

SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of People Scrutiny Committee

Date: Monday, 7th September, 2015

Place: (Special Meeting) Jubilee Room, Civic 1

Present: Councillor L P Salter (Chairman),
Councillor R E Hadley (Vice-Chairman), Councillors B Ayling, M A Betson,
M L Borton, S Buckley, M Butler, N J Folkard, D C McGlone, C J Nevin, G
A F Phillips* and I T Robertson
Dr P Chisnell, Mr J Cooke and Ms A Semmence (co-opted members)
(*Substitute in accordance with Council Procedure Rule 31)

In Attendance: Councillors B C Arscott, M F Evans, M A Flewitt, I D Gilbert, J L Lamb, J
W Moyies, M W Terry and Dr M Velmurugan
R Tinlin, D Simon, F Abbott, S Leftley and Dr Atherton
Youth Council observer – I Genius
M Craig, J Skinner, P Illett, R Shaw, S Parker and I Ross (NHS Southend
CCG) and C Barnes (NHS England)

Start/End Time: 18.00 / 20.40

**** **Part I**

220 Apologies and substitutions.

Apologies for absence were received from Councillor M Assenheim (no substitute),
Councillor M W Davidson (substitute Cllr G A F Phillips), Councillor C J Endersby
(substitute Cllr P R Van-Looy sent apologies), Councillor M Stafford (no substitute),
Councillor K R Robinson (no substitute) and Mr V Copeland and Ms A Clarke (co-
opted members).

221 Declarations of interest.

The following interests were declared at the meeting:

- (a) Councillor Salter – agenda items relating to – primary care strategy; health services in Shoebury; urgent care centre - non-pecuniary - husband is Business Unit Director at Southend General Hospital for surgical services including oral surgery - urology; son-in-law is GP in Borough;
- (b) Dr Chisnell - agenda items relating to - primary care strategy; health services in Shoebury; urgent care centre - non-pecuniary – freelance locum GP;
- (c) Councillor Nevin - agenda items relating to - primary care strategy; health services in Shoebury; urgent care centre - non-pecuniary – NHS employee in Trust outside area & previously at Mid Essex & Southend Acute Trusts; children work for Mid Essex Hospitals Trust (MEHT) at Broomfield Hospital;
- (d) Councillor Dr Velmurugan - agenda items relating to - primary care strategy; health services in Shoebury; urgent care centre - non-pecuniary – GP in Borough and Council representative on SEPT and Southend University Hospital NHS Foundation Trust;
- (e) Councillor Folkard – agenda item relating to urgent care centre – non-pecuniary – ambassador for the fund raising team at Southend University Hospital NHS Foundation Trust.

222 Questions from Members of the Public.

Councillor Moyies, the Executive Councillor for Health & Adult Social Care responded to 2 written questions received from Mr Ali and to a written question received from Mr Webb.

223 Health Services in Shoebury

The Committee received a presentation from Melanie Craig, Chief Officer, NHS Southend CCG which covered some overarching issues of 'the NHS and who does what' following changes brought in by the Health & Social Care Act 2012 and how the Primary Care Strategy has been developed. The CCG had attended the Scrutiny Committee on 2nd December 2014 to discuss the Strategy (Minute 430 refers) and had received an update at the meeting on 14th April 2015 (Minute 811 refers).

Ms Craig outlined the plans for improving primary care services in Shoeburyness, the options for a new primary care centre and next steps and responded to a number of questions:-

- Services provided in Shoebury and at Thorpedene Clinic - are seeking to increase the capacity of services locally and the hospital is very keen to increase provision of phlebotomy services and physiotherapy assessment.
- Parking in area is problematic – will be a thorough options appraisal undertaken for the sites being considered for the new centre.
- Views of local people – survey undertaken by the Residents Association and the CCG held a public meeting in May which had been positive.
- Assurances about future health services in Shoebury – the current building has reached end of working life and the proposal will be considered at the CCG's meeting in March 2016. A business case will be developed and finalised in partnership with NHS England which will include a definitive location.

Resolved:-

That the update on the options for a new primary care centre in Shoebury be noted.

Note:- This is a Scrutiny Function.

224 Primary care services in the St Luke's GP led Health Centre

With reference to the meeting held on 14th July 2015 (Minute 139 refers), Ms Craig outlined the plans for improving primary care services in St Lukes. NHS Southend CCG is currently consulting on proposals for the walk in service and the St Luke's GP practice.

Ms Craig gave a detailed presentation on the urgent care services consultation and the Committee asked a number of detailed questions which were responded to.

Resolved:-

That the views of the Committee on the Urgent Care Services Consultation on 3 specific consultation questions, as set out below, be forwarded to NHS Southend CCG:

Views on the preferred option 3 – i.e. that when the current contract for the walk-in service at St Lukes ends, a new service will be developed and be co-located with A&E at Southend Hospital.

The Committee had the following comments:

(a) Parking at the hospital – ease of parking and cost – the extra patients attending A&E will place additional strain on residents / local roads. There needs to be radical solution – the example of the ‘Park and Ride’ at Canterbury was mentioned by one Councillor.

(b) Recognise that the new service will be open 24 hours day, 365 days a year which is an improvement on the current provision, but the proposed waiting time will be 4 hour standard rather than the current 2 hour standard at St Lukes which is a concern.

(c) Clarify that new service is for people attending A&E who do not have a ‘major condition’ who can be seen by GP or nurse.

(d) Local pharmacies are an excellent and often underused resource. At the hospital, consider if an independent pharmacy company could be located at hospital.

(e) The layout internally of the urgent care centre needs to allow for privacy and dignity of patients.

(f) Staffing numbers – hope the new service will give resilience.

(g) Booking a GP appointment whilst at new service – welcome this ambition.

(h) Need media campaign / education programme about change. Also need to promote use of other alternatives available, such as NHS 111 and out of hour’s services.

Q15 – new and permanent premises for GP practice at St Luke’s Health Centre

The Committee had the following comments:

(a) Needs to be adequate parking provided at new location.

(b) Very helpful if there are good public transport links.

(c) Pleased that as part of plans, intend to build in growth in the patient list.

(d) Welcome the assurances that the new GP service will offer 7 day opening and will be fully open during core hours and some evening extended opening and will offer appointments at weekends.

Q16 – health services to be delivered from new premises

The following services were mentioned specifically:

- Phlebotomy services
- Physiotherapy assessment

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225 Update on Primary Care Strategy

The Committee received a presentation from Ms Craig on improving capacity in GP practices and sustainability for the future, as follows:

(a) Implementing plans to develop a number of initiatives, such as the Babylon app, which is currently being piloted in Southend at 2 local practices.

(b) Improving the quality of primary medical services to residents of care homes. The proposal is to commission a stand-alone GP practice for care home patients

which will be a pilot service for 12 months from November and it will be a fully mobile service.

(c) Improving the quality of primary and community care service to elderly complex care patients (primary care hub) – to be centrally located if possible.

(d) Co-commissioning primary medical services with NHS England.

Ms Barnes and Ms Craig responded to the following questions from the Committee:-

- Funding and role of pharmacists – have sign-posting, prescribing role, NHS England provide funding.

- GP APMS and GMS contracts and GP appointments – CCG are currently undertaking a survey of appointment availability etc. in practices and the Clinical Executive will consider the results.

On behalf of the Committee, the Chairman thanked Ms Craig and colleagues for attending the meeting and for their detailed updates on a number of issues.

Resolved:-

That the updates be noted.

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Chairman: _____