

AGENDA MANAGEMENT SHEET

Report Title:	Review of Access to Emergency Health Care Provision
Name of Committee:	Scrutiny Committee
Date of Meeting:	14 November 2022
Contact Officer:	Linn Ashmore, Democratic Services Officer
Summary:	The Committee is asked to consider and approve the scope for the review and agree that a task group be established to carry out the review.
Financial Implications:	There are no immediate financial implications.
Risk Management Implications:	There are no risk management implications arising from this report.
Environmental Implications:	There are no immediate environmental implications arising from this report.
Legal Implications:	There are no immediate legal implications arising from this report.
Equality and Diversity:	There are no equality and diversity implications arising from this report.

Scrutiny Committee – 14 November 2022

Review of Access to Emergency Health Care Provision

Public Report of the Chief Officer - Legal and Governance

Summary

The Committee is asked to consider and approve the scope for the review and agree that a task group be established to carry out the review.

1. BACKGROUND

- 1.1 Following a briefing held on 3 October 2021 with representatives from West Midlands Ambulance Service to discuss the closure of the Rugby Community Ambulance Station, it was decided that a review on the topic of emergency health care provision be included in the work programme.
- 1.2 A one-page strategy for the review was considered by the Committee on 2 March 2022 and it was subsequently agreed that the scope of the review should be broadened.
- 1.3 At a meeting of Council on 19 July 2022, Council, a motion was passed regarding concerns around ambulance response times. At the meeting held on 3 October, the Committee considered the revised draft one-page strategy for the review alongside the Motion referred from Council and agreed that, due to the overlapping themes, the scope of the review should be re-examined to encompass the Motion and avoid any duplication of work.

2. SCOPE OF THE REVIEW

- 2.1 The revised draft scope and terms of reference for the review is set out in Appendix 1 for which approval is sought.
- 2.2 A member conversation was scheduled for 23 November on the plans and strategy for University Hospital Coventry and Warwickshire (UHCW) to include the Hospital of St Cross and the Coventry, Walsgrave sites. Information received at this meeting will form part of the evidence gathering for the review.

3. CONCLUSION

- 3.1 Whilst Warwickshire County Council has the statutory duty and power to review and scrutinise matters relating to the planning, provision and operation

of health service in the area, the issue remains crucially important to residents. The Scrutiny Committee is able to make recommendations to Cabinet, Council and other local partners about decisions, services and issues of local concern.

3.2 The Committee is asked to:

- a) approve the attached one-page strategy and agree that a task and finish group be formed and commence work;
- b) in consultation with members of the committee, delegated authority be granted to the task and finish group to amend the one page strategy; and
- c) at the end of the process the task group's review report and recommendations will be presented to the Committee for approval and submission to Cabinet for adoption.

Name of Meeting: Scrutiny Committee

Date of Meeting: 14 November 2022

Subject Matter: Review of Access to Emergency Health Care Provision

Originating Department: Legal and Governance

DO ANY BACKGROUND PAPERS APPLY YES NO

LIST OF BACKGROUND PAPERS

Doc No	Title of Document and Hyperlink

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 West Midlands Ambulance Service (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 provision and the waiting times for support services, including Children and Young People's Mental Health Services (CAMHS).
- Data on the numbers of people accessing acute services as the first point of contact 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

Warwickshire County Council including Public Health Warwickshire

GP Surgeries

West Midlands Ambulance Service

Mental health support agencies including CAMHS

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.