



11 September 2023

ACCESS TO EMERGENCY HEALTH CARE PROVISION TASK AND FINISH GROUP – 19 SEPTEMBER 2023

A meeting of the Access to Emergency Health Care Provision Task and Finish Group will be held at 5.30pm on Tuesday 19 September 2023 via Microsoft Teams.

Mannie Ketley
Chief Executive

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Minutes – to approve the minutes of the meeting held on 18 July 2023.
2. Apologies.

To receive apologies for absence from the meeting.
3. 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.

4. West Midlands Ambulance Service – to receive a presentation from the Strategy and Engagement Director.
5. Date of Next Meeting – please bring your diaries.
6. Motion to Exclude the Public under Section 100(A)(4) of the Local Government Act 1972.

To consider passing the following resolution:

“Under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items on the ground that they involve the likely disclosure of information defined in paragraphs 1, 2 and 3 of Schedule 12A of the Act.”

PART 2 – EXEMPT INFORMATION

1. Feedback from the Community Conversation hosted by Compassionate Rugby.

The one-page strategy is attached for reference.

Membership of the Task and Finish Group:

Councillors Sandison (Chair), Mrs Roberts (Vice-Chair), Mrs Hassell, Mistry and Roodhouse

If you have any general queries with regard to this agenda please contact Veronika Beckova, Democratic Services Officer by emailing veronika.beckova@rugby.gov.uk.

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
Healthwatch 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.