

Health and Social Care Scrutiny Commission

Thursday 2 February 2023
7.00 pm
Ground Floor Meeting Room GO1 ABC - 160 Tooley Street, London SE1
2QH

Membership

Councillor Suzanne Abachor (Chair)
Councillor Maria Linforth-Hall (Vice-Chair)
Councillor Naima Ali
Councillor Sam Dalton
Councillor Esme Dobson
Councillor Hamish McCallum
Councillor Charlie Smith

Reserves

Councillor Victor Chamberlain Councillor Sabina Emmanuel Councillor Natasha Ennin Councillor Barrie Hargrove Councillor Emily Hickson Councillor David Watson Councillor Kath Whittam

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

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Contact Julie Timbrell on 020 7525 0514 or email: Julie.Timbrell@southwark.gov.uk

Members of the committee are summoned to attend this meeting **Althea Loderick**

Chief Executive

Date: 25 January 2023





Health and Social Care Scrutiny Commission

Thursday 2 February 2023
7.00 pm
Ground Floor Meeting Room GO1 ABC - 160 Tooley Street, London SE1 2QH

Order of Business

Item No. Title Page No.

PART A - OPEN BUSINESS

1. APOLOGIES

To receive any apologies for absence.

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.

4. MINUTES

To approve as a correct record the Minutes of the meeting on 15 December 2022.

5. CARE CHARGES

This item will look at Care Charges and the impact on people with Learning & Physical Disabilities and their families.

The following will attend:

- Adult social care officers
- Carers with advocacy support from Mencap
- Southwark Disablement Association David Stock

The following is provided:

- A report of meeting between carers and councillors convened by Bede House.
- A briefing on Care Charges provided by Bede House for councillors
- An officer briefing / presentation
- An email from Southwark Disablement Association (SDA)

6. MENTAL HEALTH TRANSFORMATION

This item is to support the scrutiny review on Access to Medical Appointments.

7. PATIENT USE OF URGENT AND EMERGENCY SERVICES

This item is to support the scrutiny review on Access to Medical Appointments.

A report on patient use of urgent, emergency, 111, and ambulance service including numbers, waiting times and demographics is enclosed.

8. WORK PROGRAMME

1 - 18

DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.

Date: Date Not Specified

EXCLUSION OF PRESS AND PUBLIC

The following motion should be moved, seconded and approved if the sub-committee wishes to exclude the press and public to deal with reports revealing exempt information:

"That the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1-7, Access to Information Procedure rules of the Constitution."

Item No.	Classification:	Date:	Meeting Name:	
	Open	2 February 2023	Health & Social Care	
8			Scrutiny Commission	
Report title:		Health & Social Care Scrutiny Commission Work Programme 2022-23		
Ward(s) or groups affected:		N/a		
From:		Julie Timbrell, Project Manager, scrutiny.		

RECOMMENDATIONS

- 1. That the Health & Social Care Scrutiny Commission note the work programme as at 25 January attached as Appendix 1 Work Programme, and review scopes in appendices A, B and C.
- That the Health & Social Care Scrutiny Commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

BACKGROUND INFORMATION

3. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects and about their views on issues and proposals affecting the area

- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues
- f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
- g) consider any matter affecting the area or its inhabitants
- h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
- review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
- j) conduct research and consultation on the analysis of policy issues and possible options
- k) question and gather evidence from any other person (with their consent)
- consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
- m) conclude inquiries promptly and normally within six months
- 4. The work programme document lists those items which have been or are to be considered in line with the commission's terms of reference.

KEY ISSUES FOR CONSIDERATION

- 5. Set out in Appendix 1 (Work Programme) are the issues the Health & Social Care Scrutiny Commission is considering in 2022- 23.
- 6. The work programme is a standing item on the Health & Social Care Scrutiny Commission agenda and enables the commission to consider, monitor and plan issues for consideration at each meeting.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact	
Health & Social Care Scrutiny Commission agenda and minutes	Southwark Council Website	Julie Timbrell Project Manager	
Link: https://moderngov.southwark.gov.uk/ieListMeetings.aspx?CommitteeId=518			

APPENDICES

No.	Title
Appendix 1	Work Programme 2022-23
Appendix A	Review: Access to Medical Appointments
Appendix B	Topic: Partnership Southwark and Integrated Care System (ICS)
Appendix C	Review: Health and Social Care Workforce

AUDIT TRAIL

Lead Officer	Everton Roberts, Head of Scrutiny			
Report Author	Julie Timbrell, Project Manager, Scrutiny.			
Version	Final			
Dated	7 December 2022			
Key Decision?	No			
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES /				
CABINET MEMBER				
Officer Title Comments Sought Comments Included				
Director of Law ar	nd Governance	No	No	
Strategic Director of		No	No	
Finance and Governance				
Cabinet Member No No			No	
Date final report sent to Scrutiny Team 25 January 2023			25 January 2023	

Health and Social Care Scrutiny Commission 2022/23 Work plan

Reviews and topics

- <u>Review: Access to Medical Appointments</u> addressing patients timely access
 to frontline medical care and meeting patients' needs (GP Appointments /
 A& E waiting times/ face to face physiotherapy etc.) See *Appendix A*
- <u>Topic: Partnership Southwark and Integrated Care System (ICS)</u>. See
 Appendix B
- Review: Health and Social Care Workforce. Continue and complete the review started on the impact of pandemic and Brexit on the health and social care workforce, started during the previous administrative year. Evidence from unions and Human Resources on the impact of the pandemic, particularly burnout, will be sought, along with an update on Brexit. See Appendix C

Standing items

Interview with the Independent Chair of the Southwark Safeguarding Adults
Board (SSAB). The Safeguarding Adults Board is a multi-agency partnership
which has statutory functions under the Care Act 2014. The main role of
Southwark Safeguarding Adults Board (SSAB) is to ensure that local
safeguarding arrangements work effectively so that adults at risk due to health
needs, social care needs or disabilities are able to live their lives free of abuse
or neglect.

Interview Cabinet member/s

Cabinet Member for Health and Wellbeing

Meeting dates and items

Date	Item
11 July 2022 briefing	Briefing and q & a on health scrutiny powers and
and pre meet	responsibilities
'	
	Briefing and q & a on health scrutiny powers and
11 July 2022	responsibilities
	GP Appointments
	Workplan and deciding review topics
	Review: Access to Medical Appointments
28 September 2022	 Healthwatch Southwark update on recent work on this topic, with input from NHS
	Follow up briefing arising from the last session
	from NHS / Partnership Southwark on workforce and appointments
	Topic: Partnership Southwark and the ICS
	Presentation and Q & A on the topic by Partnership
	Southwark lead including principles for working protocol
	Workplan – discuss and plan outreach
Outreach: October –	Review Access to Medical Appointments : visit A & E and
March	other frontline providers in liaison with Healthwatch
	Review Access to Medical Appointments : SLaM advisory
15 December 2022	members re GP access
	Covid and Flu vaccination programme briefing and presentation
	Review workforce – reports to note
	Evidence from NHS Southwark / SEL Hospital workforce
	Update council workforce
	 Update social care commissioning
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	Workplan:
	Update Healthwatch meeting
2 Fobruary 2022	
2 February 2023	Care Charges and people with Learning / Physical Disabilities
	-Officers report
	Mencap will facilitate the carers voice
	- Southwark Disablement Association have been invited
	to hear from people with physical disabilities

	Review Access to Medical Appointments:		
	i) Report and presentation on Mental Health Transformation		
	ii) Report on patient use of urgent, emergency, 111, ambulance service and primary care, including numbers, waiting times and demographics, where possible		
	Workplan with update on		
	 Access to Medical Appointments including outreach Workforce 		
	Partnership Southwark protocol		
	Care homes briefing		
30 March 2023	Interview Cabinet Member for Health and Wellbeing		
	Vaccine report		
	Access to Medical Appointments: - Outreach update - Healthwatch outreach		
	Partnership Southwark protocol		
	Discuss headline review reports:		
18 April 2023	Interview with the Independent Chair of the Southwark Safeguarding Adults Board (SSAB)		
	FGM report, with a focus on adult survivors (focus to be confirmed following informal meeting)		
	Agree review reports:		



Scrutiny review scoping proposal

1 What is the review?

Access to Medical Appointments.

What outcomes could realistically be achieved? Which agency does the review seek to influence?

The review seeks to influence health providers, Partnership Southwark, and the Cabinet.

Outcomes:

- A. Residents know what to expect from the local system where and how to be seen for their conditions whether urgent/serious or not.
- B. Providers ensure that their appointment and care systems can be navigated equally by patients and residents can get timely care.
- C. Residents and Providers are able to offer care in a way that best meets people's, including face to face, and that the right balance is found in the use of new technology.
- D. Public and councillors to know how to feedback when experience is not good and that this will be taken into account and lead to improvement.
- E. The scrutiny review feeds into work that Partnership Southwark is doing to engage with residents in order to build trust local and use feedback to improve performance
- F. The health system that operates well so that needs are met as much as well as possible within available resources
- When should the review be carried out/completed?i.e. does the review need to take place before/after a certain time?

By the end of the administrative year



4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)

Full investigation

What are some of the key issues that you would like the review to look at?

- GP appointments ensuring that patients can make an appointment (by visiting a practice, by phone, or online etc) and that care is timely.
- Are there sufficient GPs?
- A & E waiting times (emergency and urgent care)
- Can patient access Face to face appointments (GP, OT, physiotherapy)

Who would you like to receive evidence and advice from during the review?

Southwark Healthwatch

Southwark NHS / Partnership Southwark

Local Primary Care Network Directors

GP Practices

Local Medical Committee - https://www.lmc.org.uk/lmc-profiles/se-southwark/

Hospitals with Emergency and Urgent care (Guys and St Thomas and Kings College Hospital)

7 Any suggestions for background information? Are you aware of any best practice on this topic?

Southwark Healthwatch looked at access to GPs and completed a report last year. A summary is in the annual report, page 9



https://www.healthwatchsouthwark.org/report/2021-07-01/annual-report-202021

What approaches could be useful for gathering evidence? What can be done outside committee meetings?

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Visits to A & E and frontline providers in collaboration with Healthwatch.

A consultation workshop in the community with older people regarding access to GPs.



Scrutiny review scoping proposal

1 What is the review?

Partnership Southwark and the Integrated Care System (ICS)

- What outcomes could realistically be achieved? Which agency does the review seek to influence?
 - Clarity on the role and remit of Partnership Southwark, relationship with South East London Integrated Care System and Boards (SEL ICS/B), the membership, sub groups and any key pieces of work.
 - Establish how scrutiny can add value to Southwark Partnership's work and vice versa.
 - Develop shared understanding, principles, protocols and good practice in order to better govern the working relationship between scrutiny and Partnership Southwark- particularly between the key partners: the NHS and Social Care.
- When should the review be carried out/completed?i.e. does the review need to take place before/after a certain time?

Completed by 2023

4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)

The review will take the form of a topic with written outcomes being an updated protocol and review of the present 'Trigger Template' – see appendix i.



What are some of the key issues that you would like the review to look at?

There will be a newly constituted South East London Joint Health Overview & Scrutiny Committee (SEL JHOSC) scrutinising health proposals from the ICS. The boroughs that comprise the South East London area (Southwark, Lambeth, Lewisham, Greenwich, Bexley, and Bromley) are devising a new terms of reference for the JHOSC, which will take over from the previous long standing Our Healthier South East London JHOSC, which previously covered the SEL ICS area. This new committee is being set up to respond to both proposals for substantial reconfigurations of Health Services in South East London, as well as other health issues that cross more than one borough, subject to member agreement and formal approval by respective boroughs.

Updates from government and the Centre for Governance and Scrutiny (CfGS) Regulations governing ICS and health scrutiny.

In advance of the statutory guidance on the Secretary of State's new powers in relation to service reconfigurations, this document sets out the expectations of the Department of Health and Social Care (DHSC), the Local Government Association (LGA) and the Centre for Governance and Scrutiny (CfGS) on how integrated care boards (ICBs), integrated care partnerships (ICPs) and local authority health overview and scrutiny committee (HOSC) arrangements will work together to ensure that new statutory system-level bodies are locally accountable to their communities.

See:

file:///G:/Scrutiny/Health%20scrutiny%20guidence/health-overview-and-scrutiny-committee-principles.htm

A Centre for Governance and Scrutiny (CfGS) blog, published September 2022 touches on health scrutiny and the anticipated changes to reconfiguration of health and social care and the role of scrutiny (particularly anticipated changes expected to the current power to refer to the Secretary of State) and also mentions joint scrutiny arrangements. This says new regulations and guidance are expected around the beginning of the new calendar year 2023.

See: https://www.cfgs.org.uk/chief-executives-update-on-health-scrutiny-and-levelling-up/



This legal blog comments on the commencement of the new statutory Integrated Care Systems (ICS) and reflects on the main themes and issues that have come from the new relationship between local government and health, over the first three months:

https://www.brownejacobson.com/about-us/news-and-media/published-articles/2022/10/public-sector-integrated-care-systems-lessons?utm_source=government&utm_medium=vx-email&utm_campaign=public-matters-2022-10-25

Who would you like to receive evidence and advice from during the review?

Partnership Southwark members

7 Any suggestions for background information? Are you aware of any best practice on this topic?

Lewisham Council have produced a protocol

What approaches could be useful for gathering evidence? What can be done outside committee meetings?

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Discussion at meetings.

Attending conferences and events on the subject.



Scrutiny review scoping proposal

1 What is the review?

'Health & Social Care Workforce'.

The review has two themes:

- Impact of Brexit on workforce retention and recruitment
- Impact of the pandemic on morale and well being

Impact of Brexit

The review will look at how the downward turn in EU migration along with the high levels of outward migration from EU workers has affected the Health and Social Care industry.

As of 2020, of every 1000 NHS staff in England, 55 were from the EU with the Health and Social Care industry relying on this workforce.¹

However, since Brexit a different picture has been clear with those from the EU either leaving the NHS and applications falling. In 2015/16, 11% of those joining the NHS were EU nationals. In 2017/18, this had fallen to 8%, and in 2019 to 7%. For nurses the percentage of EU joiners fell from 19% in 2015/16 to 6% in 2019. Meanwhile, the proportion of nurses joining the NHS with non-EU nationality rose from 8% in 2015/16 to 22% in 2019.²

In 2017/18, 12.8% of nurses leaving the NHS were EU nationals, up from 9% in 2015/16. This fell to 11% in 2019.³

With this in mind, the review will look at how this outward migration has impacted the workforce, along with an emphasis on how to encourage retention; increase recruitment and train the local workforce.

The review aims to assist the Council's Economic Review Plan, which aims to, "mitigate the impacts of Brexit as they become evident, with a shared emphasis on protecting our local economy and our diverse Southwark communities".

¹ https://ukandeu.ac.uk/wp-content/uploads/2018/03/Brexit-and-the-NHS-.pdf.

² Ibid.

³ Ibid.

Pandemic

The impact has not only hit the health and social care workforce in terms of employment numbers, but also the well-being of the existing workers and the strain felt during the pandemic. Firstly, in terms of social workers:

- Social care workers faced among the highest mortality rates by occupation during the first phase of the pandemic and sickness absence rates more than doubled between February and October 2020, with the industry carrying increased risk of COVID-19 exposure.⁴
- Staff are also at higher risk of getting the virus and of dying from it because they are older and more ethnically diverse than the general population – a quarter are aged 55 and older and 21% are from black and minority ethnic backgrounds.⁵
- Moreover, the government was slow to implement policies (for example to ensure staff had access to enough PPE and comprehensive testing) to protect the sector.
- In a Health Foundation funded 'pulse' survey of nearly 300 social care staff in July 2020, a sobering four out of five respondents said that their job had left them feeling 'tense, uneasy or worried' more often since the onset of COVID-19.
- In July, four in five reported that their workload had risen, mainly due to covering for colleagues who had to self-isolate or having to train new volunteers.⁶

Secondly, NHS staff are feeling similar effects on wellbeing, mental health and physical burnout:

- Pre-pandemic reports indicate high levels of staff stress and burn-out.
 Features of burn-out include exhaustion, detachment and cynicism, which can reduce the healthcare provider's capacity for empathy and in turn negatively impact on their ability to provide high quality care. It can also increase the risk of mental ill health.
- 50% of staff felt that their mental health had declined during the first two months of the pandemic. 45% of doctors across the UK surveyed in May 2020 by the British Medical Association (BMA) reported experiencing depression, anxiety, stress, burn-out or other mental health conditions relating to or made worse by the outbreak.⁷
- Six months into the pandemic, 76% of almost 42,000 nurses surveyed by the Royal College of Nursing (RCN) reported an increase in their stress levels since the advent of the pandemic.⁸

⁴ https://www.health.org.uk/news-and-comment/blogs/how-is-covid-19-impacting-people-working-in-adult-social-care.

⁵ Ibid.

⁶ Ibid.

⁷ https://post.parliament.uk/mental-health-impacts-of-covid-19-on-nhs-healthcare-staff/.

⁸ Ibid.

The government's announcement of mandatory vaccinations for the health and social care workforce (later dropped) was predicted to have similar detrimental effects on staffing issues. The leader of Britain's biggest union — Unison - warned that tens of thousands of people could lose their jobs unless the government drops plans to enforce compulsory Covid-19 jabs for workers in adult care homes in England and, potentially, frontline NHS staff. She said the government's "heavy-handed" and "counter-productive" approach could be perilous for the health sector, which is suffering from staffing shortages following post-Brexit barriers to hiring overseas workers.

What outcomes could realistically be achieved? Which agency does the review seek to influence?

The review will aim to influence the Council and especially Cabinet Member for Health & Wellbeing to encourage local job retention, employment and advocate training.

It will also aim to provide a forum to investigate the impacts of Brexit on our local workforce by working with external organisations, as well as examining the wider issues surrounding well-being and mental health of the workforce.

When should the review be carried out/completed?i.e. does the review need to take place before/after a certain time?

The review will take place across administrative year, 2021/2022 and 22/23 aiming to complete early 2023

4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)

The commission will seek to hold a Q&A with external actors such as SEL and Commission leads on initiatives such as 'Proud to Care', which will help build a larger picture for a full investigation and subsequently a report for the cabinet.

In carrying out this investing, the review will also work with local partners within the NHS and the social care industry.

⁹ https://www.ft.com/content/5ab2c2de-96f2-4748-8444-480900900d2a.

5 What are some of the key issues that you would like the review to look at?

- Analysis of the impact of Brexit on health and social care provision
- Actions to encourage retention of the existing workforce
- Actions to recruit to vacancies
- Actions to train the local workforce
- The impact of work on the well-being, mental health, moral and physical burnout of the health and social care workforce, and how this has been especially exasperated by Brexit and Covid-19.
- The introduction of mandatory vaccinations for Social Care NHS workers.
- Fair pay / ethical care charter
- Precarious employment in care sector
- impact of commissioning due covid cost issues

6 Who would you like to receive evidence and advice from during the review?

- Cabinet Member for Health and Wellbeing
- Cabinet Member for Jobs, Business and Towns
- Local authority best practice (e.g. Islington, Lambeth, Hackney, Kensington and City of London)
- Mayor of London / GLA findings and work
- Proud to Care organisation
- The Nuffield Trust
- Unions
- Equality Trust

7 Any suggestions for background information? Are you aware of any best practice on this topic?

- The UK in a Changing Europe (Kings College) report: https://ukandeu.ac.uk/wp-content/uploads/2018/03/Brexit-and-the-NHS-.pdf.
- Nuffield Trust Impact of Brexit on the UK Health Sector: https://www.nuffieldtrust.org.uk/research/understanding-the-impact-of-brexit-on-health-in-the-uk.
- The Kings Fund: Brexit and the End of the Transition Period: https://www.kingsfund.org.uk/publications/articles/brexit-end-of-transition-period-impact-health-care-system.
- Age UK Brexit Could Worsen Broken Care System for Older People: https://www.ageuk.org.uk/our-impact/campaigning/care-in-crisis/brexit/.
- Government Website NHS Staff from Overseas: https://commonslibrary.parliament.uk/research-briefings/cbp-7783/.
- Nuffield Trust on Statistics: https://www.nuffieldtrust.org.uk/resource/the-nhs-workforce-in-numbers#1-what-kinds-of-staff-make-up-the-nhs-workforce.
- Proud to Care: https://www.proudtocarenorthlondon.org.uk/.
- London Assembly report on EU Migration Consequences: https://www.london.gov.uk/about-us/london-assembly/london-assembly-publications/eu-migration.
- How Covid is Impacting the Social Care Workforce - https://www.health.org.uk/news-and-comment/blogs/how-is-covid-19impacting-people-working-in-adult-social-care
- Work Study https://www.hscworkforcestudy.co.uk/.
- Parliamentary Report on the Health Care of the NHS
 https://post.parliament.uk/mental-health-impacts-of-covid-19-on-nhs-healthcare-staff/.
- FT article on Mandatory Vaccinations https://www.ft.com/content/5ab2c2de-96f2-4748-8444-480900900d2a.
- House of Commons Health and Social Care Committee Workforce:

recruitment, training and retention in health and social care Third Report of Session 2022–23

https://committees.parliament.uk/publications/23246/documents/171671/def ault/

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What approaches could be useful for gathering evidence? What can be done outside committee meetings?

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Verbal and/or written submissions from external actors, NHS bodies and organisations, cabinet members and officers.

Stakeholder representation that speaks to the session and assists in framing and scoping the review.

Health & Social Care Scrutiny Commission

MUNICIPAL YEAR 2022-23

AGENDA DISTRIBUTION LIST (OPEN)

NOTE: Original held by Scrutiny Team; all amendments/queries to Julie.Timbrell@southwark.gov.uk

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		Total: 11 Dated: June 2022	