



# Minutes

Name of meeting **POLICY AND SCRUTINY COMMITTEE FOR HEALTH AND SOCIAL CARE**

Date and Time **MONDAY 4 SEPTEMBER 2023 COMMENCING AT 5.00 PM**

Venue **COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT**

Present Cllrs M Lilley (Chairman), J Nicholson (Vice-Chairman), R Downer, W Drew, J Lever, J Medland and J Robertson

C Orchin (Healthwatch Isle of Wight) (Co-opted)

Also Present Cllr C Mosdell

Mark Howe, Megan Tuckwell and Melanie White

Maggie Bennett (Alzheimer's Café), Joanna Smith (Healthwatch), Darren Cattell, Michele Legg, Jess Entwistle (Integrated Care Board), Lesley Stevens and Joe Smyth (IW NHS Trust)

Also Present (Virtual) Cllr C Jarman

Helen Babington and Simon Bryant

Simon Cooper (Integrated Care Board)

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14. **Apologies and Changes in Membership (If Any)**

No apologies or changes in membership had been received.

15. **Minutes**

RESOLVED:

THAT the minutes of the meeting held on 5 June 2023 be approved.

16. **Declarations of Interest**

No declarations were received.

17. **Public Question Time - 15 Minutes Maximum**

No written public questions were received.

Cllr John Nicholson asked an oral question on behalf of a resident in relation to compliance with accessible information standards (particularly that of independent healthcare providers) and the ability to contact staff at the Integrated Care Board. It was advised that the matters would be looked into, and a response would be provided.

**18. Outcomes and recommendations arising from previous meetings**

The chairman presented the report which provided an overview of the progress against outcomes and recommendations from previous meetings. An update was sought with regards to the request of the committee in June 2023 to receive a further breakdown of data from the 111 Service regarding abandoned calls. It was agreed that this would be followed up.

An update was sought with regards to the request of the committee in June 2023 to receive an organisational structure overview of the leadership of the whole healthcare system on the Island. It was advised that the structure was under review and the committee would be advised when appointments were confirmed.

The chairman provided a verbal update on the informal briefing that took place on 25 July 2023 to discuss the health and social care budget and advised that a further update would be added to the committees workplan for its meeting in December 2023.

An update was sought regarding the issue raised at the previous meeting regarding clinical waste collections.

RESOLVED:

THAT the report and updates be noted.

**19. Adult Social Care Complaints Report**

Consideration was given to the annual adult social care statutory complaints report for 2022-23. The Nominated Complaints Officer was thanked for the comprehensive report. Comments were made regarding the development of a single point of access for users to make complaints covering the whole health and care system. Questions were raised in relation to the trends, themes, and complexity of complaints. The committee sought assurance that the ways in which people make complaints would remain fully accessible, and that the lessons being learnt were leading to service improvements.

Following discussion, it was:

RESOLVED:

THAT the sensitive and considerate manner in which Adult Social Care handles complaints be recognised, appreciated, and supported; and the committee endorses the continued use of accessible ways for individuals to make complaints, by post and telephone (in addition to digital communications).

**20. Update on Dentistry**

Consideration was given to the report from the Integrated Care Board on dentistry, and the committee noted the Healthwatch Isle of Wight intelligence report which provided patient experience feedback on dental services. The committee sought a timeline of short and long-term milestones in order for progress to be monitored against realistic targets, and it was agreed that this would be presented to the committee at its next meeting in December 2023.

Concerns were raised in relation to access to dental services, particularly the increased waiting times for urgent appointments and those registered with an NHS dentist. Clarity was sought with regards to why Southampton and Portsmouth had been allocated additional dentistry units, but Isle of Wight had no additional allocation. It was advised that commissioners would work with health partners to identify the most vulnerable, and discussion took place regarding the proposed dental bus which would visit areas of most need. The committee were assured that the improvement of dentistry on the Isle of Wight was a high priority for the Integrated Care Board. Consideration was given to referring the matter to the Health and Wellbeing Board, and to setting up a task and finish group. It was agreed that the committee would meet with key stakeholders in the first instance to determine the next steps.

Following discussion, it was:

**RESOLVED:**

THAT the committee meet with key stakeholders in the first instance to determine the best way forward to effectively scrutinise the improvement of dentistry on the Isle of Wight.

**21. Update on Patient Transport**

Consideration was given to the report from the Integrated Care Board and the Healthwatch Isle of Wight intelligence report on patient transport and travel. The committee received an oral presentation from a service user who shared their experiences with travelling to the mainland to access specialist services.

Concerns were expressed relating to the lack of quiet, accessible, and appropriate facilities for those travelling following serious medical treatment. Discussion took place regarding the cost of ferry travel, particularly during seasonal peaks, and the processes in place for individuals to get discounted travel. Questions were raised in relation to the cost of overnight mainland accommodation and reduced rates for patients (and those accompanying them) travelling to the mainland to receive treatment.

Following discussion, it was:

**RESOLVED:**

THAT the committee formally writes to all ferry companies to express its concerns (particularly regarding pricing and appropriate facilities) for those travelling to-and-from the mainland to access specialist healthcare services.

## 22. **Update on the Dementia Strategy**

Consideration was given to the report which outlined the progress made in delivering the Dementia Strategy 2022-25, and the committee received a verbal presentation from the Chief Executive of the Alzheimer's Café which emphasised patient experiences and feedback from users of the Memory Service, the Alzheimer's Café, and Carers IW.

Questions were raised in relation to future forecasting and how the strategy would be further reviewed, refreshed, and extended. Comments were made regarding the delivery of the strategy particularly around staffing capacity and funding. The committee were assured that there was a robust recovery plan and management system in place to address the backlog for those on the Memory Service waiting list. Discussion took place regarding the Afton Ward pilot scheme underway providing Island-based beds to support people with dementia, and it was confirmed that this was due to be completed in October 2023. A full review was being undertaken to understand the quality and impact of this pilot and it was agreed that the findings would be reported back to the committee at an appropriate time.

Following discussion, it was:

**RESOLVED:**

THAT the progress made in delivering the Dementia Strategy 2022-25 was welcomed, the committee were assured that the voice of the service users were being listened to, and the findings from the Afton Ward pilot scheme be reported back to the committee at an appropriate time.

At the conclusion of this item, the committee adjourned for a 5-minute comfort break.

## 23. **Preparing for Winter**

The committee received the report on the preparations being made by the healthcare system for the forthcoming winter period. Questions were raised in relation to the emerging increase in covid cases, and the preparations in place to manage this including the vaccination programme and public health messaging.

**RESOLVED:**

THAT the report and updates be received and noted.

## 24. **Proposals to vary, develop or consult upon service changes**

The committee received the report from the Integrated Care Board which provided an update on pharmacy services, and the ways in which individuals obtain the medication they require (through both online and community high-street pharmacies). Discussion took place regarding the couriers for repeat prescriptions and the consequences of any postal delays.

An update was sought with regards to the future of the Argyll House GP Surgery in Ryde, following notice of closure from the surgery's managers in July 2023. It was

confirmed that a new partnership was set to take over the contract and services would continue to be delivered from the site.

Questions were raised regarding the future of the Lighthouse Clinic in Newport, as the existing contract was due to end in March 2024. It was confirmed that procurement activities were underway to ensure a continuity in the dermatology service.

RESOLVED:

THAT the report and updates be received and noted.

25. **Workplan**

Consideration was given to the future workplan, and the committee and health partners were invited to identify any key issues that should be included. No comments were made at this stage.

RESOLVED:

THAT the workplan be received and noted.

26. **Members' Question Time**

Cllr Michael Lilley submitted a written question in relation to the plans in place to address elective surgery waiting times. A written response was provided (MQ 05/23).

CHAIRMAN

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