

**CANNOCK CHASE COUNCIL**  
**MINUTES OF THE MEETING OF THE**  
**WELLBEING SCRUTINY COMMITTEE**  
**TUESDAY 5 NOVEMBER, 2019 AT 4.00 P.M.**  
**IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK**  
**PART 1**

PRESENT: Councillors:

Freeman, Miss. M.A.(Chairman)  
Jones, Mrs. V. (Chairman)

Buttery, M.S.	Newbury, J.A.A.
Cartwright, Mrs. S.M.	Smith, C.D.
Crabtree, S.K.	Stretton, Mrs. P.Z.
Davis, Mrs. M.A.	Sutton, Mrs. H.M.
Dunnett, Ms. A.J.	Todd, Mrs. D.M.
Layton, Mrs. A.	

Inspiring Healthy Lifestyles: Lisa Shephard and George Gaye.

**10. Apologies**

Apologies for absence were received from Independent Co-opted Member Jackie Owen, Healthwatch and Staffordshire County Council appointee County Councillor P.M. Hewitt.

**11. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations**

No declarations of interests in additions to those already confirmed by Members in the Register of Members Interests were made.

**12. Minutes**

RESOLVED:

That the Minutes of the meeting held on 2 July, 2019 be approved as a correct record.

**13. Notes**

The Head of Environment and Healthy Lifestyles reported that a Working Group had been established to consider and determine a number of possible work programme options. The Group met on 9 September, 2019 and it was agreed that the areas for consideration as part of the work programme would be the Council's current Policy in respect of Disabled Facilities Grants (DFGs) and the uptake of

sports facilities. This would feed into the work currently being undertaken by IHL in respect of GP referrals.

The Notes of the Wellbeing Scrutiny Committee Working Group held on 9 September, 2019 were received for information.

#### **14. Update – Healthwatch Staffordshire**

The Chairman and Members thanked Jackie Owen for the work she had produced for the Committee and wished her well with her retirement.

The Chairman reported that Jackie Owen would not be attending the meeting today due to a prior arrangement, however she had provided the following report:

##### **“Healthwatch projects update.**

Young People Emotional Health Service. Healthwatch undertook a study of emotional health services for young people in schools. The report is now published on our website [www.healthwatchstaffordshire.co.uk](http://www.healthwatchstaffordshire.co.uk) The main findings from the report were that almost without exception resources for these low level support services in schools have been cut, whilst the demand has increased in line with national trends. There were a number of areas that young people talked about in terms of what would help them deal with issues that caused stress and anxiety and these were included in our recommendations to the CCG and to schools. Since the publication of our report, there have been new developments in services in schools. MPFT have secured funding to provide a low-level support service in 30 schools across Staffordshire. In addition, the County Council has published their mental health strategy for the development of low-level services for young people which includes the provision of many of the services outlined in our recommendations.

##### **Discharge to Assess (D2A)**

As part of our D2A project, Healthwatch interviewed over 100 patients at our 3 acute hospitals and 3 community hospitals about their experience of the process of discharge from hospital under the D2A banner. The overwhelming message that came out of this work was the lack of understanding of what D2A was from a patient perspective and also the almost total lack of communication from ward staff with patients about what was happening to them. To most this was a process that was 'done to ' rather than with, including patient's or their families and most of the people we spoke to had no idea what was happening to them. We also spoke to a significant number of staff who also expressed varying degrees of understanding and commitment to the values and benefit of D2A.

At the same time that we were undertaking this work, the CCG were also looking at how D2A was working in practice and found as Healthwatch did, that lack of communication was a significant barrier in the effective delivery of the service. Our work was triangulated with the CCG work and added value by focusing on the patient experience. This work has influenced the review of the service by the CCG and local authority and has also been shared with the acute trusts who have responded with their learning points and actions resulting from the report.

## **Current Work Programme**

Healthwatch are currently engaged in a piece of work with 4 of the South Staffordshire CCG's to look at Patient experience of Care Navigation. This is where patients who ring their GP practice for an appointment are signposted to other professional or services inside or external to the practice. The purpose of this work is to help the CCG and practices to improve the way practices help patient's to see the most appropriate health or care professional and make best use of the resources available as well as cutting waiting times for those who really need to see a GP. As part of our work we have developed an online survey to complete and also intend to visit 26 GP practices across the area including 6 in Cannock / Rugeley to speak to patients face to face and gather their views. If you have contacted your GP practice for an appointment over the past 12 months, we would like to hear your views by clicking on the link below. This work is taking place over November with a report due to the CCG by mid-December.

## **Use of assistive technology as a solution to care needs in the home**

This is a project Healthwatch are involved with at the request of the local authority who are working with Capita to look at digital care solutions to help address the financial and workforce pressures of delivering care in the future. The purpose of the work is to establish people's attitudes to assistive technology and the use of this to provide care solutions for people being supported to live in their own homes. The Council are keen to know what technology people might use, what are the barriers that would prevent them using technology and what would incentivise them to use it as opposed to having people visit them in their own homes. Healthwatch have identified and arranged 3 focus groups for Capita to undertake this work with different needs. A carers group, a group of people with long term conditions and a group of over 65's who are currently fit and healthy. The results of the work will enable the local authority to determine how best to encourage people to consider alternative solutions to direct care provision in the future. This work is taking place throughout November.

## **Access to social care assessment and services**

Healthwatch has received feedback from members of the public about the length of time people are having to wait for an assessment for social care services and then for services once assessed as meeting eligibility criteria. We are working on a project to find out people's experience of the assessment process and gaining access to services and for those assessed as not meeting eligibility criteria what alternatives are offered. The local authority is fully supportive of Healthwatch undertaking this work and have allocated a Commissioning Manager to work closely with us, providing information on waiting times for assessment and what information is given to people whilst they wait and when they dont meet eligibility criteria. This project will plan to report in April 2020.

## **Other issues**

We have been closely involved with the re-contracting of the Autism Service in

South Staffordshire following the relinquishing of the contract by Midland Psychology. We have worked closely with families of Children with Autism or those awaiting diagnosis and have gathered feedback which has been reported to the CCG, CQC and NHS England. The contract has been placed temporarily with Midlands Foundation Partnership Trust (MPFT) whilst the procurement process is undertaken and the service re-commissioned in April 2020.

This July at our AGM we had the Managing Director of South Staffordshire CCG talking about the NHS long term plan and what this would mean for local communities. We also had the Chief Executive Officer of MPFT who spoke about services provided and the ambitions for the future. This provided the 65 attendees the opportunity to share their experiences and ask questions of the decision makers and have a say in how they wanted services to be shaped and developed across Staffordshire for the future.

In the last quarter July – September we have;

- engaged with 1620 people across Staffordshire
- 199 people have given feedback about services
- 236 have been provided with information and advice about services
- 83 people have been signposted to services
- 500 people received our latest newsletter
- our volunteers have carried out 274 hours of volunteering”.

## **15. Inspiring Healthy Lifestyles**

Members welcomed Lisa Shepard and George Gaye of Inspiring Healthy Lifestyles who gave the following presentation on the work undertaken in the community particularly in relation to GP referrals.

### **Infrastructure**

- Integration of ‘Activity Referral’ into the Wellbeing team
- Cross marketing amongst the Wellbeing team (sports / creativity & arts / outdoor)
  - Chase Fit - walking / cycling / gardening / running
  - Chase Up – place based - social green exercise
  - Well Active – Young people & adult with disabilities
  - Grow Up Great – Families 0 -11yrs
- Improved knowledge of service amongst membership advisors at LC’s
- New and widening of adult offers – (EG - Young at Heart / Chase Fit)
- Social Prescribing Offers
- Health professional relationships

### **Marketing**

- Co-design marketing with GP’s (own identity)
- Rebranding
- Empower residents to request GP referral
- Empower partners to give out referral cards
- Community Events
- Protected Learning Time - showcases
- Patient Participation Groups
- Hosting PLT events

- Tours of services

### **Pathway of Participation**

- Piloting Cannock South PCN – *integration of Social Prescribing and Activity Referral on one form*
- Improved the resident navigation of opportunities
- Increased choice and range to aid retention
- Developing co-designed offers
- Increased clinical pathways:
- Identified hand held gaps
  - Everyone Active/Health
  - End of clinical service
  - Inclusion post
  - Across Wellbeing team
  - Public / Partner Power - ask health professionals
  - New health partners – maternity

### **Recommendations/Ideas**

Acknowledge the important role all Cllrs play in collaborations to develop new opportunities for residents

No formal partnership agreement or Memorandum of Understanding with CCG – could there be?

- Referral pathway / marketing / event showcasing etc

Influence Primary Care Networks

- Social Prescribing
- Basing ourselves in 'hot spot' surgeries
- Cllrs supplied with referral figures for the PCN's/ PPG's they represent to assist 'nudging'

Contract renewal?

Stronger partnership marketing/social media campaign across key strategic partners into the service(s)

Members of the Committee also watched a short video which detailed how the GP referral scheme had helped members of the community.

Slides were then shown which provided statistics on referrals between January-December and the conversion rates of membership.

Information was also provided which showed that Cannock Chase had seen a decrease in inactivity by 7% from the previous year.

Members were invited to ask questions.

The Chairman reported that the presentation was positive and advised that the Chair of the Cannock Clinical Commissioning Group (CCG) would be invited to attend a meeting of the Committee in January.

She reported that she currently attends meetings of the Healthy Staffordshire Select Committee at the County Council and CCG meetings where signposting of services had been discussed. However this was something that could be

addressed with the Chair of the CCG when he attends the meeting to be scheduled in January.

A Member was keen to know how many people stayed on with IHL following the referral process and the initial 12 week course.

George Gaye responded and advised that approximately 70% of people completed the 12 week course following a referral, however certain factors that could influence their attendance could depend on the nature of the health condition they may have. However, at the 12 month stage members would be provided with a set of questions using IPAC to determine and make an assessment on the overall health and wellbeing of the person.

A Member of the Committee commented on the good work being undertaken by IHL and thought that something more formal with the CCG would work well.

A Member referred to the presentation and was keen to know what health related activities were available through IHL for older members of the community that were isolated.

Lisa Shephard explained that information on Falls Prevention was available through Staffs County Council and indicated that work was being undertaken in respect of mental health wellbeing. However, it would not be an easy process trying to convince older people to use the leisure centre; therefore something like the 'Chase It' scheme could help.

The Chairman thanked the representatives from IHL for their presentation.

## **16. Update – Disabled Facilities Grants**

The Head of Environment and Healthy Lifestyles reported that a Task and Finish Group had been arranged for Members to consider the Policy on DFGs and Housing Assistance. The Group met on 29 October, 2019 and received a presentation on the Council's current Policy. The Group was tasked with conducting some research on neighbouring Authorities with a view to a further meeting where some recommendations could be made. The recommendations would then come forward to the Wellbeing Scrutiny Committee followed by Cabinet, hopefully for approval.

It was agreed that a further meeting of the Task and Finish Group be scheduled for Tuesday 19 November, 2019 at 3.00 pm. The Council's current Policy and presentation would be circulated to all Members on the Committee for information.

## **17. Update – Staffordshire County Council's Healthy Staffordshire Select Committee**

The Chairman discussed the Midlands Partnership NHS Foundation Trust presentation which employed over 8000 people and had a budget in excess of £400m. She reported that the presentation focussed upon a number of areas including contracts that had provision of military health services, specialist drug and alcohol services and healthcare in prisons.

She also reported on the Maternity, Children and Young Person Programme and touched on emotional and mental health. It appeared that maternity levels at the County Hospital, Stafford were very low and mortality rates for the Cannock area were high. The reason was unknown but the Committee had requested further information.

All information in respect of the meetings of the Healthy Staffordshire Select Committee was available on Staffordshire County Council's website.

(Councillor M.S. Buttery left the meeting at 5.09 p.m.).

**18. Quarter 2 2019-20 Improving Community Wellbeing (Health, Culture and Sport) Priority Delivery Plan Update**

Consideration was given to the Quarter 2 2019-20 Improving Community Wellbeing (Health, Culture and Sport) Priority Delivery Plan Update (Item 10.1 – 10.4 of the Official Minutes of the Council).

The Head of Environment and Healthy Lifestyles gave an update to Members with regards to the Quarter 2 2019-20 Improving Community Wellbeing (Health, Culture and Sport) Priority Delivery Plan Update.

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CHAIRMAN

The meeting closed at 5.15 pm