



# Minutes

<b>Name of meeting</b>	<b>POLICY AND SCRUTINY COMMITTEE FOR HEALTH AND SOCIAL CARE</b>
<b>Date and time</b>	<b>MONDAY 14 OCTOBER 2019, COMMENCING AT 5.00PM</b>
<b>Venue</b>	<b>COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT</b>
<b>Present</b>	Cllrs John Nicholson (Chair), Rodney Downer, John Howe, Michael Lilley  Chris Orchin – Healthwatch (Non-Voting)
<b>Cabinet member</b>	Cllr Clare Mosdell
<b>Also Present</b>	Cllrs Barry Abraham, Debbie Andre, Karl Love  Helen Babington, Simon Bryant, Carol Tozer, Paul Thistlewood, Megan Tuckwell (IW Council), Joanna Smith (Healthwatch IW), Alison Smith (IW CCG), Maggie Oldham, Lesley Stevens, Suzanne Rostron (IW NHS Trust)
<b>Apologies</b>	Cllr Brian Tyndall

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**11. [Minutes](#)**

**RESOLVED:**

THAT the minutes of the meeting held on 15 July 2019 be confirmed.

**12. [Declarations of Interest](#)**

Cllr Michael Lilley declared an interest as chair of the Voluntary Sector Forum and as a Trustee of IW Youth Trust.

Cllr John Howe declared an interest as chair of Abbeyfield.

**13. [Public Question Time](#)**

Ms Tanja Rebel of Cowes asked a verbal question on whether the Policy and Scrutiny Committee for Health and Social Care would look into the effects of 5G. The chairman confirmed he would liaise with the Director of Public Health.

**14. Progress on outcomes and recommendations from previous meetings**

The chairman presented the report on outcomes from previous meetings and the committee noted the progress against recommendations. It was agreed that the chairman would seek a follow up on outstanding actions from previous meetings.

RESOLVED:

THAT the chairman follow up on outstanding actions from previous meetings.

**15. Adult Social Care Annual Complaints Report**

The Director of Adult Social Care and the Complaints and Investigations Officer presented the statutory report which provided an overview of the complaints received for the period 1 April 2018 to 31 March 2019, the lessons learnt, and actions taken to improve the service.

Questions were raised regarding a possible joint complaints process for all health partners to reflect integrated service delivery. It was clarified that each partner must follow its own national guidance, but responses were coordinated, and joint resolution meetings held. It was suggested that next years' report include a column on how many complaints had gone through this joint process.

Regarding accessibility and patient focus, it was confirmed that the website had be revamped and engagement had taken place with the voluntary sector and health centres to keep patients informed on how they can make a complaint. Members queried whether there was a process in place for concerns to be raised rather than a formal complaint. It was clarified that adult social care must ensure feedback is measured in a way that is comparable to other local authorities.

RESOLVED:

- i) THAT the Adult Social Care annual complaints report be noted.
- ii) THAT the annual report for 2019/2020 include details of the number of complaints that had been the subject of joint resolution.

**16. IW NHS Trust – Care Quality Commission (CQC) Inspection Report**

The Chief Executive of the IW NHS Trust, Director of Mental Health & Learning Disabilities, and the Director of Quality Governance, presented an update which outlined the key findings and subsequent actions arising from the CQC's report.

Concerns were raised regarding the issues highlighted in the inspection of the Gynaecology Service, particularly around leadership and culture. To address this, it was confirmed that someone had been brought in to investigate and a Deputy Medical Director was in place helping to oversee and develop cultural change. Concerns were raised regarding the Mental Health Service. The Director of Mental Health outlined the significant progress made since the report was published, including the Wellbeing Service, improved relationship with the commissioners, and the formation of a partnership with a mainland provider.

The Chief Executive reminded members that the ambition was to be rated Good in 2020 and was happy to update the committee with the findings of the next self-assessment.

**RESOLVED:**

THAT an informal briefing be arranged to discuss the improvements made to the Mental Health Service.

**17. Budget and Performance**

**a) General**

Discussion took place regarding budget and performance pressures in the current financial year across the various health services.

**i) Public Health**

The Associate Director of Public Health presented the report which confirmed that the Public Health grant was being effectively managed, and a balanced budget was expected for 2019/20.

Cllr Karl Love submitted a written question with regards to the leadership of the Islands Sexual Health Services. A written response was provided which can be found ([HERE](#)). A supplementary question was asked regarding consultation and it was clarified that the service was Tier 3 and therefore was required by the Department of Health to be medically led.

Questions were raised regarding the procurement of the school nursing and health visitor contract, the substance misuse service, funding for leisure centres, and a perceived overemphasis on performance and meeting targets rather than outcomes.

The Director of Quality Governance clarified that the IW NHS Trust commissions the Sexual Health service and 0-19 services as part of the community and receive positive feedback from users.

**ii) Adult Social Care**

With regards to financial position, the Director of Adult Social Care advised that as at the end of August 2019 there was a projected overspend, however work was ongoing to deliver a balanced budget by the end of the financial year.

With regards to Government funding, the council had been granted a one-year reprieve of the improved Better Care Fund (which supported the Living Well Service) and another year of the Social Care Support Grant. Winter pressures funding has also been confirmed.

iii) **IW NHS Trust**

The Chief Executive advised that the IW NHS Trust's financial position was on target. The Board had recently approved a business case to purchase a second MR scanner which would help going forward. The biggest financial pressure remained temporary staffing, predominantly in the emergency department.

Performance pressures remain around patient flow and access to emergency and elective treatments. Recovery plans were in place for both and were being delivered.

iv) **IW Clinical Commissioning Group (CCG)**

The Managing Director advised that the IW CCG continued to support the IW NHS Trust and have delivered the financial plan for first two quarters. Discussion took place regarding the Primary care networks and various GPs mergers across the Island, including the ongoing engagement with residents.

Concerns were raised regarding planning permission and the need for developers to engage with the IW CCG when stating that GP surgeries would be included in a development.

**RESOLVED:**

THAT the updates on budget and performance pressures in the current financial year across the various health services be noted.

Due to the loss of quorum, the remaining agenda items were not considered and were deferred to a later date.

CHAIRMAN