

**Democratic Services**

Lewis House, Manvers Street, Bath, BA1 1JG

Telephone: (01225) 477000 *main switchboard*

Direct Line: 01225 394458 Fax: 01225 394439

Web-site - <http://www.bathnes.gov.uk>

Date: 16<sup>th</sup> May 2016

E-mail: [Democratic\\_Services@bathnes.gov.uk](mailto:Democratic_Services@bathnes.gov.uk)

**To: All Members of the Health and Wellbeing Select Committee**

Councillor Francine Haeberling

Councillor Geoff Ward

Councillor Bryan Organ

Councillor Paul May

Councillor Eleanor Jackson

Councillor Tim Ball

Councillor Lin Patterson

**Cabinet Member for Adult Social Care & Health:** Councillor Vic Pritchard

Chief Executive and other appropriate officers  
Press and Public

Dear Member

**Health and Wellbeing Select Committee: Wednesday, 25th May, 2016**

You are invited to attend a meeting of the **Health and Wellbeing Select Committee**, to be held on **Wednesday, 25th May, 2016** at **10.00 am** in the **Council Chamber - Guildhall, Bath**.

The agenda is set out overleaf.

Yours sincerely

Mark Durnford  
for Chief Executive

**If you need to access this agenda or any of the supporting reports in an alternative accessible format please contact Democratic Services or the relevant report author whose details are listed at the end of each report.**

*This Agenda and all accompanying reports are printed on recycled paper*

## NOTES:

- 1. Inspection of Papers:** Any person wishing to inspect minutes, reports, or a list of the background papers relating to any item on this Agenda should contact Mark Durnford who is available by telephoning Bath 01225 394458 or by calling at the Guildhall Bath (during normal office hours).
- 2. Public Speaking at Meetings:** The Council has a scheme to encourage the public to make their views known at meetings. They may make a statement relevant to what the meeting has power to do. They may also present a petition or a deputation on behalf of a group. Advance notice is required not less than two full working days before the meeting (this means that for meetings held on Wednesdays notice must be received in Democratic Services by 4.30pm the previous Friday)

The public may also ask a question to which a written answer will be given. Questions must be submitted in writing to Democratic Services at least two full working days in advance of the meeting (this means that for meetings held on Wednesdays, notice must be received in Democratic Services by 4.30pm the previous Friday). If an answer cannot be prepared in time for the meeting it will be sent out within five days afterwards. Further details of the scheme can be obtained by contacting Mark Durnford as above.

- 3. Details of Decisions taken at this meeting** can be found in the minutes which will be published as soon as possible after the meeting, and also circulated with the agenda for the next meeting. In the meantime details can be obtained by contacting Mark Durnford as above.

Appendices to reports are available for inspection as follows:-

**Public Access points** – Reception: Civic Centre - Keynsham, Guildhall - Bath, The Hollies - Midsomer Norton. Bath Central, and Midsomer Norton public libraries.

**For Councillors and Officers** papers may be inspected via Political Group Research Assistants and Group Rooms/Members' Rooms.

## 4. Recording at Meetings:-

The Openness of Local Government Bodies Regulations 2014 now allows filming and recording by anyone attending a meeting. This is not within the Council's control.

Some of our meetings are webcast. At the start of the meeting, the Chair will confirm if all or part of the meeting is to be filmed. If you would prefer not to be filmed for the webcast, please make yourself known to the camera operators.

To comply with the Data Protection Act 1998, we require the consent of parents or guardians before filming children or young people. For more information, please speak to the camera operator

The Council will broadcast the images and sound live via the internet [www.bathnes.gov.uk/webcast](http://www.bathnes.gov.uk/webcast) An archived recording of the proceedings will also be available for viewing after the meeting. The Council may also use the images/sound recordings on its social media site or share with other organisations, such as broadcasters.

- 5. Attendance Register:** Members should sign the Register which will be circulated at the meeting.

6. THE APPENDED SUPPORTING DOCUMENTS ARE IDENTIFIED BY AGENDA ITEM NUMBER.

**7. Emergency Evacuation Procedure**

When the continuous alarm sounds, you must evacuate the building by one of the designated exits and proceed to the named assembly point. The designated exits are sign-posted.

Arrangements are in place for the safe evacuation of disabled people.

**Health and Wellbeing Select Committee - Wednesday, 25th May, 2016**

**at 10.00 am in the Council Chamber - Guildhall, Bath**

**A G E N D A**

1. WELCOME AND INTRODUCTIONS

2. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out under Note 6.

3. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

4. DECLARATIONS OF INTEREST

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

(a) The agenda item number in which they have an interest to declare.

(b) The nature of their interest.

(c) Whether their interest is **a disclosable pecuniary interest** *or* **an other interest**,  
(as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

5. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

6. ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

At the time of publication no notifications had been received.

7. MINUTES - 30TH MARCH 2016 (Pages 7 - 22)

8. CLINICAL COMMISSIONING GROUP UPDATE

The Select Committee will receive an update from the Clinical Commissioning Group (CCG) on current issues.

9. CABINET MEMBER UPDATE

The Cabinet Member will update the Select Committee on any relevant issues. Select Committee members may ask questions on the update provided.

10. PUBLIC HEALTH UPDATE

Members are asked to consider the information presented within the report and note the key issues described.

11. HEALTHWATCH UPDATE

Members are asked to consider the information presented within the report and note the key issues described.

12. DOMICILIARY CARE PROVISION (Pages 23 - 30)

This report provides an update on the delivery of care at home to the people of Bath and North East Somerset (B&NES).

13. YOUR CARE, YOUR WAY UPDATE

The Select Committee will receive a presentation on this item at the meeting.

14. SELECT COMMITTEE WORKPLAN (Pages 31 - 34)

This report presents the latest workplan for the Select Committee. Any suggestions for further items or amendments to the current programme will be logged and scheduled in consultation with the Chair of the Select Committee and supporting officers.

The Committee Administrator for this meeting is Mark Durnford who can be contacted on 01225 394458.

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Bath and North East Somerset Council

**HEALTH AND WELLBEING SELECT COMMITTEE**

**Minutes of the Meeting held**

Wednesday, 30th March, 2016, 10.00 am

**Bath and North East Somerset Councillors:** Francine Haeberling (Chair), Geoff Ward, Bryan Organ, Paul May, Eleanor Jackson, Tim Ball and Lin Patterson

**Officers :** Jane Shayler (Director of Adult Care and Health Commissioning), Bruce Laurence (Director of Public Health), Corinne Edwards (Head of Commissioning Development), Alex Francis (Interim General Manager, Healthwatch B&NES), Amanda Davies (Drug and Alcohol Team and Young People's Drug and Alcohol Commissioner and Sue Blackman (Your Care, Your Way Project Lead)

**Cabinet Member in attendance:** Councillor Vic Pritchard, Cabinet Member for Adult Social Care & Health

**64 WELCOME AND INTRODUCTIONS**

The Chair welcomed everyone to the meeting.

**65 EMERGENCY EVACUATION PROCEDURE**

The Chair drew attention to the emergency evacuation procedure.

**66 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

There were none.

**67 DECLARATIONS OF INTEREST**

Councillor Paul May declared an other interest as he is a Sirona board member.

**68 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN**

Councillor Eleanor Jackson addressed the Select Committee. She explained that a discussion had taken place at the Somer Valley Children's Centre Advisory Group on the impact that domestic violence has on the health of children. She said that incidents in Midsomer Norton and Twerton had increased since 2014.

She informed them of a Bristol based charity called Freedom that provides a 12 week programme for victims. She said that the programme is currently only available to women.

She asked the Select Committee to receive a report on the physical and psychological effect that domestic violence has on its victims.

She stated that Freedom were looking to fund a further project in Midsomer Norton which would initially cost £6,000.

The Director of Adult Care and Health Commissioning replied that this was not a service that was commissioned by the Council. She added that it was a Julian House initiative that was looking to expand. She said that the Select Committee could be provided with further information at a future meeting.

Councillor Paul May thanked Councillor Jackson for raising this issue.

## **69 ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING**

There were none.

## **70 MINUTES - 27TH JANUARY 2016**

Councillor Paul May commented that following the report 'The Strategic Direction of the RUH', as well as receiving an update on an integrated IT system he wished the Select Committee to receive a further report that considered Clinical Services, Acute Services and the impact of the devolution proposals.

The Chair replied that she had discussed this with representatives from the RUH since the meeting and that they were happy bring further reports later in the year.

The Select Committee confirmed the minutes of the previous meeting as a true record and they were duly signed by the Chairman.

## **71 CLINICAL COMMISSIONING GROUP UPDATE**

Corinne Edwards addressed the Select Committee, a summary of the update is set out below.

### Working with Practice Participation Groups

All 27 GP practices in B&NES are required to have a Patient Participation Group (PPG). These groups work in partnership with their practices to help patients take more responsibility for their health; contribute to the continuous improvement of services and quality of care; foster improved communication between the practice and its patients; and provide practical support for the practice to implement change.

The CCG organised a joint meeting for all PPGs on 14 March which attracted 16 PPG representatives. The event was well received with the PPGs learning from each other and sharing best practice. The PPG reps asked for the CCG to support



them with creating Terms of Reference and providing training for new members a few times a year.

### Update on A&E performance

Between the months of March to December 2015, an average 89.3% of patients were seen in A&E at the Royal United Hospitals Bath NHS Foundation Trust (RUH) within four hours.

In January this percentage dropped to 76% (against a national target of 95%) and the RUH was one of 30 hospitals in England identified with the worst A&E waiting times for that month. The hospital continues to perform highly on quality aspects of A&E services. It remains one of the top performing trusts in the region in ensuring a swift handover between ambulance and A&E staff. This means patients arriving by ambulance are brought in quickly and ambulance crews are freed up to respond to 999 calls.

The System Resilience Group (SRG) continues to oversee implementation of a four-hour recovery plan to strengthen urgent care performance and ensure patients receive the highest quality care.

On 24<sup>th</sup> March we held an Urgent Care Summit with clinical leads from a number of key providers. Participants reviewed emergency admissions data and the range of services currently available and explored what we can do differently in order to reduce the growth in emergency admissions seen during 2015/16 without impacting adversely on patient experience.

### Planning for 2016/17

We are developing our plans and priorities for next year to ensure high quality care and improve the health and wellbeing of the population we serve. Our Operational Plan is being developed in line with NHS England's (NHSE) *Five Year Forward View* that outlines clearly the direction for the NHS and why we need to transform services in order to meet the challenges of the future.

We know that to sustain NHS services we need to get better at preventing disease, not just treating it and encourage everyone to take on responsibility to manage their own care. We also need to focus on inequalities within our local community and reduce variation in health outcomes.

As part of this and in line with NHSE planning guidance, we are working in partnership to develop our five year Sustainability and Transformation Plan (STP) across the wider health and care system that includes Wiltshire and Swindon. Our Operational Plan represents year one of the longer term plan to improve health outcomes for the people of B&NES. The priorities and goals in our STP will be developed by the CCGs, councils (including Health & Wellbeing Boards) and providers across the three local authority areas.

### CQC Inspections

The Care Quality Commission (CQC) is the independent regulator of all health and social care in England. The CQC has very recently carried out an inspection of the RUH. As part of the inspection, the CQC proactively sought feedback from patients,

their families and the wider public. This included holding two engagement events in central Bath and Trowbridge. An inspection of South Western Ambulance Service NHS Foundation Trust takes place in early June.

The CQC is carrying out a programme of checks at GP practices in B&NES. Inspections at Catherine Cottage and Rush Hill Surgery have been completed and both were rated as 'good'.

Councillor Paul May commented regarding the STP that he found it strange that as a Council we were being pushed towards using services within Wiltshire more so than Bristol and that he wished to register his concern.

Councillor Geoff Ward asked if the figures relating to A&E performance were a seasonal issue and what was being done to achieve the target of 95%.

Corinne Edwards replied that there was usually a dip in the performance at the end of quarter 3 and throughout quarter 4. She added that following the 'Home for Christmas' campaign which took place towards the end of 2015, a review of the lessons learnt had taken place which would be taken into account for the 2016/17 winter. She said that work was ongoing regarding patient flow, discharges and home care provision and that they were providing monthly updates to NHS England on their plans. She said that the SRG continues to oversee the system actions that should see improvement in performance with the trajectory aiming to achieve the national target by June 2017, but dipping again at the end of quarter 3 throughout quarter 4.

Councillor Tim Ball said that elderly residents in his ward were worried about the prospect of travelling to Bristol for hospital appointments and felt that the Council should hold its ground for the moment.

The Chair commented that a number of services are not available at the RUH and that Bristol must be considered alongside Wiltshire as one of our options for residents.

Councillor Paul May said that he felt sure that patients in Whitchurch would not want to travel to Swindon as it was too far away.

Corinne Edwards said that she was mindful that discussions of a similar nature about the STP footprint were taking place across the other Local Authorities in the area.

The Director of Adult Care and Health Commissioning said that the matter of the STP footprint had also been debated by the Health & Wellbeing Board and that it was acknowledged that the boundaries between STPs could accommodate different footprints for other plans and/or partnership arrangements with a particular emphasis on what is right for the B&NES population. She added that there were positives to be gained through these proposed changes because B&NES does share some common issues with Wiltshire, including utilization of the RUH and need to ensure a sustainable urgent care system.

The Cabinet Member for Adult Social Care & Health, Councillor Vic Pritchard stated that the STP was an NHS England directive that had degrees of financial reward attached to it. He added that he was assured following a discussion at a West of England Leaders meeting that borders on this matter would be porous.

Councillor Eleanor Jackson commented that patients from Radstock find it difficult to travel to Bristol for appointments and said that they should be given the choice of where they would like to go. She asked if there had been a high uptake of the flu vaccination in the last year and what could be done to increase it.

Bruce Laurence replied that the figures relating to the flu vaccination were not high and that it was particularly difficult to persuade young people that it is something they should have.

Councillor Eleanor Jackson asked if cases of H1N1 had been found at St. Nicholas School.

Bruce Laurence replied that H1N1 had been diagnosed in some schools in the local area and that he would send further information to the Select Committee after the meeting.

The Chair thanked Corinne Edwards for her update on behalf of the Select Committee.

## **72 CABINET MEMBER UPDATE**

The Cabinet Member for Adult Social Care & Health, Councillor Vic Pritchard addressed the Select Committee, a summary of his update is set out below.

### B&NES Better Care Fund Plan 2016/17

The 2015 Autumn Spending Review set out an ambitious plan so that by 2020 health and social care are integrated across the country. Every part of the country must have a plan for this in 2017, implemented by 2020. The Better Care Fund (BCF) is seen as a key enabler for local integration of health and care services.

Further details on how the BCF is to be used in 2016/17 were set out by NHS England in the 2016/17 Better Care Fund Policy Framework with detailed guidance on the requirements published on 23<sup>rd</sup> February 2016. Local BCF Plans must be jointly agreed and signed-off by the Health and Wellbeing Board. Timescales for developing, agreeing and submitting plans are challenging with the requirement for a “brief narrative plan” to be submitted on 21<sup>st</sup> March and final submissions due on 25<sup>th</sup> April 2016.

B&NES BCF Plan 2016/17, which was presented in draft form to B&NES Health and Wellbeing Board on 23<sup>rd</sup> March, reflects the vision and strategic priorities for integrated health and care set out in and evidenced by existing plans including the Better Care Plan 2014/15-2018/19, CCG 5-Year Strategic Plan 2014/15-2018/19, Health and Wellbeing Strategy and plans associated with the Council and CCG’s joint review of Community Services “*your care, your way*”.

### Investment in Out-of-Hospital Services

Within the Home from Hospital schemes heading, the Handyperson service which expedites minor adaptations in the home to support hospital discharge is to transfer from the current provider, Somerset Care and Repair to an alternative provider, West

of England Care and Repair under an established framework contract to secure the level of service needed and achieve improved value for money. This change follows a review of the pilot service provided by Somerset Care and Repair. There will be no adverse impact on the service and, indeed, the change of provider may result in an improvement to the number of people accessing the service as a result of greater awareness of the service and a simplified referral pathway. Similarly, the support provided to the Royal United Hospital and hospital discharge process will not change.

An urgent domiciliary care response service, supporting people waiting to be discharged from hospital to home will be commissioned to further test an approach piloted on a small scale in 2015/16. The service will complement the reablement and Discharge to Assess schemes and the aim is to reduce the number of days that patients are delayed in hospital, waiting for their care package to begin. Building on the 2015/16 pilot, the intention is to further develop and test this approach during 2016/17 to evidence its impact and value.

### Delayed Transfers of Care Action Plan

The DTOC action plan has been developed using feedback from a recent multi-agency review of managing hospital discharges over the Christmas and New Year period. Its title "Everyone's Issue" was coined at the event and describes the nature of the plan, which sees accountability and responsibility for improving the numbers of patients delayed in hospital shared across a range of agencies.

It sets out plans for: improving capacity within key services such as domiciliary care and reablement; supporting complex discharges; and agreeing escalation procedures so that when the answers are not straightforward, the issue can be escalated to senior managers to make a decision. It starts with a recommendation that patients delayed in all aspects of services are counted, rather than just in acute hospital beds. This will allow the true picture and capacity required to be clear to all partners and plans to be strengthened as a result.

He said that a target of reducing delayed transfers by 8% had been set

The Director of Adult Care and Health Commissioning added that it would be a significant challenge to achieve the target of 8%.

Councillor Tim Ball asked how the Plan would enable patients to be allocated the correct care packages.

The Director of Adult Care and Health Commissioning replied that there was a proposal to extend the number of Care Navigators within B&NES, to seek volunteers to pass on information to those patients that require help and to remind them that they are entitled to an assessment.

Councillor Geoff Ward asked how the Council would use the 2% precept that it had agreed in this year's budget.

Councillor Vic Pritchard replied that the bulk, if not all of it would be used this year to meet the national living wage. He added that he hoped that the precept would remain in place for the life of this current Council and that in future years it could be used to ease demographic pressures.

The Chair thanked him for his update on behalf of the Select Committee.

## 73 PUBLIC HEALTH UPDATE

Bruce Laurence, Director of Public Health addressed the Select Committee, a summary of his update is set out below.

### Annual Health Protection report for B&NES, Glocs. Swindon and Wiltshire

This report covers:

- Infection prevention and control including Health Care Acquired infection
- Health emergency planning
- Drug and alcohol services
- Sexual health
- Immunisation
- Screening
- Protection from environmental hazards including poisons, radiation and biological agents.

He informed the Select Committee that this is a major report with a focus on immunisations and screening.

He said that they now vaccinate against 18 illnesses routinely (some only in high risk groups e.g. HepB and BCG for Tuberculosis). He added that there are also 12 screening programmes some covering multiple diseases.

All perform well by benchmarking standards but there is room for improvement almost everywhere and the services need constant vigilance and encouragement. None are compulsory in UK and so the public need to be fully engaged and informed. The idea of informed consent is important particularly in screening programmes where there may be a balance between benefits and harms.

As well as ensuring a good general level of performance we also focus on inequalities in uptake hence work on cervical screening uptake by practice and also work on bowel screening in people with learning disabilities.

Finally a lot of work is going into tackling antimicrobial resistance and to pull this together an antimicrobial stewardship group will be set up that will report to the health protection board.

### Legionella in water at Paulton maternity unit

He explained that a routine sample taken from the water supply at this unit was positive for Legionella at a high level. He said that no patients were harmed, but as a precautionary measure the unit was closed to admissions and work was done to clean and significantly modify the water system. The water is now clear and unit has reopened.

He stated that a Paulton Hospital Water Quality Incident Management Group was set up immediately in response to this finding, chaired by Becky Reynolds and including NHS property services, RUH, BaNES CCG. Sirona, comms. teams, PHE, AWP and others.

He said that this was a good example of successful multi agency work and also demonstrated the role of the Council's public health function in overseeing and ensuring prompt joint action.

#### Health Inequalities Inquiry Day: 11th May

He informed them that this event is being organised on behalf of the Health and Wellbeing Board. It will include presentations from local residents, front line professionals and an external speaker from an area that has managed high levels of inequality and deprivation imaginatively. There will also be workshop sessions looking at what different partners contribute to reducing inequalities now and how we could work together more effectively.

#### Teenage conceptions

He said it was really pleasing to note that in the latest (2014) data, the rate of teenage conceptions in B&NES was 12.3 conceptions per 1,000 women aged 15-17. This is a very low figure with less than 20 local authorities having a 2014 rate lower than B&NES. He stated that over the longer term it represents a 55% decrease in the rate of teenage conceptions in B&NES since 1998.

He added that despite this progress some teenagers do become parents, and they need to be well supported. This is done partly through the Family Nurse Partnership (which is funded by Public Health as part of the 0-5 services).

#### Sustainability and Transformation Plans

He said that this is an NHS led process designed to help put the NHS on a sustainable basis for the future. He stated that for the purposes of this work B&NES needs to make a plan as part of a footprint covering Wiltshire and Swindon too. He said that this process brings challenges, not least of which is that our "devolution footprint" and our patient flows to Bristol put us in a different geography. He added that Public Health will be supporting the CCG in identifying high priority areas for improving health and reducing inequalities and that this is likely to demonstrate a number of common factors across all three areas but also some distinct differences.

Councillor Tim Ball asked if advice was available in respect in some recently diagnosed cases of Scarlet Fever.

Bruce Laurence replied that Public Health had written a letter to all schools and GPs on this matter which he could forward to the Select Committee.

Councillor Lin Patterson asked how many 10-24 year olds were admitted to hospital as a result of self-harm in 2016.

Bruce Laurence replied that it was around 10 – 20 and that all were treated seriously.

Councillor Eleanor Jackson asked if the Universities were involved on discussions relating to this matter.

Bruce Laurence replied that they have had some discussions with them, but that currently their main link was with Bath College.

The Chair thanked him for his update on behalf of the Select Committee.

## **74 HEALTHWATCH UPDATE**

Alex Francis, Interim General Manager, Healthwatch B&NES addressed the Select Committee, a summary of her update is set out below.

### Helping to improve patient engagement

She informed them that last year Healthwatch B&NES carried out its first Enter and View visit to a primary care setting – Oldfield Dental Practice in Bath. She said that following the release of the Enter and View report in the autumn, mydentist (formerly IDH Limited) the company that owns the practice, contacted Healthwatch B&NES to discuss approaches they can use to improve patient engagement in order to better understand their experiences.

She said mydentist expressed their hopes to engage with local Healthwatch projects across England in order to enhance independent scrutiny of the services they provide. She added that they had secured agreement to promote local Healthwatch information in all mydentist practices across the west of England region.

### Sustainability and Transformation Plans

She stated that Healthwatch B&NES has started discussions with NHS B&NES Clinical Commissioning Group (CCG) to explore how public consultation can be built into the development of the area's Sustainability and Transformation Plan. She said that these conversations will develop during April in conjunction with CCGs and local Healthwatch projects in Wiltshire and Swindon.

### Implementation of the Accessible Information Standard

She said that The Care Forum was working with B&NES Council to plan and deliver a network to raise awareness and share experiences of implementing the Accessible Information Standard (AIS).

She explained that the Accessible Information Standard comes into force in July 2016 and aims to ensure that disabled patients receive information in formats that they can understand and have appropriate support to help them to communicate. She added that all NHS and publicly-funded adult social care services must follow AIS by law, under section 250 of the Health and Social Care Act 2012.

She said that if Councillors do receive correspondence on any matters relating to the residents' experiences of using local health and social care services that would be of

interest to Healthwatch then to contact them in any format they wish to enable further discussion.

Councillor Paul May asked if since the Enter and View visit to Oldfield Dental Practice Healthwatch had taken a pro-active role in looking at other practices.

Alex Francis replied that they have not approached any other practices directly, but the report had been sent to NHS England and the Care Quality Commission (CQC). She added that Healthwatch meet with the CQC on a quarterly basis to share intelligence gathered about local services.

The Director of Adult Care and Health Commissioning said that the subject of Dentistry Services was due to be discussed at a future meeting of the Select Committee.

Councillor Bryan Organ asked if Healthwatch were involved with the work of Patient Participation Groups (PPGs). He suggested that Healthwatch may be involved in future training for PPGs.

Alex Francis replied that they have made some PPGs aware of the role that they perform.

The Chair thanked her for her update on behalf of the Select Committee.

## **75 PRIMARY CARE STRATEGY BRIEFING**

Corinne Edwards introduced this report to the Select Committee, she explained that in August 2013 NHS England launched 'Improving general practice – a call to action'. She said that this work sought to engage and support action to transform services in local communities. She stated that growing reports of workforce pressures including recruitment and retention problems were noted.

She informed them the vast majority of GP practices in England hold either GMS or PMS contracts. The GMS contract is nationally negotiated, however all B&NES practices hold PMS contracts, locally agreed to better tackle particular needs of patients based on local priorities. She added that NHS England has undertaken a 'PMS Review' to ensure any extra funding above and beyond what an equivalent GMS practice would get is clearly linked to providing extra services.

She said the CCG is currently in joint commissioning arrangements with NHS England and will continue to do so during 2016/17 along with Wiltshire and Swindon CCGs. She added that co-commissioning was an opportunity for CCGs to have increased responsibility and influence over local decisions affecting primary care (medical).

She stated that NHS England and the CCG have invested in the development of a two year local project to pilot aspects supporting our strategy development. The project, 'Primary Care – Preparing for the Future' (PCPF), delivered by Bath and North East Somerset Emergency Medical Services (BEMS+) runs until October 2016.



She explained that in October 2015, NHS England announced details of the 'Primary Care Transformation Fund'. She said that this national fund covers the period from 2016 to 2019 and provides £750m to improve access and the range of services available in primary care, through investment in premises, technology, the workforce and support for working at scale.

She said that the CCG has been working with GP practices, representatives from Your Health Your Voice, Your Care Your Way and BEMS+ amongst others in order to draw together common themes arising from the relevant activities already underway. She added that this is intended to form the basis of any bid to the fund, and will in turn support the development of a primary care strategy.

Councillor Brian Organ commented that he was pleased to see that the first two practices (Catherine Cottage and Rush Hill) that had been inspected by the CQC had both received overall ratings of 'Good'. He added that he felt that some members of the public were still finding difficulties in booking emergency appointments, but recognised that the service for longer term appointments was working well.

Councillor Tim Ball commented that he had recently found that the online repeat prescription service had crashed whilst in use and wished to make the appropriate officers aware.

Councillor Eleanor Jackson said that she had been contacted by a number of residents to say that they would like more continuity of service by being able to see the same GP at appointments.

Corinne Edwards replied that she was aware that continuity of GP's is important to some patients, particularly older people and people with long term conditions, but for many this is not so important. As part of the transformation fund bid, the wider roles of the Primary Care Team are being considered including administration to relieve some of the burden on GP's.

Councillor Paul May asked what progress was being made regarding GP's working together.

Corinne Edwards replied that some practices are moving forward with joint working and considering the different models of alliances, federating, merging, etc.

Councillor Paul May asked if a survey had been considered regarding GPs having specialist skills.

Corinne Edwards replied that a skills analysis has been undertaken by BEMS+ as part of the PCPF project and that younger GP's are likely to want to develop specialist skills / knowledge.

The Select Committee **RESOLVED** to note the report.

## 76 ALCOHOL / SUBSTANCE MISUSE UPDATE

The Drug and Alcohol Team and Young People's Drug and Alcohol Commissioner gave a presentation to the Select Committee, a summary is set out below.

### Drug Misuse

Parental drug use is a risk factor in 29% of all Serious Case Reviews.

A typical heroin user spends around £1,400 per month (2.5 times the average mortgage).

### Alcohol Misuse

27% of serious case reviews mention alcohol misuse.

Alcohol misuse accounts for 17% of road fatalities.

### B&NES Adults in treatment

More than 70% of adults in treatment in B&NES are complex & have multiple needs.

### Growth in Alcohol Clients

Between 2012-13 and 2014-15 the number of clients in treatment to address alcohol misuse rose from 388 to 647 and the providers are working very flexibly to meet capacity.

It is estimated that there 200 are 'Blue Light' clients in B&NES costing the community more than £7 million per annum (Source Alcohol Concern). Agencies have been trained and provided information and practical tips on working with these clients.

Alcohol Concern is extending the project to support the families of 'Blue Light' clients and B&NES have again confirmed their desire to be part of this.

### Recovery outcomes for B&NES alcohol clients

The rate of successful completions for B&NES alcohol clients is consistently high at between 46% – 50%. This is considerably above the national average.

56% of parent's successfully complete alcohol treatment. B&NES investment in local services has attracted a good deal of worthy commendation for its hospital alcohol liaison service, and for alcohol recovery outcomes. PHE recognises that alcohol has been a strategic priority for some time and an effective drug and alcohol treatment service is an essential component underpinning this wider treatment system.

### Opiate / Non Opiate recovery rates

Supporting opiate users to overcome dependence is challenging, in B&NES currently 6.4% of opiate clients have successfully left treatment (who have not relapsed) compared to national performance of 7%.

Over 70% of adults in treatment have either 'high' or 'very high' complexity (e.g. poly drug and injecting use). There are good outcomes for other drug users in B&NES where approximately 40% successfully leave treatment (and do not relapse).

### Harm Reduction

The rates for Hepatitis B vaccination and Hepatitis C testing remain much higher than the national average (B&NES is amongst the top performing areas with approximately 94% of eligible clients tested for Hepatitis C compared to 80% nationally and over 60% of B&NES clients have completed a course of Hepatitis B immunisations compared to 30% nationally.)

A needle and syringe exchange programme (NSP) continues to be delivered from treatment centres in Bath and Midsomer Norton, and pharmacies throughout B&NES to reduce the risk of blood borne viruses; reduce drug litter; and deliver harm reduction advice to service users on over-dose prevention, safer sex and reducing risk-taking behaviour.

During 2015/16 the providers changed how they deliver NSP to the most vulnerable or hard to reach clients (complex opiate users and steroid users) working with pharmacists and gyms to raise awareness with all injecting drug users of the harm caused by injecting drugs.

### Young People's Needs Assessment and Performance

An increase in the complexity of issues faced by young people (e.g. mental health, parental substance misuse, crime etc).

Increase in cases of children at risk of sexual exploitation (a project has been established to identify and respond to presenting needs).

The needs assessment found that 34% of adults in treatment are parents who have their children living with them at least part of the time. A key aim is to prioritise support for families, and to reduce the risk to children within the home.

Performance continues to be excellent with 97% of young people successfully completing their specialist support – compared to 80% nationally (with low representations, 2% locally compared to 7% nationally)

### Children & Young People Health & Wellbeing Survey 2015

The Health Related Behaviour Survey (SHEU) was undertaken in primary schools and 12 secondary schools with 3048 pupils from year 8 and 10 taking part. There is a positive downward trend, for example:

The numbers who drank alcohol in the last week: 15% of boys in 2015 compared to 24% of boys in 2013 and 12% of girls compared to 21% of girls in 2013.

The numbers who smoked cigarettes at least sometimes: 12% of boys in 2015 compared to 21% of boys in 2013 and 8% of girls compared to 11% of girls in 2013.

## Re-Model

### Fully integrated recovery treatment system

There will be a greater focus on community based treatment and the dry house for detox/community rehabilitation alongside a reduction in out of area rehabilitation and detoxification.

The detox suites and dry house rehabilitation beds are a cost effective alternative to hospital or in-patient detoxification programmes costing less than £150 per week to detox/recuperate in the dry house compared with £1,000-£1,500 per week in an out-of-area in-patient detox; or £700-£1,000 per week in an out-of-area rehabilitation facility.

DHI submitted an application for funding via the Government's PHE capital programme, and have been successful in obtaining £750,000 towards the purchase of the dry house to secure the future of this service, based on the outcomes and cost effectiveness of the service.

Councillor Tim Ball commented that high percentage alcoholic drinks were more readily available these days and suggested that these should be subject to a higher tax rate.

Councillor Lin Patterson asked is 1-2-1 counselling available.

The Drug and Alcohol Team and Young People's Drug and Alcohol Commissioner replied that it was available and the number of sessions would be agreed through a client's Care Plan.

Councillor Eleanor Jackson commented that during a recent clean up exercise in Radstock a great number of legal / non-legal highs and syringes were found. She wondered how many people actually use the current needle exchange service and suggested it could be incorporated into local pharmacies.

The Drug and Alcohol Team and Young People's Drug and Alcohol Commissioner replied that some pharmacies do already carry the service.

Councillor Vic Pritchard said that we should not lose sight of how far we have come with the services that we provide and praised the positive theme of the report.

The Select Committee **RESOLVED** to note the:

- (i) Current Drug and Alcohol performance figures.
- (ii) Progress being made by providers on implementing service re-modelling.
- (iii) Young People's Needs Assessment had been undertaken to review current performance of young people's drug and alcohol services and to identify key priorities as part of the Early Help Strategy.

## 77 YOUR CARE, YOUR WAY UPDATE

The Your Care, Your Way Project Lead gave a presentation to the Select Committee, a brief summary is set out below.

### The Procurement Process

65 expressions of interest were given.

4 bids have been received and the names of those will be made public on April 18<sup>th</sup>.

In May the process will see the 4 bids reduced down to 2 with the aim of announcing the preferred provider in mid-July.

### Critical Success Factors

- A person not a condition
- A single plan
- Managing change
- Information
- Value for money

### Commercial Model

#### Prime Provider

- Living well and staying well
- Regaining health and independence
- Enhanced and specialist support

### Learning the lessons from elsewhere

Rigorous evaluation and assessment of risks within the procurement, including re-assessment of bidders where there are material changes to their arrangement during the process, and a full awareness of ownership and legal structures associated with partnership arrangements

The ability to triangulate the narrative (quality response) of a bid with income and staffing assumptions contained within a bid

A commitment to proactive engagement with, and full reporting to, Executive Officers and Members

### Continuing Engagement

- Information Sharing
- Events

- Community Champions

Councillor Eleanor Jackson said that she had concerns over the preferred provider being able to make too much profit.

The Your Care, Your Way Project Lead replied that the matters of value for money and profit are both assessed as part of this process. She added that they were not looking for this to be a bidding war and that it was about how we can use £70m to the best of its ability. She stated that a large amount of due diligence will take place.

Councillor Paul May asked if the project had been subject to audit, both internally and externally.

The Director of Adult Care and Health Commissioning replied that the Council's Section 151 Officer has been involved throughout the process.

The Chair thanked the Your Care, Your Way Project Lead for her presentation on behalf of the Select Committee.

## 78 SELECT COMMITTEE WORKPLAN

The Chair introduced this item to the Select Committee.

Councillor Paul May asked for a new date to be set for when the RUH Strategic Plan can be discussed. He said that if it were possible he would like their Chief Executive to be present at the meeting.

The Chair asked for members to state clearly what information they would like to receive from the RUH.

Councillor Eleanor Jackson suggested that the new Chief Executive of AWP should also be invited to a future meeting of the Select Committee.

The Select Committee **RESOLVED** to agree with these proposals.

The meeting ended at 1.35 pm

Chair(person) .....

Date Confirmed and Signed .....

Prepared by Democratic Services

<b>Bath &amp; North East Somerset Council</b>		
<b>MEETING/ DECISION MAKER:</b>	<b>Health and Wellbeing Select Committee</b>	
<b>MEETING/ DECISION DATE:</b>	<b>25<sup>th</sup> May 2016</b>	<b>EXECUTIVE FORWARD PLAN REFERENCE:</b>
<b>TITLE:</b>	<b>Domiciliary Care Update Report</b>	
<b>WARD:</b>	All	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b>		
None		

## **1 THE ISSUE**

- 1.1 This report provides an update on the delivery of care at home to the people of Bath and North East Somerset (B&NES).
- 1.2 It outlines new arrangements being put in place with Trading Standards to provide quality assurance to the Council and the people of B&NES on the services provided and what they can expect.
- 1.3 The report gives an update on a recent multi-agency Home Care System Learning event and other strategies in place to recognise the role that home care plays in the whole health and social care system to keep people healthy and living at home where possible.
- 1.4 The report gives details on the development of Direct Payments as a means to support people to live at home and progress the Council is making to increase formal support for people wishing to take up Direct Payments in Bath and North East Somerset.
- 1.5 The report closes by explaining how domiciliary care will be commissioned following the Your Care Your Way tender exercise for community services and outlines future priorities moving forward.

## 2 RECOMMENDATION

The Health and Wellbeing Select Committee is recommended to note:

- 2.1 The performance of each of the Domiciliary Care Strategic Partners and the volume of care hours commissioned through either a Spot Contract or One Off Agreement for an individual person.
- 2.2 The introduction of the Buy with Confidence and Care Scheme which is being introduced in collaboration with Trading Standards in order to provide local residents with information about approved domiciliary care providers and to provide increased assurance to the Council.
- 2.3 The increased collaboration and commitment to joint working and strategic development of domiciliary care through a recent multi-agency event.
- 2.4 The continued development of formal support for people wishing to take a Direct Payment to help them continue living at home.
- 2.5 That domiciliary care services are within the scope of the Your Care Your Way Programme and future arrangements will be subject to discussion with the successful bidder who is awarded Prime Provider status later this year.
- 2.6 The priorities for the development of domiciliary care moving forward.

## 3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 Finance implications associated with the Council's commissioning of domiciliary care are set out in 5.2 of this report.

## 4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

None directly related to this report.

## 5 THE REPORT

### **The Current Home Care Contract and its Delivery**

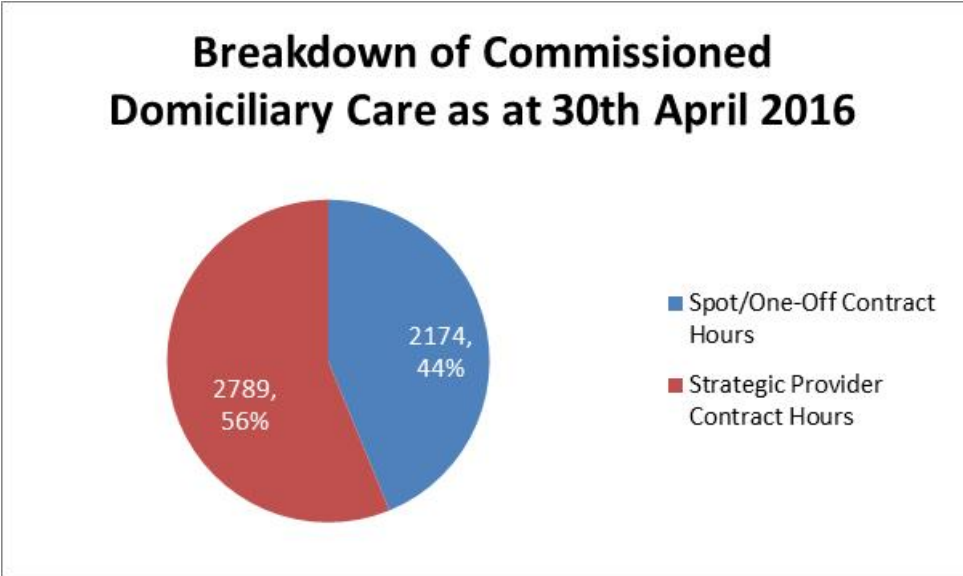
- 5.1 The Local Authority has a rolling five year contract in place with four key Strategic Partners namely:

- Care South
- Care Watch
- Way Ahead
- Somerset Care

- 5.2 The contract contains a five year break clause with the next occurring at the end of March 2018. Future contractual arrangements are being considered as part of the **your care, your way** community services review being undertaken jointly by the Council and Clinical Commissioning Group (CCG).



- 5.3 Care is also commissioned from a further four providers under an annual spot contract and there are a number of other home care providers that the Council has arranged one-off agreements with, to deliver extra capacity, particularly over the recent winter months when demand was at its highest.
- 5.4 During the last financial year the Authority spent £3.522m on services commissioned from the domiciliary care Strategic Partners and an additional £1.413m on domiciliary care provision through Spot Contract and One Off Agreement arrangements totalling £4.935m altogether.
- 5.5 None of the four Strategic Partners (Carewatch, Care South, Way Ahead or Somerset Care) have to date expressed a wish not to continue under their current contract arrangements and there are currently no concerns about the performance of any of these four providers.
- 5.6 Carewatch, Care South, Way Ahead and Somerset Care continue to be supportive to the Council and responsive with regards to taking on care packages within their staff resource capacity and ensuring that vulnerable people continue to receive the service they need to remain living in their own home.
- 5.7 The Council was commissioning a **total of 4963 care hours on behalf of 468 people** at the time of the above analysis was undertaken (30<sup>th</sup> April 2016). Of the total, 2174 care hours were being commissioned from either Spot Contract or One Off Agreement providers on behalf of 150 people (with approximately one-third of people receiving a 24 hour care package). This is shown in the chart below 5.8.
- 5.8 The above figures show that the Strategic Partners were not able to meet the demand for domiciliary care and shows that there had been an increase in hours being commissioned under either a spot or one off agreement arrangement and for which a higher hourly rate was being paid than that paid to the strategic providers.



- 5.9 The major contributing factor to this situation was that staff resources within the strategic partnership were diminishing. The providers were finding it harder to recruit with increased competition in the market.

5.10 In an effort to support the Strategic Providers in recruiting and retaining staff and start to address the capacity shortfalls, the Council agreed to fund early implementation of the National Living Wage from January 2016 on the understanding that the increase would be used to increase the rates of pay directly offered to frontline domiciliary care staff and on the assurance that travel time would be paid at the same rate.

5.11 This has had a positive effect so far on both staff retention and staff recruitment. The table below shows the total number of staff recruited and provides a breakdown showing that a total of 22 new people from outside health and social care have been recruited to work in the care sector since January 2016.

Provider	Number of Staff Recruited	Number already working in dom care industry	Number already working in other area of care e.g., residential, hospital	Number new to Care
Carewatch	15	7	6	2
Caresouth	24	8	7	9
Wayahead Care	20	8	3	9
Somerset Care	9	4	3	2
<b>Total</b>	<b>68</b>	<b>27</b>	<b>19</b>	<b>22</b>

**Understanding the Capacity B&NES needs for the future**

5.12 Since October 2015, a new electronic system called DCAS (Domiciliary Care Access System) has been in operation. The system allows Social Workers to request care packages on a secure site that the Strategic Partners are able to access. This system is still under development but early reports are being developed that will help the Council and CCG to understand the capacity needed for the population now and in future years and plan this with Strategic Partners. It will also help the Council to monitor new performance measures, including how long it can take for a package to start after it has been placed on the DCAS system.

5.13 Capacity in domiciliary care and its availability is seen as vital to keeping people independent at home and maintaining their health. This year has seen a particular focus on domiciliary care and its critical role in helping people to be discharged from hospital when they are ready to go home. The Council and CCG recently held an event with a range of partners, including NHS England to explore this issue further and this is explained more at section 5.18-5.22.

**The Buy with Confidence Scheme and Quality Assurance**

5.14 In order to provide more assurance about care commissioned under a One Off Agreement the People and Communities Adult Commissioning Team are currently working with colleagues in Trading Standards to register all providers who deliver Council commissioned care packages onto the Buy with Confidence and Care

Scheme. This Scheme can be seen on the Council website (<http://www.bathnes.gov.uk/services/trading-stands/buy-confidence>)

- 5.15 A total of 23 providers will be passported through as long as they are assessed as meeting the necessary standards with regards to business and care practice.
- 5.16 Once all current providers who are delivering services to people are registered onto the Buy with Confidence and Care Scheme the intention is to open the scheme up for other care providers to apply to be registered.
- 5.17 In terms of quality assurance and contract performance, bi-monthly meetings are held by the Council with the Care Quality Commission to oversee the quality of services and performance is managed through the Council's Strategic Partnership meetings. Through close partnership with providers, there are no current concerns about the Strategic providers' performance at the time of writing this report.

### **Home Care System Learning Event**

- 5.18 On 21<sup>st</sup> April, a Home Care System Learning Event was held with key colleagues from across local health and social care providers and commissioners. The aim of the event was to share the challenges of providing home care, the importance of home care in the health and social care system and how to encourage its growth and development.
- 5.19 The event saw a growing understanding between colleagues about the pressures and challenges of each other's services and collaborative discussion and planning to identify a range of short, medium and long term actions to develop the sector further and support it in its role in the whole health and social care system.
- 5.20 Actions include considering agreeing block hours with Strategic Partners, in order to help them guarantee hours for staff; developing a rotational work experience programme across health and social care organisations and many more.
- 5.21 These actions will now be taken forward by a working group of colleagues who volunteered to continue to be involved and a further event is planned for October/November 2016 to update on progress.
- 5.22 The event aimed to highlight that domiciliary care is the solution to helping people live at home and to move through the whole health and social care system as their needs require, not the problem.

### **Developing the Support Available to People Using Direct Payments**

- 5.23 A project is underway reviewing direct payments across adults, children's and health, to try to streamline the policy into one across all three areas, and to also streamline the support that is available to people choosing to use a direct payment.
- 5.24 The project is also looking to introduce pre-paid cards for direct payment recipients, which will hopefully make them a more attractive offer for people.

5.25 A number of direct payment recipients currently use their payments to pay for traditional home care services, it is hoped that the project will create an awareness and understanding of the flexibility of direct payments that will see fewer people choosing traditional services, and more creative ways of meeting their needs.

## **Moving Forward**

5.26 There are many priorities associated with domiciliary care. The strategic partnership contract is included in the **your care your way** programme. By including this contract and the overall provision of domiciliary care in the **your care, your way** programme, this will provide the Council with the opportunity to ensure that the benefits of domiciliary care as key part of a fully integrated model of health and care is fully realised. It will also allow greater exploration of innovative solutions for the provision of frontline services that will not only continue to enable people to live safely at home, but will be robust enough to meet increased demand.

5.27 Alongside **your care, your way**, key priorities for the next 12 months will include:

- (1) Introducing the Buy with Confidence scheme to provide assurance on the quality and standard of services;
- (2) Taking forward the actions in the Home Care System Learning Event action plan including strengthening commissioning models and working across health and social care providers;
- (3) Developing a capacity model with health colleagues to understand any extra demand pressures not currently provided for in existing contracting arrangements, including during the winter months and over Christmas/New Year;
- (4) Continuing to expand the offer for local people should they wish to take up a Direct Payment for their care and support needs;
- (5) Continuing to promote domiciliary care as the solution and opportunity to help the challenges of the health and social care system;
- (6) Continuing to support people to live independently at home.

## **6 RATIONALE**

6.1 This report provides an update on the provision of domiciliary care services.

## **7 OTHER OPTIONS CONSIDERED**

7.1 None

## **8 CONSULTATION**

8.1 None directly related to this report. Extensive consultation and engagement as been undertaken as part of the **your care, your way** community services review.

## 9 RISK MANAGEMENT

- 9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

<b>Contact person</b>	<i>Angela Smith, Commissioning and Contracts Officer, Tel: 01225 396229.</i>  <i>Caroline Holmes, Senior Commissioning Manager, Better Care</i>  <i>Tel: 01225 477313</i>
<b>Background papers</b>	
<b>Please contact the report author if you need to access this report in an alternative format</b>	

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## HEALTH AND WELLBEING SELECT COMMITTEE

This Forward Plan lists all the items coming to the Panel over the next few months.

Inevitably, some of the published information may change; Government guidance recognises that the plan is a best assessment, at the time of publication, of anticipated decision making. The online Forward Plan is updated regularly and can be seen on the Council's website at:

<http://democracy.bathnes.gov.uk/mgPlansHome.aspx?bcr=1>

The Forward Plan demonstrates the Council's commitment to openness and participation in decision making. It assists the Panel in planning their input to policy formulation and development, and in reviewing the work of the Cabinet.

*Should you wish to make representations, please contact the report author or Mark Durnford, Democratic Services (01225 394458). A formal agenda will be issued 5 clear working days before the meeting.*

*Agenda papers can be inspected on the Council's website and at the Guildhall (Bath), Hollies (Midsomer Norton), Civic Centre (Keynsham) and at Bath Central, Keynsham and Midsomer Norton public libraries.*

<b>Ref Date</b>	<b>Decision Maker/s</b>	<b>Title</b>	<b>Report Author Contact</b>	<b>Strategic Director Lead</b>
<b>25TH MAY 2016</b>				
25 May 2016	<b>HWSC</b>	<b>Domiciliary Care Provision</b>	Caroline Holmes Tel: 01225 477313	Strategic Director - People
25 May 2016	<b>HWSC</b>	<b>Your Care, Your Way Update</b>	Sue Blackman Tel: 01225 396180	Strategic Director - People
<b>20TH JULY 2016</b>				
20 Jul 2016	<b>HWSC</b>	<b>CQC - RUH Inspection</b>		
20 Jul 2016	<b>HWSC</b>	<b>Update on the Transfer of Services the RNHRD to the RUH (GUM (Genito-Urinary Medicine))</b>		Tracey Cox
20 Jul 2016	<b>HWSC</b>	<b>Urgent Care Centre</b>	Catherine Phillips	Tracey Cox
20 Jul 2016	<b>HWSC</b>	<b>Your Care, Your Way Update</b>	Sue Blackman Tel: 01225 396180	Strategic Director - People



<b>Ref Date</b>	<b>Decision Maker/s</b>	<b>Title</b>	<b>Report Author Contact</b>	<b>Strategic Director Lead</b>
20 Jul 2016	<b>HWSC</b>	<b>Introduction to NHS Specialised Services</b>	Dr Lou Farbus, Head of Stakeholder Engagement, Specialised Commissioning	
<b>28TH SEPTEMBER 2016</b>				
28 Sep 2016	<b>HWSC</b>	<b>RUH Strategic Plan</b>	Jocelyn Foster Tel: 01225 824963	Tracey Cox
28 Sep 2016	<b>HWSC</b>	<b>Dentistry Services</b>		Tracey Cox
28 Sep 2016	<b>HWSC</b>	<b>Your Care, Your Way Update</b>	Sue Blackman Tel: 01225 396180	Strategic Director - People
<b>30TH NOVEMBER 2016</b>				
<b>25TH JANUARY 2017</b>				
25 Jan 2017	<b>HWSC</b>	<b>Update on the Transfer of Services the RNHRD to the RUH (Rheumatology, Therapies, Biologics and Clinical Measurement)</b>		Tracey Cox
<b>22ND MARCH 2017</b>				
<b>24TH MAY 2017</b>				

Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
24 May 2017	HWSC	Update on the Transfer of Services the RNHRD to the RUH (Adult Fatigue, Pain Services)		Tracey Cox
<b>ITEMS YET TO BE SCHEDULED</b>				
	HWSC	AWP - CQC Inspection Report	Jane Shayler, William Bruce-Jones Tel: 01225 396120,	
	HWSC	Non-Emergency Patient Transport Service		Tracey Cox
Page 34	HWSC	NHS 111 update		Tracey Cox
	HWSC	Loneliness report - update		Strategic Director - People
	HWSC	Homecare Review update (for May 2017)		Strategic Director - People
The Forward Plan is administered by <b>DEMOCRATIC SERVICES</b> : Mark Durnford 01225 394458 Democratic_Services@bathnes.gov.uk				