

**Supplement 1** to the agenda**Health, Care and Wellbeing Scrutiny Committee**

Monday 29 July 2024, 2.00 pm

Conference Room 1 - Herefordshire Council, Plough Lane Offices, Hereford, HR4 0LE

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<b>Questioner:</b>	Phil Smart, Hereford
<b>Question:</b>	How can the committee do its scrutiny effectively when so many different sectors are all lumped together under one umbrella?
<b>Response:</b>	<p>Almost every aspect of the council’s work involves close partnership working, including our public health and social care duties. These often complex working arrangements are themselves a valid and necessary topic for scrutiny.</p> <p>The committee recognises the challenge this faces, and is producing a comprehensive programme of briefings and training in order to develop its understanding of the numerous organisations that deliver health and social care services. This matter will be a topic for discussion at the committee’s meeting on 29 July 2024.</p>





## **Title of Report: Proposed relocation of the general practice out of hours service in Hereford**

**Meeting:** Health, Care and Wellbeing Scrutiny Committee

**Meeting date:** 29 July 2024

**Report by:** The Statutory Scrutiny Officer

### **Classification**

Open

### **Decision type**

Non-key

### **Wards affected**

(All Wards);

### **Purpose**

This report provides the committee with details of the proposed relocation of the out of hours general practice service for Herefordshire. NHS Herefordshire and Worcestershire Integrated Care Board (ICB) have agreed to this relocation, subject to approval by Herefordshire Council's Health Care and Wellbeing Scrutiny Committee.

### **Recommendations**

- a) That the committee note the presentation.
- b) That the committee approve the proposals, or provide Taurus Healthcare with recommended actions to enable the committee to approve the proposals.

### **Alternative options**

None proposed.

## **Key considerations**

1. Herefordshire NHS Herefordshire and Worcestershire Integrated Care Board (ICB) commissions Taurus Healthcare to provide out of hours general practice services in Herefordshire. Taurus Healthcare have recently submitted and consulted on proposal to relocate its service to integrate with other urgent care community health services and its operational and infrastructure support teams. The service base will remain in central Hereford.
2. The Integrated Care Board have approved the relocation, subject to approval by Herefordshire Council's Health Care and Wellbeing Scrutiny Committee. The committee had intended to scrutinise this proposal in advance of the ICB decision, at the committee's planned meeting in May 2024. However the general election pre-election period prevented NHS participation in scrutiny.
3. Taurus Healthcare held an informal workshop with committee members on 3 June 2024, at which committee members were supportive of the proposed relocation. In order to be able to formally approve the proposal, the committee is required to do so at a formal meeting of the committee.
4. Taurus Healthcare will present the proposals to the committee, using the presentation attached as appendix 1.

## **Community impact**

5. In accordance with the adopted code of corporate governance, the council is committed to promoting a positive working culture that accepts, and encourages constructive challenge, and recognises that a culture and structure for scrutiny are key elements for accountable decision making, policy development and review. Topics selected for scrutiny should have regard to what matters to residents.

## **Environmental impact**

6. There are no direct environmental impacts connected with this report or the outcomes it seeks to deliver.

## **Equality duty**

7. There are no specific equalities impacts.
8. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:
9. A public authority must, in the exercise of its functions, have due regard to the need to –
  - a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

10. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services.

**Resource implications**

11. There are no resource implications arising from this report, however, fulfilling the recommendations and considerations outlined in the report may require investment from the council and wider partners.
12. Resource implications should be considered as part of the requested report to Cabinet on the executive response to the scrutiny recommendations.

**Legal implications**

13. The council is required to deliver a scrutiny function.
14. There are no specific legal implications arising from this report.

**Risk management**

Risk / opportunity	Mitigation
There is a reputational risk to the council if the scrutiny function does not operate effectively.	The arrangements for the notification of recommendations from the scrutiny committees and agreement of an Executive Response should help mitigate this risk.

**Consultees**

None

**Appendices**

Appendix 1: Presentation to the committee on the proposal to relocate the out of hours general practice service for Herefordshire.

**Background papers**

None







# Health, Care and Wellbeing Scrutiny Committee

Consideration of the proposed move of GP Out of Hours Service

29 July 2024

## Purpose of the scrutiny review:

- Review of the proposed relocation of the GP Out of Hours Service in Hereford
  - ❖ Any suggestions/feedback to mitigate barriers should the proposals be accepted

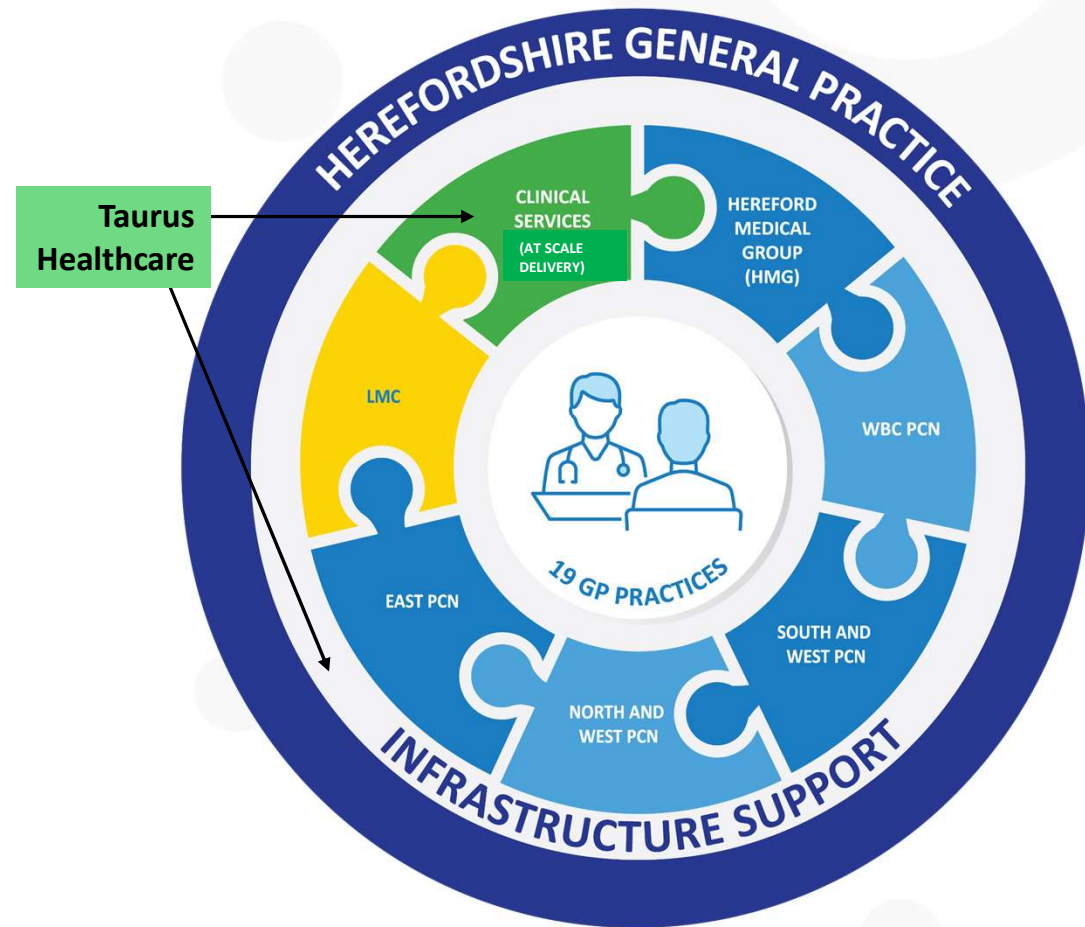
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# Who are Taurus Healthcare?

- Private Ltd company that operates as a not-for-profit organisation delivering NHS services
- All 19 Herefordshire practices are shareholders
- Any surplus is reinvested back into support Herefordshire General Practice and Herefordshire patients



Providing NHS services



Patients | People | Partnerships

# Drivers for change

- **Taurus Healthcare currently operates across three main sites:**
  - a. Berrows House, Hereford (Operational/corporate)
  - b. Station Medical Centre (Clinical/patient facing – Out of Hours, Extended Access hub)
  - c. Until January 2024 - Elgar House, Hereford:
    - a. Patient facing – Healthchecks, vaccinations – moved to Maylord Orchards (August 2024)
    - b. Community Integrated Response Hub (CIRH) (Wye Valley Trust staff) – Belmont
    - c. Primary Care Network development teams, business intelligence and other corporate functions – currently no allocated space (mix of home/touch down/hired facilities)
- Consolidating community health teams into one premises would deliver operational and financial efficiency to further improve patient care for Herefordshire residents.

# Proposal – Relocate GP Out of Hours service



- Taurus currently deliver GP Out of Hours service from rented accommodation at Station Medical Centre
- Proposal to relocate the service to integrate with other urgent care community health services (WVT) and the operational and infrastructure support teams
- 13 • No reduction in service or change of staff working in the service
- Enhanced access service (evening and weekend routine appointments) will remain at Station Medical Centre



# Urgent GP Out of Hours service

- The GP Out of Hours Service is an NHS urgent care service that helps patients from all around the county. The service is only available following referral by NHS 111. It operates when your usual GP practice is closed. This is not the same as the Enhanced Access service (also run by Taurus) that offers routine appointments in the evenings and weekend
- All on one system (EMIS) which enables your own GP practice to see any interaction with the Out of Hours or Extended Access service (evenings and weekend routine appointment) – this not the norm and a unique advantage of the quality of the service and end to end system in Herefordshire



# Proposed location - The Nelson Building

## The building:

- Approx 15,000 square ft set over two floors
- Allocated car parking to the rear
- Prime location close to two supermarkets (Aldi and Sainsburys)
- Walkable to the city centre (around 7 mins)
- Close to low-cost car parks (80p and £3 per day)

## Planned use of the building:

- Clinical facility (requires modifications) e.g. Healthchecks, vaccinations, social prescribing, GP consultations)
- Co-location with WVT community health team
- Training facilities for Herefordshire General Practice
- Office accommodation – all staff
- Available for use by wider General Practice





# Proposed Patient Entrance – Clinical Facility



Proposed Block Plan Scale 1:200



REVISION	DESCRIPTION	DATE	BY	CHECK
<p><b>HIGHBURY DESIGN</b> Chartered Architects Project Managers CDM Co-ordinators</p> <p>HIGHBURY HOUSE 11 HOLT ROAD STUDLEY WARWICKSHIRE B80 7NE Tel: Fax: (01527) 867092 Email: info@highburydesign.com</p> <p>CLIENT <b>Taurus Healthcare</b></p> <p>PROJECT <b>New Clinic &amp; Office, Nelson House, Whitecross Road, Hereford</b></p> <p>TITLE <b>Proposed Canopy and Landscaping</b></p>				
Date	Scale	Drawn	Drawing No	Rev
01.02.24	1:100	JS	4264_032	A
			Verified by	GP



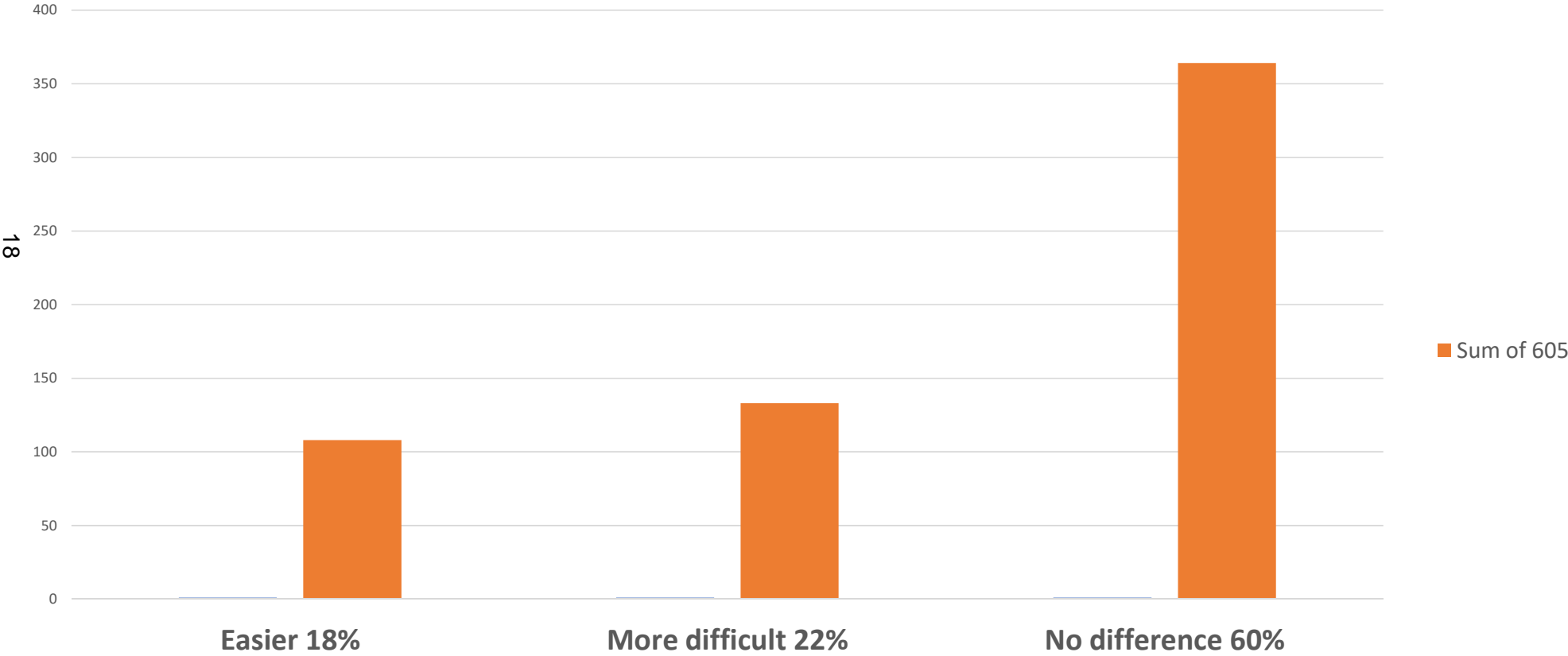
# Public Consultation - Approach

- Healthwatch led a 6-week public consultation (April 24)
- Engagement took place in a variety of forms to reach as many people as possible.
- Healthwatch produced video, explaining the current and proposed location, including where to access the proposed new building and the parking facilities.
- ↱ The details of the proposed changes and the online survey were promoted through social media channels. There was a wide geographical spread of responses across the county
- There were 8 focus groups that took place in the Leominster, Bromyard, Ross, Kington, Peterchurch and two in Hereford city (The Kindle & Hereford Library). The consultation was promoted at the Talk Wellbeing hub in Hereford city (Maylord Orchards) and dedicated sessions held at this location
- Healthwatch also offered to speak to public over email, telephone or face to face if the focus group times were not convenient



# Outcome of the Consultation

How do you think the proposed relocation of services would affect the accessibility & convenience of Out of Hours Urgent GP care for patients?



# Comments

**Transport** was the main theme, mentioning it 100 times. Comments about people who can't drive and are reliant on public transport or taxis which can be expensive.

A lot of the comments relate to challenges that people already face with transport to an out of hours service at the current location.



# Recommendations from the consultation

- **Specialised equipment for disabled users** - including hoists and appropriate weighing scales
- **Public transport** - investigate whether the route of the Zipper bus could be altered to stop off at the proposed new site, if the changes were to take place. Other bus & train services coming into Hereford from the rural areas should be examined to communicate effectively to the public how public transport can be used at the weekend when accessing this service.
- **Signage and directions to the building** - routes are designed from the more rural areas, which avoid some of the busier routes of the city, and communicated to the public so that they can plan how they would access the service should they need to.
- **Pharmacy options** for out of hours, overnight and at the weekend - communicate these well to the public using the service.
- **Lack of understanding about various health services** and how they are run, with confusion on which organisations run certain services - communication campaign to reach out to the public and inform them as much as possible
- **Parking arrangements** - recommended there is adequate disabled bays and parent & child bays
- **Safety** - good outside lighting all around the building.
- **Clear signage** outside of the building stating the name of the building

# Decision making – next steps

- Outcome of the consultation considered by the HGP Board and remain supportive of the proposal as the preferred option
- Compelling reasons operationally and economically to relocate the service
- 21 • Final decision will be made by the commissioners following feedback from Health, Care and Wellbeing Scrutiny Committee
- Feedback from the committee welcome







# Title of report: Work programme 2024/5

**Meeting: Health Care and Wellbeing Scrutiny Committee**

**Meeting date: 29 July 2024**

**Report by: Statutory Scrutiny Officer**

## Classification

Open

## Decision type

This is not an executive decision

## Wards affected

(All Wards)

## Purpose

To consider the draft work programme for the Health Care and Wellbeing Scrutiny Committee for the municipal year 2024/25.

## Recommendation(s)

**That:**

- a) The committee agree the draft work programme, which will be subject to periodical reviews, as the basis of their primary focus for the remainder of the municipal year.**

## Alternative options

1. The committee could decline to agree a work programme for its future committee meetings. This would likely result in unstructured and purposeless meetings.
2. The committee could also decline to determine who they would like to invite to participate in meetings, or which evidence they wish to receive in advance of the meeting. This would likely result in an inefficient use of their committee time.

## Key considerations

3. A fundamental part of good scrutiny is planning and agreeing a programme of work for the committee to undertake. A well-considered work programme:
  - a. identifies priorities for the committee's work that align with corporate and partnership priorities, as well as reflecting community concern;

- b. ensures that each identified topic has clear objectives that focus the committee's work;
  - c. creates a timetable for the committee's programme of work so that the committee carry out its work at the optimal time; and
  - d. provides officers and partners with requirements for evidence that will support the committee in providing evidence-based scrutiny.
4. Included in appendix 1 to this report are items within the council's forward plan of key decisions that are relevant to this committee. There is also a list of topics the committee may consider in the future, but has yet to develop sufficiently to include within the work programme.

### **Community impact**

5. Effective scrutiny enables the committee to reflect community concern, one of the four purposes of scrutiny as outlined by the Centre for Governance and Scrutiny.

### **Environmental impact**

6. This report contains no direct environmental impacts. However the work that the committee will undertake resulting from agreeing this work programme may have direct impacts. Reports arising from or supporting this work will outline their potential environmental impact.

### **Equality duty**

7. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. This report contains no direct equality impacts. However the reports and issues that the committee will consider may have direct impacts. Reports arising from or supporting this work will outline the any associated equality impacts for committee consideration.

### **Resource implications**

8. This report constitutes part of the typical function of this committee. Similarly, a programme of work undertaken by committee is an integral part of the council's 'business as usual'. There is no resource implication in setting or agreeing a work programme. However agreed topics in the work programme, in particular any requests for bespoke research or the involvement of outside experts or community groups, may incur resource costs. These will be contained in any reporting or planning of agreed topics within this work programme.

### **Legal implications**

9. The remit of the scrutiny committee is set out in part 3 section 4 of the constitution and the role of the scrutiny committee is set out in part 2 article 6 of the constitution.
10. The Local Government Act 2000 requires the council to deliver the scrutiny function.

### **Risk management**

11. There are no risks identified in the committee agreeing an effective and timely programme of work. However there is a risk to the council's reputation if committees fail to set a work programme, or set a programme of work that does not address local authority, partnership or community priorities.



## **Consultees**

12. In drafting this work programme, consideration has been given to:
  - a. The previous work of the Health Care and Wellbeing Scrutiny Committee;
  - b. Priorities suggested by members of the committee; and
  - c. Herefordshire Council officers
13. This work programme is subject to ongoing review, which may involve additional consultees.

## **Appendices**

Appendix 1 – Health Care and Wellbeing Scrutiny Committee draft work programme

## **Background papers**

None



29 July 2024, agenda publication 19 July 2024

Topic and Objectives	Evidence required	Attendees*
<p><b>Care Quality Commission Inspection of Wye Valley NHS Trust – The County Hospital</b></p> <ul style="list-style-type: none"> <li>Scrutinise the findings of the CQC inspection of the County Hospital, and the work undertaken to address concerns highlighted in the inspection report.</li> </ul>	<p>CQC Inspection report Committee background briefing</p>	<p>Wye Valley NHS Trust</p> <ul style="list-style-type: none"> <li>Managing Director</li> <li>Head of Nursing</li> </ul>
<p><b>Proposed relocation of the general practice out of hours service in Hereford</b></p> <ul style="list-style-type: none"> <li>Approve proposals to relocate the out of hours general practice service to a new location within Hereford city centre.</li> </ul>	<p>Presentation from Taurus Healthcare Results from consultation on proposals</p>	<ul style="list-style-type: none"> <li>Taurus Healthcare</li> </ul>
<p><b>Work programme</b></p> <ul style="list-style-type: none"> <li>Review work programme.</li> </ul>		<ul style="list-style-type: none"> <li>Statutory Scrutiny Officer</li> </ul>

3 October 2024, agenda publication 25 September 2024

Topic and Objectives	Evidence required	Attendees*
<p><b>Supported housing for working age adults with additional needs</b></p> <ul style="list-style-type: none"> <li>How do we forecast, commission and meet the housing needs of adults with a learning or with a severe and enduring mental health problem?</li> <li>How do we work with developers to provide the required housing?</li> </ul>		<ul style="list-style-type: none"> <li>Service Director – All Ages Commissioning</li> <li>Head of Housing</li> </ul>
<p><b>Supporting care leavers</b></p> <ul style="list-style-type: none"> <li>How do we identify and meet the housing and support needs of care leavers?</li> <li>How do we ensure that the council’s looked-after children leave its care with good life skills?</li> <li>Where needed, how does the council ensure a smooth transition from children’s to adults services?</li> </ul>		<ul style="list-style-type: none"> <li>Head of Service, Corporate Parenting</li> <li>Service Director – All Ages Commissioning</li> <li>Head of Community Commissioning</li> </ul>

<b>Work programme</b> <ul style="list-style-type: none"> <li>Review work programme</li> </ul>		<ul style="list-style-type: none"> <li>Statutory Scrutiny Officer</li> </ul>
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**25 November 2024**, agenda publication 15 November 2024

<b>Topic and Objectives</b>	<b>Evidence required</b>	<b>Attendees*</b>
<b>West Mercia Police “Most Appropriate Agency” policy</b> <ul style="list-style-type: none"> <li>Scrutinise the impact of the change in West Mercia policy regarding responses to welfare, mental health incidents and missing persons.</li> <li>Further scrutinise the delivery of the policy.</li> </ul>	West Mercia Police “Most Appropriate Agency” policy  Herefordshire Council policy	<ul style="list-style-type: none"> <li>West Mercia Police</li> <li>Service Director – Social Care Delivery</li> </ul>
<b>Work programme</b> <ul style="list-style-type: none"> <li>Review work programme.</li> </ul>		<ul style="list-style-type: none"> <li>Statutory Scrutiny Officer</li> </ul>

**27 January 2025**, agenda publication 17 January 2025

<b>Topic and Objectives</b>	<b>Evidence required</b>	<b>Attendees*</b>
<b>Health and Wellbeing Board</b> <ul style="list-style-type: none"> <li>To examine the objectives of the board and to scrutinise its work programme to deliver these objectives.</li> <li>To scrutinise delivery plans underpinning key objectives of the Health and Wellbeing Strategy.</li> <li>To measure progress in developing Herefordshire’s Joint Strategic Needs Assessment.</li> </ul>	Health and Wellbeing Board work programme	<ul style="list-style-type: none"> <li>Chair, Health and Wellbeing Board</li> </ul>
<b>Work programme</b> <ul style="list-style-type: none"> <li>Review work programme</li> </ul>		<ul style="list-style-type: none"> <li>Statutory Scrutiny Officer</li> </ul>

31 March 2025, agenda publication 21 March 2025

Topic and Objectives	Evidence required	Attendees*
<p><b>Dental services in Herefordshire</b></p> <ul style="list-style-type: none"> <li>• To identify the responsibilities of the local authority in respect of oral health; and the responsibilities of NHS England in respect of dentistry.</li> <li>• To examine Hereford’s oral health outcomes and the work being undertaken to improve the oral health of the local population.</li> <li>• To investigate the pressures and challenges faced by dental care services and the work being undertaken to improve access to dental care.</li> <li>• To examine the local population’s views and experiences of accessing and using NHS dental services</li> <li>• To identify potential recommendations to improve the oral health of Herefordshire’s population and access to dental care</li> </ul>		<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b>Work programme</b></p> <ul style="list-style-type: none"> <li>• Review work programme</li> </ul>		<ul style="list-style-type: none"> <li>• Statutory Scrutiny Officer</li> </ul>

\*The Corporate Director, Community Wellbeing and Cabinet Member Adults, Health and Wellbeing, both have a standing invitation to the meeting.

**Long list items**

- Technology Enabled Living
- Discharge to Assess, in partnership with Hoople Cares and Wye Valley NHS Trust
- The development of a Homeshare model in Herefordshire

### Herefordshire Council Forward Plan of Key Decisions – 19 July 2024

The following items relevant to the committee are listed in the council's forward plan of decisions due to be made by Cabinet.

Topic	Decision Date
<b>To re-commission the Integrated Community Equipment Service (ICES) in Herefordshire</b> To approve the re-commissioning of the county's Integrated Community Equipment Service (ICES), which supports residents to live safely and independently in their own homes and communities for longer	26 September 2024
<b>New Care Facility</b> To consider and agree the business case to invest in and develop the council's own care facility in Herefordshire to meet future demand	23 January 2025
<b>To re-commission the technology enabled care and call monitoring service in Herefordshire</b> To approve the re-commissioning of the county's technology enabled care and proactive / reactive call monitoring service, which supports residents to live safely and independently in their own homes and communities for longer	26 September 2024