

Agenda Item No. 5

**GREAT WESTERN AMBULANCE SERVICE
JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE
MINUTES OF MEETING HELD**

Friday 24 February 2012

New Council Chamber, Town Hall, Weston-super-Mare

**Meeting Commenced: 11.05 a.m.
1.25 p.m.**

Meeting Concluded:

Members of the Committee:

Councillors Present:

Bath and North East Somerset Council

Cllr Anthony Clarke (Chairman), Cllr Sharon Ball , Cllr Eleanor Jackson

Bristol City Council

Cllr Lesley Alexander, Cllr Jenny Smith, Cllr Sylvia Townsend

Gloucestershire County Council

Cllr Sheila Jeffery (Cotswold)

North Somerset Council

Cllr Reyna Knight, Cllr Nick Pennycott, Cllr Sonia Russe
(substitute for Cllr Bob Garner)

South Gloucester Council

Cllr Sue Hope

Swindon Borough Council

Wiltshire Council

Cllr Christine Crisp, Cllr Mike Hewitt, Cllr Ian McLennan

Apologies:

Cllr Janet Biggin – South Gloucester Council, Cllr Ian Scott – South Gloucester Council
Cllr Ron Allen – Gloucestershire County Council, Cllr Terry Hale – Gloucestershire County Council
Cllr Bob Garner – North Somerset Council

Also in attendance:

Romayne de Fonseca, Scrutiny Officer, Bristol City Council
Liam Williams, Director of Nursing GWAS
Bridgid Musslewhite, Project Director, NHS South West
John Oliver External Communications Manager, GWAS
Linda Prosser, NHS Gloucestershire
Joanna Pyke, North Somerset Council

1. Declarations of Interest (Agenda Item 2)

None

2. Public Question Time (Agenda Item 3)

There were no questions received.

3. Chairman's Update (Agenda Item 4)

There were no updates.

4. Minutes (Agenda Item 5)

The minutes of the meeting held on 14 October 2011 were approved as a correct record, subject to it being noted:

Minute 11: third paragraph states Cotswold District Council this should read Gloucestershire County Council,

Minute 10: Bristol Estates review GWAS agreed to bring a report to a future meeting following concerns raised by a member of the Committee.

5. Monthly Performance (Agenda Item 6)

Representatives from NHS Gloucestershire were in attendance to present the monthly performance information for the Committee's consideration. Details included:

GWAS performance by month, broken down by sector, PCT and Local Authority.

Handover times/delays by hospital.

Issues raised during debate:

Concern was raised regarding Cotswold (Red 8 min performance) 51%, page 19 of 24. It was explained that targets were established nationally for the whole area. Rural areas were particularly difficult to meet. Cotswold was the third most sparsely populated area in the country. The Operations Centre constantly monitored and reviewed where resources were best placed to respond to demand. This includes first responses, who make the area safe but do not show up in these figures. GWAS remained committed to close the urban/rural gap as far as able.

The Chairman requested that a report be submitted to a future meeting regarding the outcomes for individuals attended comparing 8 minute response to 10 minute response.

Reference was made to a particular incident in Wiltshire. It was confirmed that this was being investigated by GWAS. It was suggested that GWAS should ensure that the local population should be re-assured that GWAS was doing all that was possible with the available resources. It was agreed that when the investigation was completed the Chairman would be informed and the information would be shared with the Joint Scrutiny Committee.

Reference was made to 'see and treat' and 'hear and treat'. Hear and treat was not geographically based – a patient would be triaged via telephone conversation and appropriate action taken. See and treat – a clinician attends the patient for a face to face assessment.

Concerns were raised regarding the use of private ambulances. It was clarified that the PCT contract with GWAS was for emergency services. There was a separate contract for Patient Transport Services. This could be subcontracted to private companies by the NHS.

It was confirmed that GWAS did have vehicles and equipment to deal with morbidly obese patients. Further information on the bariatric upper limit would be provided.

Hospital handovers: In response to concerns regarding Frenchay Hospital a number of actions were agreed. It was considered that hospitals should be fined for the delays in handover to recompense GWAS. The Committee offered its support to GWAS and asked that information be supplied at a local level.

Resolved:

That the report be noted.

That NBT and UHB to be asked to provide updates on progress on reducing A&E handover time to the next meeting.

That a report be submitted to a future meeting regarding the outcomes for individuals attended comparing 8 minute response to 10 minute response.

6. Organisational Change at GWAS (Agenda Item 7)

The Committee received a presentation regarding the proposed acquisition of GWAS (Great Western Ambulance Service) by SWASFT (South Western Ambulance Service Foundation Trust). The presentation included:

- The Current position
- Why GWAS was proposing the change
- How GWAS reached the decision

Why SWASFT would make a good partner
Benefits
Who is involved
Overall objectives
SWASFT acquisition pledges
Position so far
Key facts
Next steps
Sharing Plans

Issues raised during debate:

GWAS gave absolute assurances that the future ambulance service would remain locally focussed.

Concerns were raised regarding the influx of tourists during the tourist season. Members were assured that the services was commissioned to meet the needs of the population. SWASFT and GWAS were used to dealing with this. It was suggested that under key facts 1 the number of visitors should also be included under GWAS.

The service was commissioned on an activity basis not population basis.

There would be SWAST presence in each area to retain a local presence. Locality Managers had already been appointed.

In response to a query regarding governance it was explained that GWAS would become part of the SWASFT Foundation Trust. There would be a Council of Governors and work was ongoing on how governors would be elected. The constitution was being reviewed to ensure equity across the whole of the geographical area.

Resolved: that the presentation be noted.

7. Update from HOSCs (Agenda Item 8)

Issues were raised regarding Community First Responders and the need to ensure a good consistent presence. GWAS was working with the British Heart Foundation on this initiative.

8. Report from Joint Working Group (Agenda Item 9)

The Committee received a verbal update from the Joint Working Group.

The Working Party was working with GWAS regarding GWAS's Quality Account. They were also involved with Bristol, South Gloucester and North Somerset PCT's regarding the Patient Transport Service contract, and looking at handover times at hospitals. A report would be submitted to a future meeting of the Joint Scrutiny Committee.

Resolved:

That the report be noted.

9. Work Programme (Agenda Item 10)

The Committee were asked to agree the priorities for the Committees future meetings.

The following reports would be considered at the next meeting:

Update on Estates Review Strategy
Accident and Emergency Handovers at BRI and Frenchay
Update of the proposed SWASFT acquisition of GWAS

Resolved:

That the report be noted.

10. Dates of Future Meetings (Agenda Item 11)

Resolved:

The next meeting of the Committee will be held on 15 June 2012 – Swindon Borough Council; Friday 19 October – Bath and North East Council. Both meetings commencing at 11.00 a.m.

11. Urgent items (Agenda Item 12)

There were no urgent items for consideration.