



Leicester
City Council

MEETING OF THE HEALTH AND WELLBEING SCRUTINY COMMISSION

DATE: THURSDAY, 29 AUGUST 2019

TIME: 5:30 pm

**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street,
Leicester, LE1 1FZ**

Members of the Commission

Councillor Kitterick (Chair)

Councillor Fonseca (Vice-Chair)

Councillors Aldred, Chamund, March, Dr Sangster and Westley
(1 unallocated Non-Group place)

Members of the Commission are invited to attend the above meeting to consider the items of business listed overleaf.

Standing Invitee (Non-voting)

Representative of Healthwatch Leicester

Elaine Baker

For Monitoring Officer

Officer contacts:

Kalvaran Sandhu (Scrutiny Policy Officer):

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Elaine Baker (Democratic Support Officer):

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Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Information for members of the public

Attending meetings and access to information

You have the right to attend formal meetings such as full Council, committee meetings & Scrutiny Commissions and see copies of agendas and minutes. On occasion however, meetings may, for reasons set out in law, need to consider some items in private.

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The aim of the Regulations and of the Council's policy is to encourage public interest and engagement so in recording or reporting on proceedings members of the public are asked:

- ✓ to respect the right of others to view and hear debates without interruption;
- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact:

Elaine Baker, Democratic Support on (0116) 454 63557 or email elaine.baker@leicester.gov.uk
or call in at City Hall, 115 Charles Street, Leicester, LE1 1FZ.

For Press Enquiries - please phone the **Communications Unit on 454 4151**

**USEFUL ACRONYMS RELATING TO
HEALTH AND WELLBEING SCRUTINY COMMISSION**

| Acronym | Meaning |
|----------------|---|
| ACO | Accountable Care Organisation |
| AEDB | Accident and Emergency Delivery Board |
| BCF | Better Care Fund |
| BCT | Better Care Together |
| CAMHS | Children and Adolescents Mental Health Service |
| CHD | Coronary Heart Disease |
| CVD | Cardiovascular Disease |
| CCG | Clinical Commissioning Group |
| LCCCG | Leicester City Clinical Commissioning Group |
| ELCCG | East Leicestershire Clinical Commissioning Group |
| WLCCG | West Leicestershire Clinical Commissioning Group |
| COPD | Chronic Obstructive Pulmonary Disease |
| CQC | Care Quality Commission |
| CQUIN | Commissioning for Quality and Innovation |
| DAFNE | Diabetes Adjusted Food and Nutrition Education |
| DES | Directly Enhanced Service |
| DMIRS | Digital Minor Illness Referral Service |
| DoSA | Diabetes for South Asians |
| DTOC | Delayed Transfers of Care |
| ECS | Engaging Staffordshire Communities (who were awarded the HWLL contract) |
| ED | Emergency Department |
| EDEN | Effective Diabetes Education Now! |
| EHC | Emergency Hormonal Contraception |
| ECMO | Extra Corporeal Membrane Oxygenation |
| EMAS | East Midlands Ambulance Service |
| FBC | Full Business Case |
| FIT | Faecal Immunochemical Test |
| GPAU | General Practitioner Assessment Unit |
| GPFV | General Practice Forward View |

| | |
|------|---|
| HALO | Hospital Ambulance Liaison Officer |
| HCSW | Health Care Support Workers |
| HEEM | Health Education East Midlands |
| HWLL | Healthwatch Leicester and Leicestershire |
| ICS | Integrated Care System |
| IDT | Improved discharge pathways |
| ISHS | Integrated Sexual Health Service |
| JSNA | Joint Strategic Needs Assessment |
| LLR | Leicester, Leicestershire and Rutland |
| LTP | Long Term Plan |
| MECC | Making Every Contact Count |
| MDT | Multi-Disciplinary Team |
| NDPP | National Diabetes Prevention Pathway |
| NICE | National Institute for Health and Care Excellence |
| NHSE | NHS England |
| NQB | National Quality Board |
| OBC | Outline Business Case |
| OPEL | Operational Pressures Escalation Levels |
| PCN | Primary Care Network |
| PCT | Primary Care Trust |
| PICU | Paediatric Intensive Care Unit |
| PHOF | Public Health Outcomes Framework |
| QNIC | Quality Network for Inpatient CAMHS |
| RCR | Royal College of Radiologists |
| RN | Registered Nurses |
| RSE | Relationship and Sex Education |
| STI | Sexually Transmitted Infection |
| STP | Sustainability Transformation Plan |
| TasP | Treatment as Prevention |
| TASL | Thames Ambulance Services Ltd |
| UHL | University Hospitals of Leicester |
| UEC | Urgent and Emergency Care |
| | |

PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Democratic Services staff. Further instructions will then be given.

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business on the agenda.

3. MINUTES OF PREVIOUS MEETING

**Appendix A
(Pages 1 - 16)**

The Minutes of the meeting of the Health and Wellbeing Scrutiny Commission held on 4 July 2019 are attached and Members are asked to confirm them as a correct record.

4. CHAIR'S ANNOUNCEMENTS

5. PETITIONS

The Monitoring Officer to report on the receipt of any petitions submitted in accordance with the Council's procedures.

6. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The following representation has been received from Ms Lucy Chaplin:

“Are health providers aware that by offering mental health support through mainly telephone-based services that phone companies - particularly mobile phone companies - do not inform users that they may have used up contracted minutes and accumulated large phone bills in accessing the support they need?

While it is very helpful to be able to call the crisis team, and other services, it is very difficult to keep track of time. Indeed why should

someone who is already so unwell that they need these services have the additional burden of thinking about their phone bill?

Has any part of the NHS looked into this, or discussed the issue with mobile phone companies, as many patients with severe mental health problems are already on reduced income, indeed many are classed as homeless, and cannot afford huge phone bills. When people can't pay the bill their phones are barred by companies, which actually cuts patients off from ALL the support networks they have.

This is like an additional tax, and additional stress, on those who are ill with poor mental health, as is discriminatory.

Responses from the CCG and LPT would be welcome.

I would also ask that the Leicester City Council Health and Wellbeing scrutiny commission agrees to take this up with NHS England and asks that there are agreements with phone companies about making those telephone services COMPLETELY freephone - in order that already vulnerable people are not faced with huge bills just for accessing the services they need.

Is Leicestershire the only place where this happens?

I've also copied in Keith Vaz as my local MP and Jon Ashworth MP as the shadow Health secretary as they could also take this up nationally.

It is a scandal that while society tries to breakdown the stigma of poor mental health, the telephone companies are making a lot of money from people accessing help, especially when that help is mostly available only via telephone."

The Monitoring Officer also will report on the receipt of any further questions, representations and statements of case submitted in accordance with the Council's procedures.

7. LEICESTERSHIRE PARTNERSHIP NHS TRUST: UPDATE ON STEPS TAKEN IN RESPONSE TO REGULATORY INSPECTIONS

Angela Hillery, Chief Executive Officer, and Anne-Maria Newham, Director of Nursing (AHPs & Quality), from the Leicestershire Partnership NHS Trust (LPT) will give a presentation providing the Commission with details on the current Care Quality Commission position for LPT, assurance around actions that have been taken following recent inspections and the Trust's approach to monitoring and embedding these actions. The Commission is recommended to consider the presentation and comment as appropriate.

8. LEICESTER, LEICESTERSHIRE AND RUTLAND 2019/20-2023/24 PRIMARY CARE STRATEGY **Appendix B (Pages 17 - 34)**

The Leicester, Leicestershire and Rutland 2019/20-2023/24 Primary Care Strategy is submitted by the Leicester City, West Leicestershire and East Leicestershire & Rutland Clinical Commissioning Groups. The Commission is recommended to scrutinise the Strategy and comment as appropriate.

9. COMMUNITY SERVICES REDESIGN - FUTURE MODEL OF CARE, IMPLEMENTATION AND NEXT STEPS **Appendix C (Pages 35 - 44)**

The Leicester, Leicestershire and Rutland Clinical Commissioning Groups (CCGs) submit a report describing the Community Services Redesign project to date, setting out the future model that the CCGs will commission, describing what impact that will have on the care people receive and what that will mean to other parts of the health and care system in Leicester, Leicestershire and Rutland, as well as the next steps in the CCGs' work on community health services. The Commission is recommended to consider the report and comment as appropriate.

10. WORK PROGRAMME **Appendix D (Pages 45 - 46)**

The current work programme for the Commission is attached. Members are asked to consider this and to make comments and/or amendments as considered necessary.

11. ANY OTHER URGENT BUSINESS