

Minutes of the Meeting of the Health and Wellbeing Overview and Scrutiny Committee held on 1 September 2022 at 7.00 pm

Present: Councillors Shane Ralph (Chair), Terry Piccolo (Vice-Chair), Tony Fish, Georgette Polley, Jane Potheary and Graham Snell (Substitute) (substitute for Sue Sammons)

Apologies: Councillors Deborah Huelin and Sue Sammons

In attendance:
Georgina Bonsu, Thurrock Lifestyle Solutions
Lee Henley, Strategic Lead, Information Management
Ian Kennard, Highways England
Dave Marshall, NHS Arden and Greater East Midlands Commissioning Support Unit
Steve Porter, Interim Director, Thurrock Alliance
Tina Starling, Interim Executive Director Oversight, Assurance and Delivery, Mid and South Essex Integrated Care Board
Ian Wake, Corporate Director of Adults, Housing and Health
Catherine Wilson, Strategic Lead Commissioning and Procurement
Rhiannon Whiteley, Senior Democratic Services Officer

Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

10. Minutes

Minutes of the Health and Wellbeing Overview and Scrutiny Committee held on the 7 June 2022 were approved as a correct record.

11. Urgent Items

No urgent items were received.

12. Declarations of Interests

There were no declarations of interest.

13. HealthWatch

Due to the presenter being unable to attend the meeting, the Chair moved on to the next item.

14. **Grays Integrated Medical and Wellbeing Centre (IMWC) Engagement Update - (PowerPoint)**

Tina Starling provided members with a Power Point presentation. This PowerPoint presentation can be found on the following link:

[\(Public Pack\)IMWC Engagement Update Presentation Agenda Supplement for Health and Wellbeing Overview and Scrutiny Committee, 01/09/2022 19:00 \(thurrock.gov.uk\)](#)

The Chair expressed concern about the level of primary care going into the IMWC's and commented that this seemed to differ from what they had been told previously.

Stephen Porter responded that following the pattern the Council set out in Partnership with other organisations of looking at a range of services and integrated hubs of social care, health and other professionals, third sector, voluntary and community, the very baseline would be to have a GP presence there. He further explained it will ultimately depend on which model is chosen. If they go with option 3 everyone wont be on the same site. He clarified that this in itself wont bring in new GP's but there is another programme that is going to bring in 12 new GP's into the area. He confirmed that they also have plans to change how GP's work as primary care networks in a more collaborative way, there are services such as local area coordination and social prescribing to take pressure off GP's. It has been proven elsewhere that co-location is really effective in terms of networking so people don't have to tell their story several times over and to get a more joined up response rather than having to go through 15 different doors they go through just one. Residents will have at least what they have now in terms of primary care but third sector voluntary professionals as well.

The Chair asked the Corporate Director of Adults, Housing and Health for his view. The Corporate Director of Adults, Housing and Health confirmed that they need to be careful about the numbers as it does not appear to be a representative sample and it would be dangerous to conclude a preferred option by counting the numbers. He clarified that the original model was primary care as part of an IMC and that moved to a primary care network where a lot more services will be provided to residents in the network. The Corporate Director of Adults, Housing and Health confirmed that he would prefer to have primary care on site.

Councillor Potheary queried if option 4 is realistic in terms of fitting in all of the services that have been promised will be transferred from Orsett to Lodge Lane along with building a new GP site as well. Councillor Potheary also commented that it is very clear from the consultation that what people care about is capacity and she questioned what is being done about that.

Stephen Porter responded that with regard to Orsett they needed to improve access to all its services as it is an old building that needs refurbishing and it

is not fit for purpose in terms of modern expectations of services in the NHS. The services that come out of there need to go somewhere else and to an accessible place. Based on further discussions as part of the scoring process and when they develop the business case, they will be looking at what meets the needs of the community best but they will also need to factor in other considerations such as transport and the Council's clean air policy and accessibility for disabled residents. Stephen Porter acknowledged the concerns about capacity and people being able to get appointments and confirmed this will be fully scoped out and addressed as part of the wider plan.

Councillor Potheary questioned if they do go with option 4, would there be capacity at Stifford Clays to attract more GP's.

Stephen Porter replied that he could do a whole presentation on this issue alone and that the number of GP's is a challenge nationally. He confirmed that more people have been seen this year than last year and they are also trying to take the pressure off GP's through social prescribing. They are working with colleagues at the Council and they have 13 actions to transform how primary care works in Thurrock. Stephen Porter stated that they acknowledge the problem and are trying to address it.

Councillor Fish stated that he attended one of the engagement sessions at Community House in Seabrooke Rise and as noted in the presentation the turnout was disappointing. Councillor Fish stated that it was clear to him that option 4 should be the preferred option because of the advantages of co-location so it is a surprise that so many people were in favour of option 3 and therefore he queried if this is because there was a lot more replies when they visited the Stifford Clays surgery. If there had been more people at the engagement process in Seabrooke Rise and as these residents don't know the Stifford Clay's surgery, there may have been more replies favouring option 4.

Tina Starling responded that when she visited other surgeries a lot of residents still went for the Stifford Clays option due to the traffic issues in Long Lane. Stifford Clays is a massive building and if they go with option 4 that site will be sold.

The Chair sought confirmation that there is going to be GP's at the Corringham IMC as previously stated.

Stephen Porter confirmed he was unable to answer this as he was not responsible for that area. The Chair requested a response to this question by email after the meeting.

Councillor Polley clarified that on page 6 of the agenda which covers the minutes of the previous meeting on 7 June 2022, Tiffany Hemming stated that from Sept 2022 12 newly qualified GP's will be based out of the Corringham IMC.

The Chair asked the Corporate Director for Adults, Housing and Health for an update on the Tilbury IMC. The Corporate Director for Adults, Housing and Health confirmed that the OBC (Outline Business Case) has been submitted but with the caveat that it needs formal approval.

Tina Starling and Stephen Porter left the meeting at 19.48

15. Community In-Patient Beds

This item has been postponed to the next meeting on 3 November 2022 as the presenters did not attend the meeting.

16. 2021/22 Annual Complaints and Representations Report - Adult Social Care

The Strategic Lead for Information Management presented the report.

The Chair commented that he was surprised following Covid that there hasn't been more complaints.

Councillor Fish queried that some of the learning seemed more like an outcome than learning and perhaps should be labelled as such.

The Strategic Lead for Information Management responded that it was a valid point and this could be adjusted going forward.

Councillor Polley queried how external providers complaint systems worked and if they used the same audit system as the Council.

The Strategic Lead for Information Management clarified that each quarter members of his team contact every provider and they capture the complaints data for this report provided to the Committee. Feedback is then provided to the contracts and commissioning team who check that learning from complaints is embedded as part of their compliance visits.

Councillor Polley noted that a complaint about missed medication had been put under the category 'quality of care' she queried whether it would be more appropriate for this to be put in the category 'potential safety issue'. Councillor Polley acknowledged the type of medication isn't confirmed in the report and therefore there isn't enough information to determine the seriousness of the missed medication.

The Strategic Lead for Information Management confirmed his view was that this complaint could be placed in either of these categories.

Councillor Polley also noted the majority of complaints are from relatives rather than the actual service users.

Councillor Pothecary queried the complaints that had gone to the Local Government Ombudsman. She asked for confirmation of what the complaints process is.

The Strategic Lead for Information Management confirmed that for adults there is just a stage 1 complaints process internally and then complaints go on to the Ombudsman. One of the two complaints that went to the Local Government Ombudsman however went straight to the Ombudsman and it is at the discretion of the Ombudsman to take the complaint on straight away but 99% of the time the Ombudsman will ask if the complaint has gone through Thurrock's own complaint process first.

Councillor Pothecary queried the complaint about the Safeguarding referral not been completed and asked at what point was this remedied.

The Strategic Lead for Information Management clarified that safeguarding concerns are looked at outside of the complaints process and an internal investigation followed to look into this.

Councillor Snell highlighted that nobody had mentioned the compliments. Councillor Snell stated that the complaints do not appear to be systemic but more about individuals making mistakes and it would be helpful to know how many interactions have taken place during this period to provide a better idea of the numbers as they seem very low.

The Corporate Director for Adults, Housing and Health clarified that they care for more than 10,000 individuals who have 2 or 3 interventions a day so it could be as many as 10 million interactions. He commented that humans make mistakes and they need to know about them to learn from them. He stressed to the committee that if they are aware residents are unhappy that they do want to know about it.

The Strategic Lead for Information Management stated that they are constantly going out to raise awareness of how to complain. Posters have been put up in every care home.

Neil Woodbridge (Thurrock Lifestyle Solutions) confirmed that they sit on the Safeguarding Adults boards and coming up is an annual event where the members of the board go out in a particular week period to look at every single provider in Thurrock. The providers are not told the specific night they will visit. They are also concerned about the number of complaints and suggested that they could do a local campaign called, 'do you know how to complain?'. Neil Woodbridge also raised whether there could be a breakdown of the protected characteristics of those who are complaining, he raised concerns that those that have enduring dementia or learning disabilities may be less likely to complain and that they may need to look at the process being made even more easily accessible.

RESOLVED:

That the Health and Wellbeing Overview and Scrutiny Committee consider and note the report.

17. Contract for Occupational Therapy and Independent Mobility Assessment Service

The Commissioning Manager for Adults, Housing and Health presented the report.

Councillor Potheary asked if they have looked properly at an in-house option. She also commented that they should be talking to the people who use these services and organisations who work with people who use these services. She highlighted that she was struggling to support the recommendation at this time in the absence of this information.

The Commissioning Manager for Adults, Housing and Health responded that outsourcing the assessment process has saved money for the Local Authority.

The Corporate Director for Adults, Housing and Health stated that if money was no object, he would have the service in-house as they would have maximum control but they only have the budget that they have.

Councillor Fish agreed with Councillor Potheary that he cannot agree the recommendation unless there is more feedback on an in-house option.

Councillor Polley commented that the thought of delaying this report and resident's assessments would give her more concern and she therefore supported the recommendation.

Following the vote 4 members voted in favour and 2 members voted against the recommendation.

RESOLVED:

That Health and Wellbeing Overview and Scrutiny Committee supports the recommendation to go to market to procure the contract to provide an Occupational Therapy and Independent Mobility Assessments service.

18. Contract to Supply, Install, Maintain & Repair Telecare Equipment

The Commissioning Manager for Adults, Housing and Health presented the report.

The Commissioning Manager for Adults, Housing and Health clarified that they don't go to manufacturers directly but to an intermediary who scans the

market for them and this intermediary also then has the technological skills to install and train.

Councillor Potheary queried with the longer contract whether there will be a break clause in place and whether there will be a user panel.

The Commissioning Manager for Adults, Housing and Health confirmed there will be a break clause and it is their intention to bring service users on board and to put them in front of bidders to ask them questions directly as they find this usually helps to find out the bidder who has the most knowledge.

Councillor Potheary thanked the Commissioning Manager for Adults, Housing and Health for the report.

RESOLVED:

That Health and Wellbeing Overview and Scrutiny Committee supports the recommendation to go to market to procure the contract to supply, install, maintain and repair telecare equipment

19. Work Programme

Item 7 regarding Community in-patient beds will be added to the next meeting on 3 November 2022.

The meeting finished at 8.30 pm

Approved as a true and correct record

CHAIR

DATE

Any queries regarding these Minutes, please contact Democratic Services at Direct.Democracy@thurrock.gov.uk