

# Improvement and Review Commission Minutes

Date: 11 December 2014

Time: 7.00 - 8.25 pm

**PRESENT:** Councillor R Gaffney (in the Chair)

Councillors D J Carroll, A E Hill, A Hussain, Mrs W J Mallen, J L Richards OBE, J A Savage and Ms K S Wood and Ms J D Wassell (Standing Deputy).

Apologies for absence were received from Councillors D H G Barnes, M E Knight, Mrs J D Langley, A Slater, T Snaith and R Wilson

Also present: Ms Ozma Hafiz (member of the public), Richard Corbett (Chief Executive – Healthwatch Bucks) and Ron Newall (Healthwatch Bucks) and Steve Baker (MP Wycombe Constituency).

## 26. DECLARATIONS OF INTEREST

There were no declarations of interest.

## 27. MINUTES OF PREVIOUS MEETING

**RESOLVED:** That the minutes of the meeting of the Improvement & Review Commission held on 12 November 2014, be approved as a true record and signed by the Chairman.

## 28. URGENT HEALTH CARE REVIEW - STAKEHOLDER INPUT (HEALTH WATCH BUCKS)

The Meeting had been scheduled in order to receive a presentation by Richard Corbett, Healthwatch Bucks, on the findings of their Buckinghamshire-wide Urgent Care Survey. The Commission had been approached by Ms Ozma Hafiz, who had been involved with the Save Wycombe Hospital campaign, who also wished to make a presentation to the Commission. Chairman of the Commission Councillor Gaffney had therefore suggested Ms Hafiz's presentation also be received at this Meeting.

These presentations being the last submissions to the Commission in respect of its Urgent Health Care Review; following on from the Public Listening Event of 15 October 2014 and the follow up presentation by health providers in Buckinghamshire at the Commission's 12 November 2014 meeting.

Ms Hafiz outlined the history of her campaign which stretched back some 6 years. Supported by an extensive Facebook campaign and more recently similarly on Twitter, the emphasis of the campaign was the return of a full Accident and Emergency unit to High Wycombe. Playing in the background as Ms Hafiz spoke was a 'Hands up for a Hand Back' video with a repeated motif of hands supporting the campaign.

Ms Hafiz then showed a further video with comments of users of both the MIU (Minor Injuries and Illness Unit) at High Wycombe and the A&E at Stoke Mandeville.

Members received clarification on a number of queries and made comments in respect of the presentation as follows:

- Many of the views and comments in the presentation reinforced the views expressed at the Council's public listening event in October;
- Some Members felt that the campaign's concentration on re-establishing an A&E at High Wycombe, which had not proven possible despite a long campaign over many years, may need to refocus on ensuring the current model of centres of excellence, supported by urgent care centres works well;
- One of the key issues was transportation and Ms Hafiz suggested that the solution was to bring more facilities back to Wycombe Hospital and, in the short-term, for paramedics to be well-informed about local facilities
- The introduction by staff of some consideration of the patient's home address (i.e. if a long way away in the south of the County) should be considered when discharging with an instruction to return the following day (particularly re maternity); and
- The lack of consideration of mental health patients at both the MIU and A&E was remarked upon;

The Chairman thanked Ms Hafiz for her presentation and her input into the review of the Commission and wished her well with her continuing endeavours on this important topic.

Mr Corbett then gave his presentation on the recently completed Healthwatch Bucks's Buckinghamshire-wide review of Health Care Services. The report had not yet been finalised but Mr Corbett was in a position to outline the following key points:

- The Survey was paper / online based, there had not been any listening events as under the Commission's review; however a response rate of 385 respondents with 648 cohorts showed that the survey had been quite extensive and gave indicators for further investigation.

- It was to be emphasised that it was Bucks-wide and though it had considerable Wycombe District input, that data had not been separated or a separate focus given to Wycombe.
- Comments in respect of 'Good', 'Bad' and 'Ugly' experiences were outlined.
- There was over two-thirds satisfaction with the MIIU; however around 30% of users accessing the wrong level of help was then to be noted.
- Inappropriate referrals within the system were too high.
- Waiting time feedback in respect of MIIU was good, not so re A&E.
- Overall, the survey revealed very positive views and experiences in terms of care but more needs to be done on the administration of the service, both in terms of communication to patients and the waiting facilities.
- The key findings and recommendations of the survey supported all the emerging recommendations of the Council's own review.
- The recommendations arrived at from the Survey by Healthwatch Bucks, which all emerged from the Key Findings were as follows:
  - Increased patient communication to reduce inappropriate attendance;
  - Improved referral rates to appropriate urgent care services;
  - To clarify, report and monitor local waiting time data publicly;
  - Enhance patient experience in urgent care waiting rooms; and
  - Improve inconsistencies in quality of care and patient experience in urgent care services.

Members received clarification on a number of queries and, together with Ms Hafiz and Steve Baker, MP, made comments in respect of the presentation as follows:

- The lack of a transportation improvement recommendation amongst Healthwatch's recommendations was possibly due to the fact that it was Buckinghamshire wide survey, not solely focused on Wycombe District residents.
- The funding of Healthwatch Bucks by Buckinghamshire County Council with ring fenced money from Central Government was explained.
- Mr Corbett emphasised the need to focus on improving small issues / problems quickly, as well as larger issues, to create a culture of improvement.

- The need to obtain feedback from mental health patients (only one response in the survey was in respect of such) and other lower-profile services (such as dentistry) was noted.
- The need to confirm that MIU could now admit patients directly into hospital, rather than call an ambulance.
- The need to publicise the free bus service between the two sites, particularly whenever a referral from one site to the other was made, was noted as essential.
- The custom to utilise acronyms and terms that the public did not fully understand was criticised. The proposal to utilise nationally the term 'casualty' to describe a level of service below A&E was thought could be problematic, although common branding and language was supported;
- Healthwatch Bucks was asked to identify the percentage of people from Wycombe that were seen and treated at MIU, as it was considered to be a very high level;
- Healthwatch Bucks agreed to provide information of their work, and their achievements, for the Commission's information and offered to come and speak to councillors to explain how their organisation can help them with health-related enquiries they receive;
- The need for everyone to support the work of Healthwatch Bucks as the patients' champion to ensure the public's voice was heard by decision-makers and services tailored accordingly was noted.

The Commission indicated that Members would now consider the summary of the emerging recommendations appended to the agenda, in the light of the presentations made at that evening's meeting, before finalising its report.

The Meeting noted that the final draft report on these recommendations would be submitted to the Commission meeting of 14 January 2015 with a view to making recommendations to the Full Council meeting on 26 February 2015.

Ms Hafiz, Mr Corbett, Mr Newall and Mr Baker were thanked for their invaluable input at the Meeting.

Chairman

**The following officers were in attendance at the meeting:**

- Peter Druce - Democratic Services
- Charles Meakings - Head of Democratic, Legal and Policy Services