

Integrated Care and Wellbeing Scrutiny Panel

10 September 2020

Commenced: 6.00pm

Terminated: 7.50pm

Present: Councillors T Smith (Chair), Affleck, Alam, Cooper, Jackson, Martin, Mills, Owen, Patrick, Welsh.

Apologies for absence: Councillors Boyle, Drennan, Gosling, S Homer, Wild.

15. MINUTES

The minutes of the meeting of the Integrated Care and Wellbeing Scrutiny Panel held on 30 July 2020 were approved as a correct record.

16. GP PATIENT SURVEY 2020

The Panel welcomed Councillor Eleanor Wills, Executive Member, Health, Social Care and Population Health; and Jessica Williams, Director of Commissioning, to present a service response to the results from the GP Patient Survey 2020 for Tameside & Glossop.

Ms Williams informed members that results from the most recent survey are disappointing for Tameside & Glossop Clinical Commissioning Group (CCG), with outcomes below expected levels. The survey provides data that will be utilised to inform future improvement methods.

The Panel heard that the majority of data was collected prior to April 2020 and is therefore a pre-covid assessment. The survey is undertaken annually and provides a snapshot of patient experience of general practice during the 3-month period from 2 January and 3 April 2020. The survey is one of the tools used within the routine monitoring level of the CCG's Primary Care Quality Assurance process to understand quality reviewing patient safety, patient outcomes and patient experience.

The GP Patient Survey measures patients' experiences across a range of topics, including:

- Making appointments
- Waiting times
- Perceptions of care at appointments
- Practice opening hours
- Out-of-hours services

Patient experience is an important indicator of quality in general practice, which includes how easy it is to access. No system of access will work for all patients and needs to be designed to appeal to the widest group of patients possible. General practitioners need to be the driver of their own improvement. By using data to understand their current position they can put in place plans relevant to their individual practices to support improvements in patient experience.

In these circumstances the role of the CCG is to provide that data to practices alongside forums where practices can discuss their successes and challenges, explaining what has and hasn't worked for them. Practices often work in different ways and have different patient demographics, however the power of peer discussions allows for good practice to be shared.

The Primary Care Network can also influence and facilitate the sharing of good practice. Sharing good practice is a tool that has previously been shown to work with Tameside and Glossop

practices and is a key part of the Quality Improvement indicators in the Quality and Outcomes Framework.

The Panel asked about general engagement with patients and whether there is a need to try and increase the number of surveys completed at each practice.

Miss Williams informed members that there are a number of lessons to take forward, with particular reference made to how general practice work to engage the local population. Responses are relatively low in some areas and at a local level, Healthwatch and patient groups may have a role to play in future feedback. It is important to note that the survey is only one of the tools used to assess general practice, which can be separate to the quality of care. The service will be undertaking targeted work within the borough.

The Panel asked about accessibility of the survey, given the relatively low response rate.

Miss Williams reported that the survey is only available to patients registered with each practice and is sent out to a small sample. It is a paper questionnaire of multiple choice.

Resolved: That Cllr Wills and Ms Williams be thanked for attending the meeting.

17. PUBLIC HEALTH RESPONSE TO COVID-19

The Panel welcomed Councillor Eleanor Wills, Executive Member, Health, Social Care and Population Health; Jeanelle De Gruchy, Director of Population Health; and Debbie Watson, Assistant Director, Population Health, to present an overview of the local Public Health response, the transition from crisis management to recovery and the implementation, management and effectiveness of Test and Trace in Tameside.

Ms De Gruchy informed members that the situation regarding Covid-19 in Greater Manchester is moving quite rapidly, with rates increasing. The presentation looks to explain the current position, actions likely to be required and the importance of future decision-making.

Tameside is experiencing an increase in community transmission, which impacts older residents and care homes. Data shows that unfortunately this has now translated to an increase in deaths, with the hospital recording 13 Covid-19 related deaths during a recent 7-day period.

A change to local restrictions took place on 31 July 2020, with the aim to limit social contact between households. It is important to recognise that the landscape can change quite quickly, which impacts the decisions made to increase or decrease the level of additional restrictions. This therefore requires regular communication and engagement with residents on both national and regional guidance.

It was reported that priority testing is taking place for residents with symptoms, however some issues have arisen regarding capacity. Areas with higher rates are being prioritised for testing. Testing sites were discussed and the locations of mobile testing locations within the borough. Tameside is looking to identify and plan for a permanent testing facility that would ideally operate between the hours of 8am and 8pm without closure.

Improving the efficiency of testing is vital to our local response. This ultimately allows us to initiate contact tracing, identify sources of transmission and contain the virus. Further detail was provided in relation to the Test and Trace Programme, as well as the GM Hub being set up to deal with more complex cases that would be handed over from the national contact teams. Discussion concluded with awareness raising of the Tameside Community Champions scheme.

The Panel asked if a change to the recording of mortality has impacted local figures.

Ms De Gruchy informed members that a change was made to the way in which the Office for National Statistics records mortality. This is when numbers increased for Tameside and we have become aware of the higher rate since that change. This also connects with local intelligence and recent activity at the hospital.

The Panel asked about testing kits provided to schools in the borough and future plans to support educational settings.

Ms Watson confirmed that nationally all schools have received an initial supply of 10 testing kits, where quick access is needed. Plans are now in place to replenish the kits and this is something we have already been doing in Tameside. It is important to mention that we have only experienced single cases in Tameside schools and should an outbreak occur, that being two or more cases that are linked, this would result in a speedy and coordinated response for which plans have been drawn.

Resolved: That Cllr Wills and Ms Williams be thanked for attending the meeting.

18. OMBUDSMAN ANNUAL REPORT FOR COMPLAINTS MONITORING

The Panel received the Local Government and Social Care Ombudsman Annual Report, as tabled at the meeting of Overview Panel on 7 September 2020.

19. GREATER MANCHESTER SCRUTINY

The Chair provided a verbal update on recent activity. Regular Scrutiny update emails will continue to include a link to all public papers for the Greater Manchester Combined Authority Scrutiny Committees.

20. CHAIR'S UPDATE

The Chair informed panel members that the next meeting of the Children's Working Group will take place on 17 September 2020. The group are to reviewing the impacts of Covid-19 on education provision and attainment.

All scrutiny members should now have received a calendar invitation for the mid-year budget updates meetings scheduled for 1pm and 6pm on 22 September 2020.

21. DATE OF NEXT MEETING

To note that the next meeting of the Integrated Care and Wellbeing Scrutiny Panel will take place on 5 November 2020.

22. URGENT ITEMS

The Chair reported that there were no urgent items for consideration at this meeting.

CHAIR