

Contact Officer: Richard Dunne

KIRKLEES COUNCIL

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

Tuesday 17th September 2019

Present: Councillor Habiban Zaman (Chair)
Councillor Nell Griffiths
Councillor Fazila Loonat
Councillor Alison Munro
Councillor Vivien Lees-Hamilton
Councillor Lesley Warner

Co-optees David Rigby
Peter Bradshaw
Lynne Keady

In attendance: Debbie Graham – Head of Service Improvement
Calderdale CCG
Cathy Munro – Public Health Manager - Maternity
Karen Poole – Programme Lead, West Yorkshire &
Harrogate Local Maternity System.
Helen Severns – Service Director Integrated
Commissioning Greater Huddersfield CCG/ North
Kirklees CCG/ Kirklees Council
Lisa Williams – Assistant Director of Transformation
Calderdale and Huddersfield NHS Foundation Trust

Apologies: David Flint (Co-Optee)

1 Minutes of previous meeting

That the minutes of the meeting held on 18 June 2019 be approved.

2 Interests

Lynne Keady declared an interest in item 7 (Transforming Outpatient Care)) on the grounds that she was a volunteer for Healthwatch Kirklees.

3 Admission of the public

All items were taken in public session.

4 Deputations/Petitions

No deputations or petitions were received.

5 Public Question Time

No questions were asked.

6 West Yorkshire and Harrogate Local Maternity Network

The Panel welcomed Helen Severns, Service Director Integrated Commissioning Greater Huddersfield CCG/North Kirklees CCG/Kirklees Council, Karen Poole,

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Programme Lead, West Yorkshire & Harrogate Local Maternity System and Cathy Munro, Public Health Manager, Maternity to the meeting.

Ms Poole outlined the background to the establishment of the West Yorkshire and Harrogate Local Maternity System (WY&H LMS) which included details of NHS England's National Maternity Review.

Ms Poole outlined details of the maternity stakeholder group and the engagement work that had taken place with key stakeholders that included staff and GP's.

Ms Poole explained that prevention was a key element of the LMS programme and that there would be a focus on lessons learned and sharing good practice that could be adapted to meet local need.

Ms Poole outlined a number of other key elements of the LMS programme which included: choice; culture; and the work that had been undertaken with stakeholders in developing the local maternity plan.

Ms Poole informed the panel of the WY&H LMS vision that included high quality preconception advice; a focus on post-natal care; and continuity of care.

Ms Poole stated that the LMS programme was working closely with neo-natal services and explained that this would be informed by the imminent publication of a neo-natal review.

Ms Poole informed the panel of the overarching outcomes of the LMS which included: a focus on perinatal services; dealing with the challenges relating to safety; and developing a strategy for the health and wellbeing of women.

Ms Poole outlined the work that had taken place to date that included: the completion of a health need assessment; the completion of an equality impact assessment; the establishment of a number of task and finish groups; the development of the maternity voices partnership network; and the work that had been started on looking at the local and regional workforce.

Ms Poole explained that the LMS programme had undertaken some financial modelling which would be shared across the region and could include scope for developing more efficient services.

Ms Poole informed the panel of the development of community hubs that would provide women with the opportunity to access services that had been tailored to meet the needs of their local community.

Ms Munro informed the panel of the involvement of public health in the LMS programme and explained that Kirklees was fully embedded in the ways of working of the local LMS.

Ms Munro outlined the key areas of focus in Kirklees that included anti natal care and preconception and explained that public health had focused on the 1001 days agenda which covered from conception to the age of two.

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Ms Munro explained that public health was also focused on a broader agenda that looked at preconception through to school age.

Ms Munro outlined details of the two maternity voices networks in Kirklees and through strong partnerships was helping to understand the experiences of women and tailoring services to meet local need.

Ms Munro informed the panel of the LMS prevention steering group that had identified a number of priority areas that included: smoking in pregnancy; breast feeding; physical activity; and alcohol and substance misuse.

Ms Munro informed the panel of the work that was taking place to develop the Kirklees community hubs and explained that discussions were taking place with the various services that already provided community access to see how to embed the maternity element.

A question and answer session followed that covered a number of issues that included:

- An explanation of the two different models of the Kirklees maternity voices networks.
- A question on how the community hubs would work.
- An overview of how the hubs would be established to meet local need and the potential to develop a spoke and hub model.
- The role of the voluntary sector in supporting the hubs.
- A query on how many hubs would be established.
- Clarification that there was no specific target for developing a set number of hubs.
- Details of the transformation budget and how it could be used to help develop the hubs.
- A question on how the LMS would measure outcomes and performance.
- A question on who would control the LMS budget.
- Details of the transformation budget and how it had been used.
- The early discussions that were taking place on how maternity services would be commissioned in the future.
- An explanation of how maternity services were currently commissioned.
- An overview of the choices available to women in Kirklees and the focus on staff training on choice.
- The conflict between safety and choice.
- The importance of diversity and the provision of continuity of care.
- An explanation of how success would be measured.
- Details of how outcomes would be set and safety monitored.
- A question on the challenging targets that had been set for the LMS trajectories and how realistic they were.
- Clarification that safety would always be the priority.
- The approach to building a sustainable workforce.
- Clarification that the LMS would work with existing hubs and networks.
- Confirmation that the development of maternity hubs was a government initiative.

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- An explanation of the approach that would be taken to providing continuity of care.
- The confidence in the robustness of the data being captured.
- An explanation of the data sources.
- An overview of the draft maternity specification.
- An overview of the work that was being done on prevention.
- The involvement of services users in the work of the LMS.
- The approach to engaging with service users that included the use of social media.

RESOLVED -

- (1) That attendees be thanked for attending the meeting.
- (2) That consideration is given to developing a strategy that aims to ensure sustainability of the West Yorkshire and Harrogate Local Maternity System (LMS) programme.
- (3) A recommendation that the LMS Team monitor the outcomes of the programme and assess the impact that the programme is having on the quality, safety and experiences of women, their babies and their families.
- (4) A recommendation that the programme acknowledges diversity and takes steps to engage with a wide range of communities across the region and locally.
- (5) That the panel request sight of the financial model supporting the programme.

7

Transforming Outpatient Care

The panel welcomed Debbie Graham, Head of Service Improvement Calderdale CCG and Lisa Williams, Assistant Director of Transformation Calderdale and Huddersfield NHS Foundation Trust to the meeting.

Ms Williams presented an update to the work on transforming outpatient care that included: the background covering the current pathway; the case for change; the engagement strategy; the key principles underpinning the new models; details of some of the new schemes; and an overview of the key work undertaken a year into the programme.

A question and answer session followed that covered a number of issues that included:

- An overview of the case of a local resident who had problems accessing an outpatient appointment.
- A concern that people who were unable to fully access information on appointments through a mobile phone or a computer could miss or experience delayed appointments.
- The work undertaken by the Trust in engaging with the private sector on how they interacted with customers through the use of technology.
- An outline of the Trust's plans to have digital hubs to help patients in the use of digital equipment.
- The potential for patients who are unable to use digital solutions to use GP practices to interface with the hospital.

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- The potential to use GP patient reference groups as a forum to look at issues relating to digital solutions.
- Issues relating to issuing appointments through the use of mobile texts.
- Concerns regarding the delays experienced in the outpatient clinics.
- The Trust's focus on delivering services differently in order to ensure their longer term sustainability.
- The objective of the programme to increase capacity in the outpatient service.
- The work being done to adapt the choose and book system to meet local need.
- A request for the Trust to review the mobile text appointment system to include looking at the process for opting in or out of the service.
- A question on how GP referral behaviour was being looked at.
- An overview of the variation of demand across GP practices and details of the CCG referral support system.
- An overview of the GPs who were specialists in certain areas of health and could be used to help support a wider network of GPs.
- An explanation of the straight to test pathway and details of the plans to roll out the initiative to other services.

RESOLVED –

- (1) That attendees be thanked for attending the meeting.
- (2) A recommendation that Calderdale and Huddersfield NHS Foundation Trust review the mobile text appointment system to include looking at the process for opting in or out of the service.
- (3) A recommendation to review the methods used by primary care when making and communicating hospital appointments with a focus on those patients who are unable to fully access information on appointments through a mobile phone , a computer or similar equipment.

8 Work Programme 2019/20 RESOLVED -

- (1) That progress of the work programme for 2019/20 and the forward agenda plan be noted.
- (2) That consideration be given to scheduling a presentation on Primary Care Networks for early 2020.

9 Date of Next Meeting

The date of the next meeting was confirmed as 15 October 2019.