

Time Commenced – 6.02 pm  
Time Finished – 8.20 pm

## **Protecting Vulnerable Adults Overview and Scrutiny Board**

**22 December 2015**

Present: Councillor J Khan (Chair)  
Councillors Webb, Froggatt, Raju & Ashburner

### **10/15 Apologies for Absence**

Apologies were received from Councillors Ingall and Turner

### **11/15 Late Items**

There were no late items.

### **12/15 Declarations of Interest**

None

### **13/15 Minutes of the Meeting held on 11 August 2015**

Cllr Ashburner questioned if details of what Adult Services provided by Derby City Council should have been detailed on the minutes.

All agreed the minutes were fine as provided

### **14/15 Items referred from Corporate Scrutiny and Governance Board – Social Isolation and Loneliness**

The Board received a report from the Acting Strategic Director of Adults and Health stating that the Corporate Scrutiny and Governance Board had considered a report, at their meeting on 9 June 2015, detailing the concerns on social isolation and loneliness being faced by older people. The report also had attached a report that was taken to Council Cabinet on 10 June detailing the same issue.

Cllr Steve Hassell attended the meeting to discuss this matter further.

Three questions were asked of the report:

How do we identify the people affected?

How do we measure any success?

Communication issues – a lot of services moving over to electronic access (email/internet)

Discussions were held over the difficulties actually identifying people who were facing social isolation and loneliness. It was stated that there are not enough resources to seek out these people and are reliant on organisations from the voluntary sector and neighbours, etc actually making referrals.

Results from public consultation undertaken in Jan 2014 found that the vast majority of older people are socially active and would just like the Council to be able to provide adequate transport, make community rooms available to them and publicise events.

It was also felt that Local Area Co-ordinators provide a vital role in identifying older people who seem to be isolated as they are familiar with their neighbourhoods and are actively promoting social cohesion. 10 of the 17 wards in the City of Derby have Local area co-ordinators and discussions were held on whether these were needed in all 17 wards.

It was confirmed that the only way of measuring success would be from feedback given

**The Board resolved to:**

- 1. Receive an evaluation report at their next meeting in March for them to review**
- 2. Add social isolation and loneliness to the work programme**
- 3. Recommend to the Corporate Scrutiny Board and Council Cabinet that that local area co-ordinators should be employed in all 17 wards.**
- 4. Receive details of costs of employing more local area co-ordinators and options of setting up community groups in heavily populated areas**
- 5. Invite senior manager of local area co-ordinators to the next board meeting to give more information on their role and future plans.**
- 6. Receive draft budget papers by the end of January 2016**

## **15/15      Performance Update from the East Midlands Ambulance Service**

The Board received a report from the Acting Director of Adults and Health asking them to receive a presentation from the East Midlands Ambulance Service on the new clinical delivery model along with performance / activity update for Derby and Derbyshire.

John Wright, the General Manager for the Derbyshire Ambulance Service gave a Powerpoint presentation detailing how ambulance crew now, wherever possible, treat patients at the scene rather than transporting to hospital.

Details of the work undertaken by First Response Teams was given and acknowledgement of how vital the aid given by these teams was proving.

Discussion was held on the shortage of paramedics, recruitment and training, where it was confirmed that this was a big problem and internal development of existing

staff was being promoted. Staff welfare was also proving to be a big issue as there were not enough resources and staff were having to work long periods without breaks. It was confirmed that there was currently a big recruitment drive on though.

**The Board resolved to:**

- 1. note the report and details within the presentation.**
- 2. receive details on the performance figures for Derby City and these to be circulated to all board members after the meeting.**

## **16/15      Access to GP Surgeries**

The Board received a report of the Acting Strategic Director of Adults Health and Housing asking them to receive a further update and presentation from the SDCCG on what is being done to improve the problem of patients not being able to access GP surgeries.

Helen Cawthorne attended the meeting and confirmed that the SDCCG had been working closely with Derby Healthwatch in relation to the GP access issue.

It was confirmed that one of the main problems seemed to be patients not being able to access the urgent 'on the day' appointments due to the way the booking system is set up and not being to get through on the telephone in the allocated time for booking these appointments. The issue of staff training and management of reception staff was also discussed.

It was reiterated that pharmacists could be utilised more and the public did need to recognise this and work was being done into a minor ailment scheme where the pharmacists would be able to dispense free of charge prescriptions for patients without these having to be authorised by a doctor.

Helen Cawthorne confirmed that the SDCCG had recently appointed a Project Facilitator whose role would be to go and work with GP practices and help put good ways of working in place. It was also acknowledged that a local GP was to trial online consultancy work.

It was acknowledged that there was still a great deal of work to be done – looking at Accident and Emergency trends, phone systems, staff training (particularly reception staff), customer service, feedback from service users, complaints reporting systems, encouraging patient participation groups and further updates would be brought to the board.

**The Board resolved to:**

- 1. note the progress being made by the SDCCG on improving the GP access situation.**
- 2. Receive further updates at future meetings.**

## 17/15      Cancer Care Waiting Times

The Board considered a report of the Acting Strategic Director of Adults Health and Housing asking them to receive a Powerpoint presentation from representatives of the SDCCG on what is being done both nationally and locally to improve waiting times. Vanessa Griffiths attended the meeting from the SDCCG.

Vanessa confirmed that she had just, that afternoon received the NHS programme for 2015/16 which would be circulated to all board members after the meeting and Vanessa would attend a future meeting to discuss this with members further,

It was acknowledged that cancer is increasing and that the current 2 week referrals would be changing to a 28 day diagnosis system, in the New Year to enable earlier identification and treatment of the disease.

Seven practices within the city centre would need investigating as patients at these practices are not being diagnosed as having cancer until they are in the later stages. This may be down to it being a highly populated and deprived area but investigatory work will be undertaken.

### **The Board resolved to:**

- 1. note the progress being made by the SDCCG to improve Cancer Care patients' waiting times**
- 2. To receive further updates at future meeting**

## 18/15      Update Report from SDCCG

The Board received a report from the Acting Strategic Director of Adults, Health and Housing asking them to receive a presentation from representative of the SDCCG. Vanessa Griffiths attended the meeting to give this presentation.

Vanessa confirmed that their new Chief Executive Gary Thompson was now in post and was current doing a stock take of the situation and getting to grips with all issues. It was confirmed that he would be driving work on Joined Up Care forward in January

### **The Board resolved to:**

- 1. note the progress being made by the SDCCG on Joined up Care**
- 2. To invite Vanessa back to the August meeting to update the board again**

## 19/15      Remit, Work Programme and Topic Reviews

The Board received a report of the Chief Executive asking them to receive a report agreed by Council on 20 May 2015 setting out the new arrangements for Overview & Scrutiny. The Board were asked to discuss and agree the future work programme and topic review for the forthcoming municipal year.

**Resolved to:**

- 1) Note the report and work programme attached**
- 2) Agree to add social isolation and loneliness to the work programme**

MINUTES END