

Contact Officer: Richard Dunne

KIRKLEES COUNCIL

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

Tuesday 21st January 2020

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

Co-optees David Rigby
Lynne Keady

In attendance: Mike Doyle – South West Yorkshire NHS Partnership
Foundation Trust
Rebecca Elliott - Public Health Manager
John McSorley – Yorkshire Ambulance Service (YAS)
Head of Operations West Yorks Division
Martin Pursey – Head of Contract & Procurement Greater
Huddersfield and Calderdale CCGs
Nick Smith – Director of Operations YAS

Apologies: Peter Bradshaw (Co-Optee)
David Flint (Co-Optee)

- 1 Minutes of previous meeting**
The Minutes of the meetings of the Panel held on 15 October 2019 and 12 November 2019 were approved as correct record.
- 2 Interests**
Lynne Keady declared an interest in item 6 (Suicide Prevention)) on the grounds that she was a volunteer for Healthwatch Kirklees and the Kirklees Suicide Prevention and Self Harm Prevention Group.
- 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 Suicide Prevention

The panel welcomed Rebecca Elliott Kirklees Council Public Health Manager and Mike Doyle South West Yorkshire NHS Partnership Foundation Trust to the meeting.

Ms Elliott presented the report that provided an update on suicide prevention in Kirklees and outlined the key areas of suicide prevention activity that had been requested by the panel.

Ms Elliott stated that the report had included input from a range of partners and that she would be speaking to the panel on behalf of a range of multi-agency partners.

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

- An explanation of the work that was taking place in developing a high risk decision support tool in primary care.
- A question on whether there were sufficient numbers of pathfinder support workers to adequately support the numbers of men in Kirklees who were vulnerable to self-harm and suicide.
- An overview of the work that was being done by the pathfinder support workers and the voluntary sector.
- An explanation of the pathfinder role and approach.
- A concern that the approach to dealing with suicide prevention was fragmented and the pressures on the time available to GPs to provide the advice and support required to vulnerable individuals.
- The work being undertaken by the suicide prevention action group in trying to create a forum where all of the dialogue was undertaken in one place.
- The work being done through the West Yorkshire and Harrogate Integrated Care System in trying to create a consistency to the approach in dealing with suicide prevention.
- Details of the campaign that would be launched through social media and the internet that would highlight the services available to support individuals vulnerable to suicide.
- An overview of the data that had shown an increase in the numbers of suicides across the UK.
- An explanation of the changes to the way suicides were registered which may have resulted in increasing the numbers of recorded suicides.
- Clarification that the initial problems with the coroner in gaining entry to undertake a suicide audit had been resolved.
- The work taking place with Calderdale and Bradford in undertaking a suicide audit for the period 2016-18.
- An explanation of the attachment theory.
- A concern that there was only one coroner serving Bradford, Calderdale and Kirklees.
- Details of the ongoing training that was taking place with the charity Spirit in Mind.
- An overview of the various strands of work that were taking place in mental health services.

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- Details of the introduction of the PHSE statutory lessons that would be introduced into schools in September 2020.
- A question on what training would be provided to Teachers to help support them to deliver the PHSE lessons.
- The work being done to engage with parents.
- An offer by Healthwatch Kirklees to help provide support in engaging with people on suicide prevention.
- The objective of trying to develop a whole schools approach to the issue.

RESOLVED –

1. That attendees be thanked for attending the meeting.
2. A request to have a future update on the impact that the pathfinder support workers have had in their work in providing advice, training and support for men vulnerable to self-harm and suicide.
3. A request to have a further follow up to assess the impact that the preventative and educational work on mental health that is taking place in schools is having in helping to reduce self-harm and suicide.

7 Yorkshire Ambulance Service

The panel welcomed Nick Smith, Director of Operations Yorkshire Ambulance Service (YAS), John McSorley, Head of Operations West Yorks Division YAS and Martin Pursey, Head of Contract & Procurement Greater Huddersfield and Calderdale CCGs to the meeting.

Mr McSorley presented an overview of the Ambulance Response Programme (ARP) standards and objectives and the call handling process.

Mr McSorley explained the new ARP performance standards that included details of the four categories, the national standard and how long the ambulance service had to make a decision in response to the call.

Mr Smith provided a detailed explanation of the implications of responding to calls from outlying areas following the introduction of the mean response time in the national standard.

Mr McSorley presented details of the YAS ARP journey when measured against the ARP standards for categories one and two.

In response to a panel question Mr McSorley provided more recent year to date performance data. Mr Smith outlined details of the investment that had taken place in recruiting people into YAS and explained that the under performance during October to December 2019 had been due to the significant pressures across the whole of the health and social care sector.

In response to a panel question Mr Pursey explained what the implications were for YAS in the event of underperformance and highlighted that any sanctions that were imposed would be reinvested in order to improve performance.

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In response to a panel question on the levels of YAS resources available on a Sunday Mr Smith explained in detail the model that YAS used to predict demand in order to plan the required level of resources.

In a response to a panel question on the use of private ambulances Mr Smith stated that YAS did not use private ambulances for responding to emergency calls and a discussion followed on the types of use of private ambulances in Kirklees.

A further discussion followed that covered a number of issues that included:

- A question on the numbers of urgent emergency calls.
- Details of the numbers of emergency calls in Greater Huddersfield and North Kirklees and the percentages of calls that resulted in a patient being conveyed to hospital.
- An overview of the growth in YAS staff numbers and the approach to retaining staff.
- An overview of the numbers of staff vacancies and the approach to funding overtime.
- Details of the investment provided by YAS in supporting the wellbeing and welfare of staff.
- Details of the counselling services available to staff and the process followed for supporting staff following a traumatic incident.
- Details of the staff career framework.
- An overview of the growth in demand since 2015 and an explanation for the rise in demand.
- The work that was taking place with Public Health England in analysing data, identifying patterns in demand and introducing interventions at an earlier stage to reduce demand in the health system.
- The importance of the work being done to develop robust community services.
- An overview of the positive impact of having defibrillators located in local communities.
- Details of the ambulance services campaign called restart a heart.
- A presentation of a heat map that highlighted the mean performance times and demand across Greater Huddersfield post codes for category one and two response times.
- A question on response times in the HD8 area.
- An explanation on how historical demand informed where ambulances were located.
- Details of the protocols followed by YAS to ensure that the patient was conveyed to the most appropriate hospital.
- A question on why YAS hadn't provided performance data for North Kirklees.
- A question on whether patients in the Lepton/Fenay Bridge area would be conveyed to Barnsley hospital.
- Clarification that the ambulance would always take the patient to the nearest appropriate hospital and would take account of the capacity of the receiving emergency departments.
- An overview of the work that YAS was doing with health system partners to help manage performance and quality of care.
- Details of the process followed in the handover of patients to hospitals.

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- An explanation of the targets that acute trusts followed for the handover of patients.
- An overview of the processes followed for forecasting demand and the work YAS was doing to improve patient care and experience.
- A question on what training paramedics had on mental health.
- Details of the role of the mental health nurse that worked in YAS's emergency operation centre.
- An overview of the planned investment to improve mental health services.
- Details of the paramedic degree course that was available at Bradford University.
- Details of the work being undertaken by YAS to improve efficiency that included the electronic patient record and ambulance vehicle preparation.
- An explanation of how ambulances were stocked.
- The process followed for cleaning a vehicle.
- Confirmation that patient handover times in Kirklees was not an area of concern for YAS.
- The work being done by YAS on coding calls and an overview of the measures put in place to monitor patient outcomes.
- The work that would be taking place to introduce more robust monitoring of patients outcomes through the urgent and emergency care pathway.
- Details of the high intensity user register and the approach to supporting individuals on the register through primary care.
- Details of the work carried out by the YAS frequent callers team.
- An overview of the focus on developing different clinical pathways of care to help avoid unnecessary admission into an acute hospital setting.
- The changes to ambulance drivers training including the approach taken for dealing with traffic congestion and traffic lights showing red.

RESOLVED –

1. That attendees be thanked for attending the meeting.
2. That the Panel would welcome a further update to consider the performance across the whole of Kirklees at a meeting to be arranged.

8 Work Programme 2019/20

The panel reviewed its 2019/20 work programme and forward agenda plan.

RESOLVED -

1. That progress of the work programme for 2019/20 and the forward agenda plan be noted.
2. That the annual discussion with CQC be re-scheduled for the early part of the municipal year 2020/21.
3. That a request be sent to Calderdale and Huddersfield NHS Foundation Trust and Mid Yorkshire Hospitals NHS Trust to receive a written update on the impact of winter pressures.

9 Date of Next Meeting

The date of the next meeting was confirmed as 25 February 2020.