

Norwich City Council
SCRUTINY COMMITTEE

Item No 6

REPORT for meeting to be held on Thursday 19 September

Norfolk Health and Overview Scrutiny Committee (NHOSC)

Summary: Councillor Jane Sarmezey is the council's representative on the Norfolk Health Overview and Scrutiny Committee.

A meeting of NHOSC took place on 25 July 2019. Attached is the representative's update from that meeting.

Conclusions: The purpose of this report is to receive an update from Scrutiny's representative on NHOSC.

Recommendation: To note the update of the NHOSC representative.

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Report back to scrutiny from NHOSC meeting.

NHOSC 25 July 2019

Items discussed: -

- Future of Primary care (GP Services) for residents of Fairstead, King's Lynn
- Norfolk & Suffolk NHS Foundation
- Local action to address Health & Care workforce shortages

Future of Primary care – Fairstead GP Surgery

A consultation was carried out by Vida Healthcare, supported by West Norfolk Clinical Commissioning Group (CCG), over the proposal to shut down Fairstead surgery, leaving patients to attend either Gayton Road Health Centre or St. Augustine's.

Discussion and questions covered a range of issues: transport, parking, low car ownership of residents in Fairstead, what would happen to the surgery premises if they closed, whether the cost of re-vamping the premises were unreasonable in order to get it to meet Care Quality Commission compliance, the enhanced offer of medical procedures if all were focused into the two surgeries, no financial motive was behind the closure of Fairstead surgery, of all patients in Fairstead 2100 are currently registered at Fairstead and 2400 at Gayton Road.

There were two who spoke to the proposal: Cllr Thomas Smith (Gaywood South); Glyn Watkins (Chairman of Fairstead Patient Participation Group).

Recommendation: CCG and Vida Healthcare to meet with King's Lynn and West Norfolk Borough Councillors to explain and discuss the proposed option for the future of primary care service for residents of Fairstead.

Norfolk & Suffolk NHS Foundation Trust (NSFT)

There had been previous scrutiny of NSFT, Care Quality Commission inspection took place between 3 and 27 September 2018.

It was confirmed that there had been five serious incidents across the Trust since the Committee last met. A Mortality Review Group was in place to receive reports from the Serious Incident Review Group.

Improvements had been made by making changes to the governance structure, informed by the East London Foundation Trust structure.

Reduction of out of area placements as discussed. The chief executive of NSFT said this has been reduced to just over 50, acknowledging this was too high. The chief nurse would write to all patients out of area and give their contact details.

Enhancements to community offer planned – 17 bed ward to be opened at Hellesdon; a central team to support people with emotional dysregulation being devised; a Community Personality Disorder Officer recruited and personality disorder training being rolled out across the CCG teams.

A primary model of multi-agency, community based mental health provision to be rolled out, involving other partners e.g. Social Care, Housing.

Funding for a 'crisis house' in Central Norfolk has been agreed.

Staff morale: annual survey takes place.

Staff recruitment and stress related absence: 200 more clinical staff recruited than a year ago and 30 – 40 newly qualified nurses expected; still a high number of vacancies; avoid presenteeism and address stress.

High caseload: higher levels of referrals.

Discharge delay in some areas: Various measures being considered including addressing risk aversity to discharging and well-staffed community discharge teams.

Keeping people on the waiting list safe: face to face assessments (not phone) now taking place; harm reviews to prioritise patients.

Dementia/older life patients: second longest waits for assessments; such assessments are complex, primary care being supported to take on some diagnostic tasks.

Seclusion and restraints: reducing; monitoring of patients' health after rapid tranquilisation and during seclusion has improved.

Chief executive reported a move away from annual targets to realistic stretch aims would be helpful.

Provider information request had been received therefore next CQC inspection expected around October 2019.

The committee:

- Asked the NSFT to return to NHOSC with an update following the next full inspection report;
- Agreed that a visit to Sapphire Ward, the new facility at Chatterton House, King's Lynn, would be arranged for members.

Local Action to address Health & Care Workforce Shortages

The committee received the report examining the Norfolk & Waveney STP workforce workstream's local action to address and mitigate the effects of national workforce shortages affecting health & care services. The report followed on from discussions held at the meeting on 30 May 2019.

A presentation was given by the Director of Workforce, Norfolk and Waveney STP. 3,000 vacancies; 50,000 strong workforce; Nationally training places reduced; decrease in interest in health and care careers; increase in staff experiencing stress related illness; nursing shortage particularly impacting on things; strategy to address the situation finalised Autumn 2019; apprenticeships partnership in train.

Discussion covered a range of points: attrition rates of trainee nurses – stats not to hand but picture likely to be worse than last reported; recruitment of nurses from overseas has helped, support in place for them; James Paget scholarships and career progression opportunities; an on-line conversation with staff being analysed; marketing Norfolk as attractive, and financial incentives, flexibility when recruiting e.g. no upper age, all seen as important; work with schools and colleges takes place; travel costs for trainees noted – Open University courses to support students in King's Lynn.

Consultation with carers needed to help understand unpaid workforce (carers not included in the on-line conversation). Paramedics being attracted to work elsewhere an issue.

The Committee asked for:

- a) Information from a national study on where healthcare professionals choose to work and why to be shared with NHOSC members (i.e. the reasons why so few from the study were choosing East Anglia as the place they wished to live and work), so that County and Borough Councillors can consider what more their councils can do to attract people to the area.
- b) Reps from STP workforce workstream to return to NHOSC next year (2020) with an update on local actions to mitigate the effects of national workforce shortages.

Forward Work Plan

23 Jan 2020:

- QEH NHS Foundation Trust – response to CQC report.

Re-scheduled in 2020

- NSFT response to CQC report
- Local action to address Health & Care Workforce

Items for NHOSC Briefing

- Update on process around provision of healthcare infrastructure
- Update on NHS medicines shortages
- *Potentially* include info from a UEA wellbeing event November 2019
- Info on public health role re air pollution.

Visits to be arranged

- Cromer Hospital
- Samphire Ward (new facilities) Chatterton House, King's Lynn, NSFT.