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HEALTH POLICY AND PERFORMANCE BOARD

At a meeting of the Health Policy and Performance Board held on Tuesday, 14 February 2023 at the Council Chamber - Town Hall, Runcorn

Present: Councillors P. Lloyd Jones (Chair), Baker (Vice-Chair), Ball, Bevan, J. Bradshaw, D. Cargill, Dourley, Leck, McDermott and Nolan and D. Wilson – Healthwatch Co-optee

Apologies for Absence: None

Absence declared on Council business: None

Officers present: S. Salaman, A. Jones, D. Nolan, L Wilson, M. Lynch and N. Hallmark

Also in attendance: A. Leo – Place Director One Halton, S. Constable, S. Kilkenny & S. Fields-Delaney – Warrington & Halton Teaching Hospitals NHS Foundation Trust and S. Brennan – Bridgewater Community Healthcare NHS Foundation Trust

ITEMS DEALT WITH UNDER DUTIES EXERCISABLE BY THE BOARD

	<i>Action</i>
HEA22 MINUTES	
The Minutes of the meeting held on 29 November 2022 were signed as a correct record.	
HEA23 PUBLIC QUESTION TIME	
It was confirmed that no public questions had been received.	
HEA24 HEALTH AND WELLBEING MINUTES	
The minutes from the Health and Wellbeing Board's meeting held on 12 October 2022 were submitted for the information of the Board.	
HEA25 RUNCORN URGENT TREATMENT CENTRE: UPDATE	
The Board considered a report of the Executive Director – Adults, which provided an update in relation to Runcorn Urgent Treatment Centre (UTC) and the current service offer delivered.	

The UTC in Runcorn was open 365 days a year from 8am to 9pm and was located at Halton Hospital. Patients could walk in or book appointments for a number of different conditions, as listed in the report. It was noted that there was a GP on site at Runcorn 7 days a week for 6 hours per day, as well as medical, nursing and administrative staff on each shift, providing a high quality urgent treatment service. It was highlighted that the service met all the requirements of the 2017 UTC National Standards and was one of the only UTCs in Cheshire and Merseyside to do so.

The report outlined the service offer in detail, which included the workforce, accessing the service, performance and activity, partnerships and collaborations and gave communication examples. Members were referred to the detailed performance information in Appendix 1; and Appendix 2 presented the full *Healthwatch* review report on the service in Halton for November / December 2022.

RESOLVED: That the Board notes the report and appendices.

HEA26 WIDNES URGENT TREATMENT CENTRE: UPDATE

The Board considered a report of the Executive Director – Adults, which provided an update in relation to Widnes Urgent Treatment Centre (UTC) and the current service offer delivered.

Widnes UTC was open 365 days a year from 8am to 9pm and is located in the multi-service Health Care Resource Centre (HCRC) in Widnes. Patients could walk in or book appointments for a number of different conditions, as listed in the report. It was noted that there was a GP on site at Widnes 7 days a week for 6 hours per day, as well as medical, nursing and administrative staff on each shift, providing a high quality urgent treatment service. It was highlighted that the service met all the requirements of the 2017 UTC National Standards and was one of the only UTCs in Cheshire and Merseyside to do so.

The report outlined the service offer in detail, which included the workforce, accessing the service; performance and activity, partnerships and collaborations and gave examples of communications and promotions taking place.

Members were referred to the detailed performance information in Appendices 1 to 5, which presented comparisons with other UTC providers and other performance data.

Members requested clarity on situations where it was reported that some patients arriving at Widnes UTC were not seen at Widnes UTC, but referred to Whiston Hospital Emergency Department. It was commented that some patients required additional diagnostic tests that were not available at the UTC. Staffing levels were adequate at the UTC but some diagnostic testing required staff with additional skill sets that were only available at the Hospital, hence the referral. Decisions were made according to the needs of the patients and their safety. Broadly speaking, referrals happened occasionally, as most patients attending the UTC were treated there.

The following additional information was provided following Members questions:

- Each UTC had a close working relationship with its nearest Hospital – Runcorn UTC worked with Warrington Hospital and Widnes UTC worked with Whiston Hospital;
- There had been a recent increase in the 4-hour wait, which was dealt with by additional staff being on duty and increased partnership working; noted that Widnes UTC experiences a morning surge with people calling in before work etc;
- The communications campaign was rolled out in December 2022 so it was too early to tell if there were any results from this yet, such as successfully diverting patients from A&E to the UTC's;
- Healthwatch welcomed the communications campaign and offered assistance in raising awareness of this. They had carried out surveys in both UTC's recently and advised of two main areas of complaint: not enough waiting room capacity; and the lack of a dashboard for the queue, which would help patients to decide whether or not to wait or go back at a later time when it would be quieter; and
- Messages on health services were communicated to the residents of Halton who were given a choice about where to go for treatment to receive the care they needed.

RESOLVED: That the Board notes the report.

HEA27 SCRUTINY TOPIC 2022/23 OUTCOMES AND PROPOSED TOPICS 2023/24

The Board was presented with the draft report written in conclusion to the Scrutiny Review of Adult Social Care Workforce needs.

The report, titled *Health Policy and Performance Board Scrutiny Review: The Adult Social Care Workforce Report (December 2022)*, was attached as Appendix 1. It was commissioned by the Health Policy and Performance Board, in response to the continued pressures across the Adult Social Care system in relation to recruitment and retention and considerations around opportunities for development and progression within the sector.

Members agreed the findings of the report and endorsed its submission to the Executive Board.

The Board was requested to consider the Scrutiny topics for 2023/24, which had been discussed as part of Member involvement in the current business planning process. From this, a number of areas of activity were identified and grouped together under a single heading – *Health inequalities across Halton and approaches to reducing them*. The areas of focus were outlined in the report. It was agreed that the final topic brief would be ratified at the next meeting of the Board.

RESOLVED: That the Board

- 1) endorse the Scrutiny Review and its recommendations to go forward to the Executive Board; and
- 2) agree that the Scrutiny Review topic for 2023/24 is 'Health inequalities across Halton and approaches to reducing them'.

Executive Director
of Adult Services

HEA28 THE STANDARDS FOR EMPLOYERS OF SOCIAL WORKERS AND THE SOCIAL WORK HEALTH CHECK

The Board received a report of the Executive Director – Adults, which provided an update regarding ongoing work taking place within Adult Social Care in relation to The Standards for Employers of Social Workers in England, which was published by the Local Government Association (LGA).

It was reported that in Autumn 2020, the LGA launched the refreshed Standards for Employers of Social Workers. The health check was a national survey run by the LGA and helped organisations consider how well they were performing in relation to the employer standards. The report provided Members with information on the results of the Social Work Health Check survey, conducted in 2021.

The report detailed the eight standards in place and it was stated that under each standard, there was a list of things that employers should do in order to meet those standards; Members were provided the respective website link to these to view more details.

It was reported that the Health Check survey for 2021 was co-ordinated at a national level with national, regional and local reports being produced. Halton's Social Workers took part in the survey between November 2021 and January 2022. The report gave details of questions asked and responses, as well as examples of statements made and the scores given. The report also presented the Framework and Improvement Plan, which addressed some of the main issues highlighted by the results from the 2021 Health Check.

Further to Members questions, the following was noted:

- The rate of turnover of Social Workers in Halton was improving but recruitment and retention remained challenging – work on the Halton offer was ongoing with the Council's HR Department;
- Some vacancies existed but were spread across Adult Social Care teams – there was a proactive approach being taken to recruitment for these; and
- The low response to the survey was questioned; it was suggested that reasons for this could be due to timing – some staff were on leave, it was close to Christmas time and some staff were off sick with Covid. The timing of the survey has been discussed with the LGA.

Members were advised that the 2022 Health Check survey was underway and being responded to between November 2022 and January 2023; a report on the results of the above survey would be brought to a future meeting of the Board.

RESOLVED: That the Board notes the report.

HEA29 PLANS FOR INTEGRATION : HEALTH & ADULT SOCIAL CARE

The Board considered a report of the Executive Director – Adults, which provided a summary on progress to date on the integration of Health and Adults Social Care services across One Halton.

Executive Director
of Adult Services

It was reported that in Halton, a number of One Halton Board sub-committees were formed to progress aspects of the integration agenda. The main sub-committee focussing on the integration of health and adult social care is the Operations and Delivery Sub-Committee (ODSC). The ODSC was responsible for overseeing the operational delivery of the integrated local health and adult social care system in Halton. The Committee is chaired by the Director of Adult Social Services and membership of the group included a breadth of representation across the Health and Social Care system.

Members were advised that there were two priority aims that would help inform the ODSC Work Streams to be undertaken (1) to live and independent life; and (2) regain independence following a change in circumstances. The report provided information on the delivery plan and work streams relating to the following areas:

- Halton Integrated Care and Frailty Service;
- Hospital Discharge;
- Care Homes; and
- Future Work Streams

RESOLVED: That the report be noted.

HEA30 HEALTH BASED PRIORITY PERFORMANCE REPORTS : QUARTER 3 2022/23

The Board received the Performance Management Reports for quarter three of 2022/23.

Members were advised that the report introduced, through the submission of a structured thematic performance report, the progress of key performance indicators, milestones and targets relating to Health in quarter three of 2022-23. This included a description of factors, which were affecting the service.

The Board was requested to consider the progress and performance information; raise any questions or points for clarification; and highlight any areas of interest or concern for reporting at future meetings of the Board.

RESOLVED: That the Performance Management reports for quarter three of 2022/23 be received.

Meeting ended at 7.45 p.m.