



May 2023

ACCESS TO EMERGENCY HEALTH CARE PROVISION TASK GROUP – 23 MAY 2023

A meeting of the Access to Emergency Health Care Provision Task Group will be held at 6pm on Tuesday 23 May 2023 via Microsoft Teams.

Mannie Ketley
Chief Executive

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Appointment of Chair.

To appoint a Chair of the Task Group for the duration of the review.

2. Minutes – to approve the minutes of the meeting held on 21 February 2023 (attached).

3. Apologies.

To receive apologies for absence from the meeting.

4. Declarations of Interest.

To receive declarations of:

(a) non-pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(b) pecuniary interests as defined by the Council's Code of Conduct for Councillors; and

(c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

Note: Councillors are reminded that they should declare the existence and nature of their interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest the Councillor must withdraw from the room unless one of the exceptions applies.

Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Councillor does not need to declare this interest unless the Councillor chooses to speak on a matter relating to their membership. If the Councillor does not wish to speak on the matter, the Councillor may still vote on the matter without making a declaration.

5. Change in Membership of the Task Group.
6. Date of Next Meeting – please bring your diaries.

The one-page strategy is attached for reference.

Membership of the Task Group:

Councillors Mrs Hassell, Mistry, Mrs Roberts, Roodhouse and Sandison

If you have any general queries with regard to this agenda please contact Veronika Beckova, Democratic Services Officer (01788 533591 or e-mail veronika.beckova@rugby.gov.uk). Any specific queries concerning reports should be directed to the listed contact officer.

MINUTES OF ACCESS FOR EMERGENCY HEALTH CARE TASK GROUP

21 FEBRUARY 2023

PRESENT:

Members of the Task Group: Councillors Mrs Hassell, Roodhouse, Sandison and Willis

Officers: Tom Kittendorf (Chief Officer – Leisure and Wellbeing) and Veronika Beckova (Democratic Services Officer)

1. APPOINTMENT OF CHAIR

RESOLVED THAT – Councillor Sandison be appointed Chair for the meeting.

2. APOLOGIES

An apology for absence from the meeting was received from Councillor Mrs O'Rourke.

3. DECLARATIONS OF INTEREST

Councillor Roodhouse declared a non-pecuniary interest as defined by the Council's Code of Conduct for Councillors by virtue of being a Director of Healthwatch Warwickshire.

Councillor Willis declared a non-pecuniary interest as defined by the Council's Code of Conduct for Councillors by virtue of being a Lead Commissioner for Social Care at Warwickshire County Council.

4. PURPOSE OF THE TASK GROUP

The Task Group reviewed and agreed the one-page strategy subject to:

What should be considered?

Bullet point 3 being amended to read: "Improve our knowledge on access to local urgent health care for both within 'routine' hours and outside of normal hours. This should include mental health *crisis* provision and the waiting times for *primary care* and support services, including Children and Young People's Mental Health Services (CAMHS)."

Bullet point 4 being amended to read: "Data on the numbers of people accessing hospital services via ambulance ~~acute services as the first point of contact~~ and the reasons why."

Who shall we consult?

Healthwatch Warwickshire and SWIFT being added to the list of consultees.

5. PROGRAMME OF WORK

Due to the scope, it was likely that the review would continue until 2024.

Call for evidence

The West Midlands Ambulance Service (WMAS) was last scrutinised by Rugby Borough Council in 2021.

An invitation would be extended to WMAS to attend the next meeting of the Task Group to provide an overview of their current position, challenges faced and future plans together with the ambulance service's position in 2021 and 2022 to provide a baseline and data on ambulance response categories 1 and 2 and A&E walk ins.

Additionally, a list of specific questions would be formulated by the Task Group and submitted to WMAS in advance of the next meeting.

6. NEXT STEPS

The next meeting of the Task Group be held on Tuesday 23 May 2023 via Microsoft Teams.

CHAIR

REVIEW OF ACCESS TO EMERGENCY HEALTH CARE PROVISION

ONE-PAGE STRATEGY

What is the broad topic area?

To understand the current emergency health care options available for residents and where the problems exist causing strain on the emergency services and ambulance response times, and to seek assurances that there are plans in place for West Midlands Ambulance Service (WMAS) if the service is reaching a crisis point.

What is the specific topic area?

What different points of access to emergency health care provision, including mental health needs exist for residents, where are they located, and how is information on access to those services shared? The review will look at what action is being taken to ensure that the WMAS does not reach the point of collapse and what is being done to improve response times. The work will include exploring opportunities for ways of working more closely with partners to understand the root causes behind the delays and to find solutions.

What should be considered?

- What information sources currently exist and whether information about the appropriate place to go for healthcare needs is effectively distributed, communicated and understood by residents.
- What role can the Council play in making improvements on how residents better understand what appropriate healthcare for patients is available and where these are located.
- Improve our knowledge on access to local urgent health care for both within 'routine' hours and outside of normal hours. This should include mental health crisis provision and the waiting times for primary care and support services.
- Data on the numbers of people accessing hospital services via ambulance and the reasons why.
- Explore how information can be shared and how residents can be better encouraged and signposted towards choosing the most appropriate care option or access to support, and who should be responsible for carrying this out.
- Information on the provision of healthcare services to asylum seekers.
- University Hospital Coventry and Warwickshire (UHCW) has agreed a new strategy for the 2022-2030 period. Engaging with representatives from UHCW would provide an opportunity to look at the services at the Hospital of St Cross.
- The national changes made to commissioning powers meant that the Coventry and Warwickshire Clinical Commissioning Group has become NHS Coventry and Warwickshire Integrated Care Board. What effect has this had on ambulance waiting times?
- Seeking ways of working with partners, including Warwickshire County Council (WCC), to enable collaborative working so that the authority can be more closely involved in finding solutions to the delays in accessing acute care.
- What plans have been put in place to avoid the collapse of WMAS.
- Ambulance response times and what planning exists to mitigate against any adverse effects and protect the population of Rugby.

- Understand what delays exist for the discharge assessments process and what steps are being taken to improve matters so that patients can be admitted to A&E from ambulances.

Who shall we consult?

UHCW
NHS Coventry and Warwickshire Integrated Care Board
Community pharmacies
Relevant council services
WCC including Public Health Warwickshire
GP Surgeries
WMAS
Mental health support agencies including CAMHS
Health Warwickshire
SWIFT

How long should it take?

This will be lengthy review that may need to be separated into smaller pieces work.

What will be the outcome?

Working with partnership bodies responsible for urgent health care to develop ways of increasing awareness of the urgent health care services available outside of hospital accident and emergency centres and how patients can access these.

To understand the reasons behind the delays in ambulance response times and encourage ways of working with partner agencies on what improvements can be made.

To seek assurances that WMAS is coping with the demand on its service or what plans are in place to mitigate against it reaching crisis point.