

***AGENDA MANAGEMENT SHEET***

<b>Report Title:</b>	Review of Access to Emergency Health Care Provision and Motion from Council
<b>Name of Committee:</b>	Scrutiny Committee
<b>Date of Meeting:</b>	3 October 2022
<b>Contact Officer:</b>	Linn Ashmore, Democratic Services Officer
<b>Summary:</b>	<p>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.</p> <p>On 19 July 2022, Council referred a motion on a related topic to Scrutiny Committee in accordance with Council Standing Order 11.2(d). The Committee is asked to consider the Motion and decide how it should be dealt with.</p>
<b>Financial Implications:</b>	There are no immediate financial implications.
<b>Risk Management Implications:</b>	There are no risk management implications arising from this report.
<b>Environmental Implications:</b>	There are no immediate environmental implications arising from this report.
<b>Legal Implications:</b>	There are no immediate legal implications arising from this report.
<b>Equality and Diversity:</b>	There are no equality and diversity implications arising from this report.

**Scrutiny Committee – 3 October 2022**

**Review of Access to Emergency Health Care Provision and Motion  
from Council**

**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.

On 19 July 2022, Council referred a motion on a related topic to Scrutiny Committee in accordance with Council Standing Order 11.2(d). The Committee is asked to consider the Motion in conjunction with the review scoping paper and decide how it should be dealt with.

**1. BACKGROUND**

- 1.1 On 4 October 2021, a briefing was held with representatives from West Midlands Ambulance Service to discuss the closure of the Rugby Community Ambulance Station.
- 1.2 As part of those discussions, the Committee heard about the challenges faced by the ambulance service. One of the root causes of the pressures was the fact the nature of patients had changed. They are no longer self-triaging but use the 999 or 111 services as the first point of call.
- 1.3 It was agreed that a review on the topic of access to emergency health care provision be included in the work programme

**2. SCOPE OF THE REVIEW**

- 2.1 The Committee considered a draft one-page strategy for the review and agreed that the review should be widened to include further background work to understand the reasons behind the delays in ambulance responses times and encourage partnership working to find solutions. This would include the new strategy being introduced by University Hospital Coventry and Warwickshire and the new Integrated Care System.

- 2.2 The revised draft scope and terms of reference for the review is set out in Appendix 1 for which approval is sought.

### **3. MOTION FROM COUNCIL**

- 3.1 On 19 July 2022, Council considered a motion submitted on notice by Cllr Ms Livesey and seconded by Cllr Mrs O'Rourke as set out below. As this Motion is interrelated with the scrutiny review topic, and to avoid any duplication of work, the Committee is asked to decide how to deal with the Motion alongside consideration of the objectives for the forthcoming review.

*"The Labour Group, like so many Rugby residents, is very concerned about the West Midlands Ambulance response times.*

*This concern has been heightened following the recent publication of an article in The Times which quoted the Director of Nursing for WMAS as saying the service was in a catastrophic state and could collapse at any time. The impact of such an event would be extremely serious for residents of Rugby and beyond.*

*We would like this matter to be referred to Scrutiny Committee with the following recommendation:*

*The Leader of the Council to undertake the following;*

- write directly to the Secretary of State for Health to advise us as to what plans have been put in place to avoid the collapse of WMAS and how will they improve ambulance response times;*
- write to the leader of WCC to ask what emergency planning is in place locally to cover this eventuality and mitigate any adverse effects on the population of the borough of Rugby;*
- write to the Chief Executive and the Director of Nursing of WMAS to ask what plans they have in place to ameliorate current performance and to mitigate against the potential collapse of the service;*
- write to the WMAS Public Governors for Coventry and Warwickshire to ask what steps they are taking to ensure the safety of residents and to represent their interests in discussion on the future of the service and steps to take in the event it collapses.*
- Write to the Director of Public Health Warwickshire to ask what steps are being taken to protect the residents of Rugby in the event the WMAS collapses.*
- We also call on the Leader of the Council to write directly to the Chief Executive of UHCW to ask if there are any delays in the discharge assessments process provided by Warwickshire County Council for Rugby patients at UHCW? What steps are being taken to speed this up so that patients can be admitted to A&E from ambulances and they are freed up to attend other emergencies, thus reducing the risk of WMAS collapsing, while ensuring patient safety.*

*We also ask that once responses are received Scrutiny Committee considers the matter further and decides a way forward which may include inviting*

*relevant organisations to attend a meeting.”*

- 3.2 In accordance with Council Standing Order 11.2(d), the motion stood referred to Scrutiny Committee.

#### **4. MOTION ON NOTICE PROCEDURE**

- 4.1 The Constitution requires the Scrutiny Committee to decide whether to consider the motion itself or refer it for consideration by a task group. Any task group so appointed will report back to the Committee. Once the Committee has considered the motion, or received a report back from a task group, it will report to the next available meeting of Cabinet.
- 4.2 Consideration of a motion might take the form of simply dealing with the motion without further scrutiny and reporting to Cabinet accordingly. If, however, the committee were to decide to consider the motion itself in more detail, any scrutiny would need to be supported by evidence that might not yet have been assemble.

#### **5. CONCLUSION**

- 5.1 The Committee is asked to:
- a) consider the scope and objectives for the review and also determine how the Motion should be dealt with;
  - b) approve the attached one-page strategy and agree that a task and finish group be formed and commence work; 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:** 3 October 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**

<b>Doc No</b>	<b>Title of Document and Hyperlink</b>

## **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.

#### **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 also explore opportunities for ways of working more closely with partners to understand the 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.

**Who shall we consult?**

UHCW  
NHS Coventry and Warwickshire Integrated Care Board  
Community pharmacies  
Relevant council services  
Warwickshire County Council  
GP Surgeries  
West Midlands Ambulance Service  
Mental health support agencies including CAMHS

**How long should it take?**

No longer than six months

**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.