesting place to work in order to recruit staff;
- How the better communication of more relevant and effective care pathways to patients was being encouraged and noted that patients could now refer themselves to a physiotherapist for back issues. In addition it was explained that electronic reminders were being more effectively used and that GP receptionists were being trained and encouraged to suggest alternative routes of treatment to patients that could alleviate the pressures on a GPs timetable;

- The potential implications of the local Sustainable Transformation Plan (STP) being classified with the 3<sup>rd</sup> quartile of assessment by NHS England.

**RESOLVED** that the Panel

- (i) noted the progress and planning for the delivery of the Southampton City CCG's strategy "Transforming Primary Medical Care in Southampton 2017-2021"; and
- (ii) requested that officers circulate, to the Panel, information relating to the GP registered list.

12. **MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE.**

The Panel noted the report of the Service Director, Legal and Governance detailing the actions of the Executive and monitoring progress of the recommendations of the Panel.