



Bath & North East
Somerset Council



Gloucestershire
COUNTY COUNCIL



South Gloucestershire
Council



SWINDON
BOROUGH COUNCIL



Wiltshire Council
Where everybody matters

Agenda Item No. 5

GREAT WESTERN AMBULANCE SERVICE JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON FRIDAY 10th JUNE AT BRISTOL CITY COUNCIL AT 11.00 AM

Members of the Committee:

- P Councillor Anthony Clarke, Bath & North East Somerset Council
(Chair)
- A Councillor tba, Bath & North East Somerset Council
- A Councillor tba, Bath & North East Somerset Council
- P Councillor Lesley Alexander, Bristol City Council
- P Jenny Smith, Bristol City Council
- P Councillor Sylvia Townsend, Bristol City Council
- P Councillor Ron Allen, Gloucestershire County Council
- P Councillor Terry Hale, Gloucestershire County Council (for Cllr
Shurmer)
- P Councillor Sheila Jeffery, Cotswold D C (Glos. C C)
- A Councillor Gordon Shurmer, Gloucestershire County Council
- P Councillor Reyna Knight, North Somerset Council
- A Councillor tba, North Somerset Council
- A Councillor tba, North Somerset Council
- P Councillor Janet Biggin, South Gloucestershire Council
- P Councillor Sue Hope, South Gloucestershire Council
- P Councillor Ian Scott, South Gloucestershire Council
- A Councillor tba, Swindon Borough Council
- A Councillor tba, Swindon Borough Council
- A Councillor tba, Swindon Borough Council
- A Councillor Christine Crisp, Wiltshire Council
- A Councillor Mike Hewitt, Wiltshire Council
- A Councillor Ian McLennan, Wiltshire Council

Also in attendance:

Rod Barnes - GWAS
Keith Scott - GWAS
John Oliver - GWAS
Patrick Mulcahy - GWAS
Juliette Hughes - NBT
Dr Kirsten Jones - NBT
Sue Watkinson - NBT
Jan Bergman - UHBT
Jim O'Connell - UHBT
Linda Prosser - NHS Gloucestershire
Albert Weager - Gloucestershire LINK
Ros Low - Wiltshire Council
Lauren Rushen - Bath and North East Somerset Council
Romaine de Fonseca - Bristol City Council
Norman Cornthwaite - Bristol City Council

GWAS

1.6/11 APOLOGIES FOR ABSENCE

Apologies were received from Councillors Crisp, Hewitt, McLellan and Shurmer.

GWAS

2.6/11 DECLARATIONS OF INTEREST

The following declarations of interest were received and noted:

Councillor Knight - Portishead Day Centre

Councillor Townsend - UHBT Foundation Governor

GWAS

3.6/11 CHAIR'S UPDATE

The Chair advised the Committee that he had visited GWAS HQ and met the new Chief Executive, and discussed a number of issues with him.

GWAS

4.6/11 MINUTES OF MEETING HELD ON 28th JANUARY 2011

RESOVED - that the Minutes of the Meeting held on 28th January 2011 be agreed as a correct record and signed by the Chair.

**GWAS
5.6/11**

MONTHLY PERFORMANCE INFORMATION (Agenda Item No. 6)

The Committee considered and debated this report.

Rod Barnes, Keith Scott and John Oliver were in attendance for this item.

Councillor Hope reminded the Committee that at the previous Meeting it had been agreed that the Lead Commissioner (NHS Gloucestershire) would present the Commissioner's Report (Minute No. 150 refers). In response Linda Prosser confirmed that for future Meetings NHS Gloucestershire would produce a covering report and present the item to the Committee.

Councillor Knight noted that the figures for North Somerset are included in the figures for Avon and requested that the figures for North Somerset be shown separately. In response Linda Prosser stated that whilst figures for each Council could be produced, the Trust can only be held to account for its performance at Trust level.

During the debate and questioning that followed the following points were highlighted:

- Handovers times to be provided (subsequently received)
- The handover times for each hospital are not available at present but can be provided for future meetings
- As there has been changes to call categorisations some figures are not available at present
- The term transport refers to a vehicle sent and the patients treated at the scene; conveyance refers to

patients taken to hospital

- The Committee should concentrate on scrutinising poor performance and a commentary in the report would help with this
- GWAS is concentrating on recruiting Community First Responders where they are required and the recruitment is sustainable
- Keith Scott to provide a list of CFRs and locations

RESOLVED - (i) that the report be noted; and

(ii) that the Lead Commissioner (NHS Gloucestershire) to provide covering report and commentary for future meetings.

**GWAS
6.6/11**

GWAS QUALITY ACCOUNT (Agenda Item No. 7)

The Committee considered and debated this report.

Patrick Mulcahy was in attendance for this item.

During the debate and questioning that followed the following points were highlighted:

- GWAS provides the GP Out of Hours Service for Gloucestershire; GWAS consider they provide a good service with added value; each area commissions its own GP Out of Hours Service
- In response to a 999 call GWAS may send a single vehicle which is backed up by an ambulance; all vehicles have a standard list of equipment that is carried
- The work being done on providing defibrillators was noted
- The improvement in performance of GWAS was noted

- RESOLVED - (i) that the report be noted; and**
- (ii) that Members comments are to be used as the response from Committee.**

**GWAS
7.6/11**

A & E HANDOVER TIMES - NBT AND UHBT ACUTE TRUSTS (Agenda Item No. 8)

Juliette Hughes, Dr Kirsten Jones and Sue Watkinson (NBT); Jan Bergman and Jim O'Connell (UHBT) were in attendance for this item.

NBT

Sue Watkinson provided a verbal update highlighting the following: the Trust works closely with UHBT across the City; they have a scoring system for beds which reflects how busy they are and the number of ambulances with patients; if they become too busy ambulances can be diverted to other hospitals; Bristol, North Somerset and South Gloucestershire work closely together; GP admissions are also factored into the system; a lot of work is put into smoothing demand and managing the service effectively; the discharge of patients is very important and work is being done across the area to ensure the discharge of patients from hospitals as soon as it can be achieved; handover times are being improved; electronic systems ensure the recording of accurate times; the Trust is ensuring that good practice is being followed.

Dr Kirsten Jones stated that they did not want ambulances to be kept waiting; there was now greater engagement by the Trust in meeting targets; but it was more important to meet the needs of patients rather than just meet targets; the new hospital at Southmead will have a well designed ambulance handover bay.

Juliette Hughes stated that there was a need to ensure the accuracy of the data recording and work closely with GWAS to validate the data; times for handovers have to be accurate; NBT have acquired more trolleys for patients but there is a need to ensure that patients are not left in

corridors as this is a bad patient experience.

UHBT

Jim O'Connell stated that his Trust works closely with NBT; they do operate a divert system especially when things are difficult in the winter; they focus on the flow of patients from admission to discharge; they focus on patients who have been in hospital for more than 14 days; they also have care protocols for the assessment and treatment of patients; the Trust is using best practice to improve the issue.

Jan Bergman stated that improvements to the A & E Service was a key priority for the Trust; a new consultant has been appointed and other staffing resources have also been put into the service; new protocols have also been introduced; there has been improvements to capacity, flow and management; reduced lengths of stay in hospital are being achieved; a new Medical assessment Unit is being built and will improve services; 7 day staffing is being improved; the ward matron system is also being improved.

RESOLVED - that the verbal updates be noted.

**GWAS
8.6/11**

UPDATES FROM HOSC's (Agenda Item No. 9)

RESOLVED - that the report be noted.

**GWAS
9.6/11**

LINK JOINT WORKING GROUP REPORT (Agenda Item No. 10)

RESOLVED - that the report be noted.

**GWAS
10.6/11**

COMMISSIONING PLAN 2011 - 13 (Agenda Item No. 11)

Linda Prosser gave a presentation on this item.

It was noted that there is a range of non urgent services provided by the NHS.

RESOLVED - that the report be noted.

**GWAS
11.6/11**

GWAS ESTATES STRATEGY (Agenda Item No. 12)

Rod Barnes introduced this report and summarised it for the Committee.

During the debate and questioning that followed the following points were highlighted:

- There will be full consultation on changes to the estate
- Estimates are being prepared for demolition/rebuilding of old properties but cannot be made public
- The possibilities of sharing facilities is being considered
- The population in the area is growing and the Trust is working with Local Authorities and other partners to ensure the provision of health facilities
- There is a need to make sure that the strategy is self financing but it is not intended to sell any sites
- There are a number of work streams that need to be completed so the initiative is likely to take more than a year to complete

RESOLVED - the report be noted.

**GWAS
12.6/11**

**GWAS APPLICATION FOR FOUNDATION TRUST STATUS
(Agenda Item No. 13)**

Rod Barnes introduced the report and summarised it for the Committee.

Although only 2 Ambulance Trusts have been awarded Foundation Trust Status all 11 Trusts have applied but there are issues about gauging performance against targets. No Trusts have yet been refused Foundation Status.

RESOLVED - (i) that the report be noted; and
(ii) that the Committee receive further update(s) in due course.

**GWAS
13.6/11**

WORK PROGRAMME

RESOLVED - that the work Programme be agreed.

**GWAS
14.6/11**

NEXT MEETING

RESOVLED - that the next Meeting of the GWAS JHSC be held on Friday 14th October 2011 at 11.00 am at Wiltshire Council, Monkton Park, Chippenham.

(Meeting ended at 1.40 pm.)

CHAIR