

OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting: 29th June 2015

Present: Councillor A Robertson (Chair)
Councillors Bleakley, James Eaton (substituting for Sandiford),
Janet Eaton, Haworth, Kenyon, Lythgoe, McMahon, Oakes
(substituting for Hughes) and Steen

In Attendance: Sharon Rourke, Coastal Health Care
Leoni Williams, Coastal Health Care
Neil Greaves, Healthwatch
Councillor Christine Lamb, Portfolio Holder, Operational
Services and Development Control
Councillor Ashworth, Portfolio Holder for Customer Services and
Health
Councillor Cheetham
Pat Couch, Scrutiny Support Officer

3 members of the public

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Hughes and Sandiford.

2. MINUTES OF THE LAST MEETINGS

Resolved:

That the minutes of the last meeting held on 2nd March 2015 be agreed as a correct record and signed by the Chair.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

5. PUBLIC QUESTION TIME

The Chair agreed to deviate from the Procedure for Public Speaking and allow the members of the public to ask questions as the reports were discussed.

A question was raised in relation to a progress update on the year end return for Rossendale Leisure Trust which the Scrutiny Officer agreed to make enquiries and respond direct.

Another question was raised in relation to the last minutes about the exclusion of public and press under Part 1 Paragraph 3 of Schedule 12A to the Local Government Act 1972. The former Chair of Rossendale Transport responded to the question.

6. CHAIR'S UPDATE

The Chair informed the Committee that further clarification would be sought in a query regarding how many people are affected in Rossendale regarding the disposal of their blood contaminated articles. The Scrutiny Support Officer has asked for the item to be put on the joint health meeting which is taking place on 1st July with the Council's health lead and the CCG.

7. ROSSENDALE'S PRIMARY HEALTHCARE CENTRE (MINOR INJURIES UNIT)

Sharon Rourke, Head of Urgent Care presented 'The Story So Far' on the Minor Injuries Unit at Rossendale Primary Care Centre.

In July 2014, Coastal Health Care took over the running of the Minor Injuries Unit, with the aim:

- To provide quality care close to home
- Help relieve pressure on A & E departments through avoidance of unnecessary admissions

The unit opens 8am-8pm seven days per week, 365 days a year, accepting referrals from 111 via signposting and GP Practices.

Patient Satisfaction Surveys are given to all patients who attend the unit and they are achieving on average a response of 29 completed surveys per month. The Commissioners (CCG) request 20 per month.

When they took over the unit they were commissioned to receive 10,000 per year and during the first year they have actually seen 10,058, an average of 857 patients per month, with Monday and Tuesday being the 'peak days'.

93% of patients were seen within one hour and 7% had to wait between 1-2 hours. 82% of patients were treated and completed at the MIU, others were referred elsewhere including referral to GP, with 44 not needing follow-up.

The top two reasons that people are attending the unit are a) sprains and strains b) pain in limb.

Sharon explained that they have a strong Clinical Governance processes within the organisation and are committed to improving aspects of care.

Leoni Williams, Operational Services Lead at the MIU and Sharon, responded to a number of questions raised by Members including:

- Whilst it is a great facility there was a need to develop it further.
- People don't attend the unit because it looks closed
- Need for increased opening of the x-ray facility as it is only open 9-4.45pm Monday to Friday.
- Is there a possibility of offering Minor Ailment Service within the Unit?
- Need for improved signage
- Are there any plans to use the vast ground floor space?
- Whilst the MIU keep a record of ailments, are Blackburn doing the same?
- Is it a not-for-profit organisation?
- Who can refer to Physiotherapy?
- How many patients and why are patients not referred direct to Fairfield instead of Blackburn for x-ray?
- A query regarding ambulance utilizations of the MUI, to redirect patients away from A&E
- A number of data queries in relation to patient presentations

A concern was raised by a member of the public that the gates close at 6.30pm and patients have to use the car park opposite the health centre on Bacup Road.

Sharon and Leoni agreed to convey the issues raised above by the members to the Clinical Commissioning Group

Resolved:

The Chair thanked Sharon and Leonie for their informative presentation.

8. HEALTHWATCH PRESENTATION

Neil Greaves, Acting Director of Operations at Healthwatch presented an update on their work since its commencement in April 2013.

Healthwatch is a not for profit organisation, with a network of over 150 independent Healthwatch organisations in England.

Healthwatch gather evidence based feedback from the public and look at local trends to identify areas of concern.

They have a database of over 6,000 people throughout Lancashire, with 31 volunteers who carry out visits and talks to the public to ensure their views and experiences are heard by those who commission and provide services. This enables the people of Lancashire to influence change and improve the quality of health and social care services.

They have new plans for 2015/16 and aim to deliver 5 key projects as follows:

- Community and on-line activity – increase use of social media and interactions with local media
- Develop an Engagement Database – surveys, provide feedback about service, hold public events
- Roadshows – a new mobile bus to reach out to the public

- Recruit and train a cohort of volunteers – mystery shopping, mock CQC assessments, engaging with the public
- Scrutiny of Residential Care – recruiting a team of 4 on a fixed term contract till March 2016

To run Healthwatch they receive core funding of £438k and project funding of £150k. There are 9 members of staff with 4 new staff commencing shortly Healthwatch Lancashire also have 31 active volunteers who have all gone through a stringent application process including DBS checks.

Neil indicated that he would take on board the views of members discussed during the MIU presentation including the problem on signage.

A number of questions were raised as follows, which Neil responded.

- Unclear as to how healthwatch feeds in
- Concern about the future of Calderstones Hospital NHS Trust
- Issue around signposting for Complaints – where do patients go?
- Concern about the effectiveness of Healthwatch

RESOLVED:

The Chair thanked Neil for his presentation.

The meeting commenced at 6.30pm and closed at 8.35pm

Signed
(Chair)

Dated