

**BRISTOL CITY COUNCIL**

**MINUTES OF A MEETING OF THE  
HEALTH, WELLBEING AND ADULT  
SOCIAL CARE SCRUTINY COMMISSION  
HELD ON 21<sup>st</sup> JANUARY 2014 AT 2.00 PM**

P Councillor Lesley Alexander (in the Chair)  
P Councillor Margaret Hickman  
A Councillor Claire Hiscott  
P Councillor Peter Main  
P Councillor Glenise Morgan  
P Councillor Dr Doug Naysmith  
P Jenny Smith  
P Councillor Sylvia Townsend

**Co-optees**

P Judith Brown - BOPF  
A Kaye Long - DEF

**Also in attendance**

Dr Martin Jones - Bristol CCG  
Alison Moon - Bristol CCG  
Tony Jones - Bristol CCG  
Lindsey Scott - NHS England  
Helen Morgan - UHBT  
David Ralph - UHBT  
Sue Jones - NBT  
Harry Hayer - NBT  
Hayley Richards - AWP  
Aileen Fraser - Bristol Community Health  
Ben Bennett - South West Commissioning Support Unit  
Alison Comley  
Romaine de Fonseca - Scrutiny Team  
Norman Cornthwaite - Democratic Services

**HWASC  
80.1/14**

**APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies were received from Councillor Hiscott.

**HWASC  
81.1/14 PUBLIC FORUM**

The following Statement was received and taken into account when the Commission considered the relevant item:

<b>Name</b>	<b>Subject</b>	<b>Comments</b>
Alan Chambers	Agenda Item No. 9 - Cossham Hospital	Written statement

A copy of the statement is contained in the Minute Book.

**HWASC  
82.1/14 DECLARATIONS OF INTEREST**

No further declarations of interest were received.

**HWASC  
83.1/14 MINUTES – HEALTH, WELLBEING AND ADULT SOCIAL CARE  
SCRUTINY COMMISSION – 18<sup>TH</sup> DECEMBER 2013**

**RESOLVED -** that the minutes of the meeting of the Health, Wellbeing and Adult Social Care Scrutiny Commission held on 18<sup>th</sup> December 2013 be confirmed as a correct record and signed by the Chair.

**HWASC  
84.1/14 WHIPPING**

None was declared.

**HWASC  
85.1/14 CHAIR'S BUSINESS**

There was none.

**HWASC  
86.1/14 SCRUTINY OVERVIEW OF LOCAL NHS RESPONSES TO THE  
REPORT ON THE MID-STAFFORDSHIRE NHS FOUNDATION  
TRUST PUBLIC INQUIRY (THE FRANCIS REPORT)**

The Commission considered a report of Dr. Martin Jones, Alison Moon – Bristol CCG and Linda Prosser, Lindsey Scott – NHS England (Agenda Item No. 7) providing an update on progress

against the Francis Report recommendations.

Martin Jones, Alison Moon, Lindsey Scott, Helen Morgan, Sue Jones, Hayley Richards and Aileen Fraser were in attendance for this item.

Martin Jones introduced the item.

Alison Moon gave a presentation on behalf of the CCG.

Lindsey Scott gave a presentation on behalf of NHS England.

Helen Morgan gave a presentation on behalf of UHBT.

Sue Jones gave a presentation on behalf of NBT.

Hayley Richards gave a presentation on behalf of AWP.

Aileen Fraser gave a presentation on behalf of Bristol Community Health.

During the debate and questioning that followed the following answers were provided:

- There has been a change in culture as providers are now talking to patients about their experiences and needs
- There can be tensions showing good performance through data collection and providing good care; the most important thing is to ensure that good care is provided
- Any suicides are thoroughly investigated; there are reports on each case and each case is thoroughly investigated, and any lessons that can be learnt are incorporated into changes in procedures; the Trust are mindful of each individual case and the overall numbers of suicides; their services are also benchmarked
- Trusts use independent people to investigate and review complaints against clinicians; they also invite the Royal Colleges to carry out reviews
- When things go wrong medical staff are willing to meet with people, learn from their mistakes and put things right

- It is acknowledged that poor care needs to be addressed; success can be measured by a number of methods, not just a decrease in mortality rates; there is a need for all staff to be trained in diversity and equality issues
- Culture is a big issue and all staff have to have an ability to empathise; role modelling can be important in encouraging this
- A lot of work is being done to encourage staff to apologise when things go wrong, it is not about blame; apologies need to be genuine
- Experience has shown that the desired outcome for most complaints to the Ombudsman is an apology
- Commissioners hold providers to account and expect good outcomes for patients, and providers to adhere to processes; they want providers to succeed and help and support them to achieve this; they are moving to pro-active systems in working together to ensure all organisations are successful
- There are always people who are reluctant to change and they need to be encouraged
- Whistleblowing has to be taken seriously and the issues responded to
- There has to be communication between staff and executives; all executives have been involved in responding to the Francis report and are committed to delivering changes in their organisations; the back to the floor initiative is proving very valuable

**RESOLVED - that the report be noted.**

**HWASC  
87.1/14**

### **BRISTOL ACUTE SERVICES REVIEW**

The Commission considered a report of David Relph, UHBT (Agenda Item No. 8) providing information about the outcome of the Bristol Acute Services Review and next steps.

David Relph and Harry Hayer were in attendance for this item.

David Relph introduced the report and summarised it for everyone.

During the debate and questioning that followed the following answers were provided:

- Healthwatch are very positive about being involved and have had an initial session
- They are focussed on saving money over the next 2 years; about half of savings can be achieved by efficiencies
- The focus of the review is on how services can be improved across the city; there are competition issues that have to be resolved
- There are concerns that progress has not been as fast as was hoped because the Trusts have had to focus on other operational and financial issues; both Trusts are embarking on strategic reviews; UHBT are red eloping the BRI and NBT are moving into the new hospital at Southmead

**RESOLVED – (i) that the report be noted; and**

**(ii) that a further progress report be received in due course.**

**HWASC  
88.1/14**

### **URGENT CARE SERVICES AT COSSHAM HOSPITAL**

The Commission considered a report of Ben Bennett, South West Commissioning Support Unit (Agenda Item No. 9) updating on a review of the role of Cossham Hospital in the overall provision of urgent care services for South Gloucestershire.

Ben Bennett introduced the report and gave a presentation.

During the debate and questioning that followed the following answers were provided:

- A visit to the Hospital for Members of the commission will be arranged
- NBT will provide information on the services to be placed in the Hospital; they are planning for services to be provided at Southmead and Cossham
- MIU's do not reduce A & E attendance; people need to navigate

the different services; an MIU must be sustainable; at present there is greater need for a Frail and Elderly Assessment Centre; there is not room at Cossham at present to run both services

- The report to be released in the Spring will concentrate on commissioning and funding arrangements
- There is a need for a forward looking plan and it would not be appropriate to make a premature decision on the MIU
- The Out Of Hours Service will be at Cossham
- Patients need to be able to access the correct services
- Cossham is reasonably well served by public transport

**RESOLVED –**

- (i) that a visit to Cossham Hospital for Members of the Commission be arranged;**
- (ii) that the report be noted;**
- (iii) that a decision on the long term role of Cossham in providing urgent care services will be informed by the outcomes from the national review of urgent and emergency care services be noted;**
- (iv) that further updates be received subject to availability, to include;**
  - progress on the further development of local and national strategy for urgent care; and**
  - outcomes from evaluation on the rapid assessment service for frail older people; and**
- (v) that any requirement for further information on the issues outlined in the report be confirmed.**

**HWASC  
89.1/14**

**BETTER CARE FUND**

The Commission received a presentation from Alison Comley (Agenda Item No. 10) regarding the better care fund.

Alison Comley gave a presentation and drew attention to the funding issue. She also confirmed Healthwatch are part of the project board.

**RESOLVED - that the presentation be noted.**

**HWASC  
90.1/14 WORK PROGRAMME 2013/14**

Romayne de Fonseca introduced the report and summarised it.

**RESOLVED - that the work programme be noted.**

**FOR INFORMATION ITEM**

**HWASC  
91.1/14 DATE OF NEXT MEETING**

**RESOLVED - that the next of the Health, Wellbeing and Adult Social Care Scrutiny Commission be held on Tuesday 28<sup>th</sup> January 2014 at 10.30 a.m. with South Gloucestershire Council.**

(The meeting ended at 5.45 pm.)

CHAIR