

05 February 2020 at 12.00 pm

Conference Room, Argyle Road, Sevenoaks

Despatched: 28.01.20



Health Liaison Board

Membership:

Chairman, Cllr. Piper; Vice-Chairman, Cllr. Parkin
Cllrs. Dr. Canet, Perry Cole, G. Darrington, Foster, Harrison and Hunter

Agenda

There are no fire drills planned. If the fire alarm is activated, which is a continuous siren with a flashing red light, please leave the building immediately, following the fire exit signs.

	Pages	Contact
Apologies for Absence		
1. Minutes To agree the Minutes of the meeting of the Board held on 6 November 2019, as a correct record	(Pages 1 - 4)	
2. Declarations of Interest Any interests not already registered.		
3. Action from Previous Meeting (if any)		
4. Update on Patient Transport Services Tom Maidman, Manager of G4S Patient Transport Services in attendance to update Members	(Pages 5 - 6)	Hayley Brooks Tel: 01732 227272
5. Update on Local Care Plans Rachel Parris in attendance from the Clinical Commissioning Group (CCG) to update Members.	(Pages 7 - 14)	Hayley Brooks Tel: 01732 227272
6. Update on CCG District Nursing Services Rachel Parris in attendance from the Clinical Commissioning Group (CCG) to update Members on the Service.	(Pages 15 - 16)	Hayley Brooks Tel: 01732 227272
7. Update on NHS Urgent Care Services in Dartford, Gravesham & Swanley	(Pages 17 - 20)	Hayley Brooks Tel: 01732 227272

8. **Updates from Members**

9. **Workplan**

(Pages 21 - 22)

EXEMPT INFORMATION

At the time of preparing this agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public.

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

HEALTH LIAISON BOARD

Minutes of the meeting held on 6 November 2019 commencing at 9.00 am

Present: Cllr. Piper (Chairman)

Cllr. Parkin (Vice Chairman)

Cllrs. Dr. Canet, Perry Cole, Foster, Harrison, Hunter and Parkin

Apologies for absence were received from Cllrs. G. Darrington

Cllr. Griffiths was also present.

16. Minutes

Resolved: That the Minutes of the Health Liaison Board held on 4 September 2019 be approved and signed by the Chairman as a correct record.

17. Declarations of Interest

For reasons of transparency Cllr Parkin declared that she was a user of the G4S Transport Service.

18. Update From West Kent Clinical Commissioning Group

Members considered the report detailing the work undertaken by West Kent CCG to improve the health facilities in Edenbridge. The Chairman advised that unfortunately, the presenter from the CCG was also unable to attend the meeting to provide a further update.

The Head of Housing and Health advised Members that the Planning application had been submitted to the Council for the health facility in Edenbridge. The Health facility would encompass GP services, physiotherapy as well as other hospital services into one central hub. There would be no provision for overnight beds. Members discussed the Sevenoaks Hub and the list of services that were anticipated to be at the hub would be provided to Members.

Members discussed the positive way forward with the health hubs, particularly as cross referrals would be easier with more services being provided in one location, and expressed an interest in knowing further details regarding the hospital hubs across the district.

Resolved: that Members comments were noted.

19. Updates on hospital transport

The Chairman advised that the presenters from G4S and West Kent CCG were unable to attend to attend the meeting.

Members considered the report which set out that in 2016, all NHS Clinical Commissioning Groups (CCG's), the GP-led organisations who plan and deliver health services across Kent, commissioned a new contractor to provide non-emergency patient transport.

The contract for this service was awarded to G4S, who currently operated the service across Kent. The service provided non-emergency transport to residents who were unable to travel to and from a hospital or NHS appointment due to their health. Additional information detailing the eligibility criteria and other Community and voluntary transport schemes were [tabled](#).

Members discussed the eligibility criteria and shared their personal and wider experiences of the services. It was noted particularly by Members that users were expected to be ready two to three hours in advance, this could cause problems for those who had appointments at 9am, but in general hospitals were accommodating to move 9am appointments if it was known that hospital transport was being used.

Transport was of concern to the Senior Actions Forum, as many did not know what they were entitled to with hospital transport and in many rural locations there was a lack of public transport. It was shared by a Member that Go Coach were developing shared taxis' for transport to hospital with wheelchair access. This was initially being developed within the Sevenoaks Town. Voluntary transport groups were discussed that Members were aware of. There was one in West Kingsdown which was a community led scheme. It was only wheelchair accessible if the wheelchair could fit in the car separately. It was thought that there weren't any community schemes in Swanley due to a lack of volunteer drivers.

The Head of Housing and Health tabled a recently printed leaflet which detailed other voluntary transport groups that were available within the District. She advised that there was the Kent 4x4 voluntary group that could be called upon in times of bad weather.

Resolved: That the report and Members comments be noted.

20. Updates from Members

Members shared their experience of the NHS and the services provided. Concerns were raised at how the service was overstretched and some of the processes were long and confusing for many users. Other areas of concern, Members raised were appointment times and the retention of GPs and how this was affecting residents and NHS Dentistry Services. A list of these services would be provided to Members.

The Head of Housing and Health advised that a letter was being written to the Leader of Kent County Council regarding health in the district and some of the issues raised by Members could be included. Members were informed of the

Council's current support internship programme and it was proving to be successful.

21. Workplan

Members discussed the work plan. It was agreed that following discussions the following items would be included.

- Hospital Patient Transport with G4S in attendance
- Sevenoaks District Health Hubs including Sevenoaks Town and services for Swanley and
- District Nurses

THE MEETING WAS CONCLUDED AT 10.35 AM

CHAIRMAN

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UPDATE ON PATIENT TRANSPORT SERVICES

Health Liaison Board - 5 February 2020

Report of Chief Officer People and Places

Status For Information

Key Decision No

Executive Summary: This report provides Members with an overview of non-emergency patient transport services provided across Kent by G4S, for people whose health means they cannot get to or from their NHS appointments

This report supports the Key Aim of providing the right support at the right time, reducing health inequalities and improving health and wellbeing for all

Portfolio Holder Cllr. Robert Piper

Contact Officer Hayley Brooks Ext. 7272

Recommendation to Housing and Health Advisory Committee: That the information in the report be noted.

Introduction and Background

- 1 In 2016, all NHS Clinical Commissioning Groups (CCG's) commissioned a new contractor to provide non-emergency patient transport. The contract for this service was awarded to G4S, who currently operate this service across Kent.
- 2 The service provides non-emergency transport to residents who are unable to travel to and from a hospital or NHS appointment due to their health.
- 3 A confidential assessment is carried out with people requesting the service to check they are eligible to use the service, to ensure the service is provided to those with the greatest need. The eligibility criteria are set nationally.
- 4 G4S work closely with alternative transport services for those who are not eligible including local volunteer driver and transport schemes.

Patient Transport Services Presentation

- 5 Tom Maidman, Manager of G4S Patient Transport Services and James Ransom, Head of Surgical Elective Care at West Kent CCG and leads on the

UPDATE ON LOCAL CARE PLANS

Health Liaison Board - 5 February 2020

Report of Chief Officer People and Places

Status For Information

Key Decision No

Executive Summary: This report provides Members with an update on the work of West Kent and Dartford, Gravesham and Swanley (DGS) Clinical Commissioning Groups (CCGs) to deliver Local Care Plans across the District

This report supports the Key Aim of providing the right support at the right time, reducing health inequalities and improving health and wellbeing for all

Portfolio Holder Cllr. Robert Piper

Contact Officer Hayley Brooks Ext. 7272

Recommendation to Housing and Health Advisory Committee: That the information in the report be noted.

Introduction and Background

- 1 Local Care means better access to care and support in people's own communities where possible, rather than in a main hospital. In 2017, the NHS Next Steps on Five Year Forward View sets out the NHS' main national service priorities and practical action that will be taken. Local Care Plans aim to respond to this and include:
 - Support for GP practices to deliver quality care and services;
 - People with less severe conditions can access urgent care without attending A&E;
 - Improving prevention and care for patients' mental and physical health;
 - Better integration of GP, community health, mental health and hospital services;
 - More joined up working with home and community based services.
- 2 Both CCG's have been working with key local partners, across Sevenoaks District and the wider CCG area, to deliver Local Care Plans to meet the needs of local people. This work includes:

Agenda Item 5

- Considering the needs of our population, its projected growth and what workforce is needed to deliver services, alongside what is safe, cost effective and sustainable;
 - Working very closely with partners in the NHS, local councils and the voluntary sector
 - Design services around the needs of local people.
- 3 Some of the initiatives being developed to deliver local care include: multi-disciplinary teams (teams of professionals working together to provide people with complex needs with the best care); care navigation services; Local Health Hubs; rapid response and community/home based services.
- 4 Representatives from West Kent and DGS CCG's will update Members at the meeting on this work and the initiatives being implemented.

Key Implications

Financial

There are no financial implications for the Council associated to this report.

Legal Implications and Risk Assessment Statement.

There are no legal implications for the Council associated to this report.

Equality Assessment

No decision is required as part of this paper and therefore no perceived impact on end users.

Conclusions

For Members to note the work of West Kent and DGS Clinical Commissioning Groups to deliver Local Care Plans, presented by CCG representatives.

Appendices

Appendix A - 'Local Care in West Kent - How things are changing' leaflet

Background Papers

DGS CCG 'Improving Local Care':
<https://www.dartfordgraveshamswanleyccg.nhs.uk/project/improving-local-care/>

West Kent CCG Local Care Plan -
<https://www.westkentccg.nhs.uk/about-us/local-care-plan/>

Lesley Bowles

Chief Officer People and Places



Local care in West Kent

How things are changing

We aim to:

- ✓ Prevent ill health by helping people stay well
- ✓ Deliver excellent care, closer to home, by connecting the care from the NHS, social care, community and voluntary organisations
- ✓ Give local people the right support to look after themselves when diagnosed with a condition
- ✓ Intervene earlier before people need to go to hospital.

Local care means better access to care and support in people's own communities rather than in a main hospital.

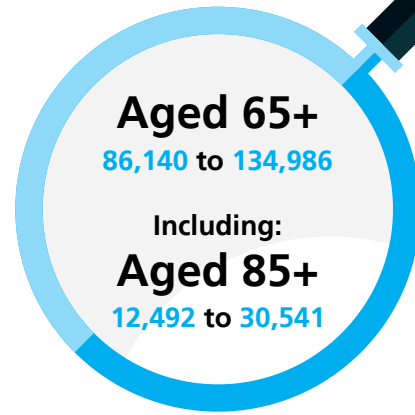
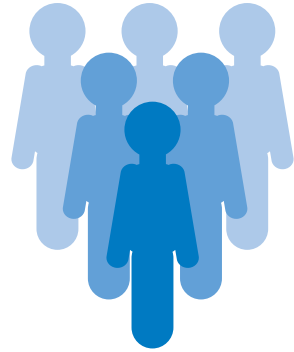
You say you want:



We expect the population in west Kent to grow by

85,500
(18 per cent)

between 2015 and 2035, with high increases in the number of people who are 65 and over.

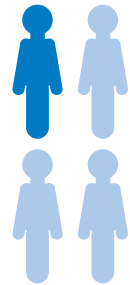


Life expectancy is **11.9 years less** for people living in the poorest areas than for those living in the most affluent areas.



Registered patient population **491,000** (1 January 2018).

One in four people will have a mental health problem at some point in their lives.



There are an estimated **14,300** people who are classed as 'high risk' and have multiple long term conditions and are frail.

National increase of **more than 15 per cent** in number of GP consultations.



In 2017/18 A&E attendances **increased by 3,443 (2.4 per cent)** at Maidstone and Tunbridge Wells Hospitals.



Family doctors are key to patient care. We are ensuring strong and resilient general practice is at the heart of local care and are supporting practices to:

- work differently through better use of technology
- co-operate, collaborate and combine
- improve access to GP services between 8am and 8pm Monday to Friday and weekends as needed.

We are ensuring a health and care team for each of our seven cluster areas, including GPs, nurses, therapists, mental health workers, social care and pharmacists. These teams will focus on doing everything possible to keep people with more complex needs well, supporting them at home and after a hospital stay.





We want to help people with complex needs like Dorothy by:

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Helping Dorothy to look after herself.



Organising her care better.



Helping her live safely at home.



Responding rapidly to her at home when she becomes unwell and needs support.



Making sure Dorothy can get home from hospital quickly and safely.



Joining-up the team looking after her.



Giving Dorothy, her GP and the people looking after her better access to expert advice and faster access to her test results in the community.



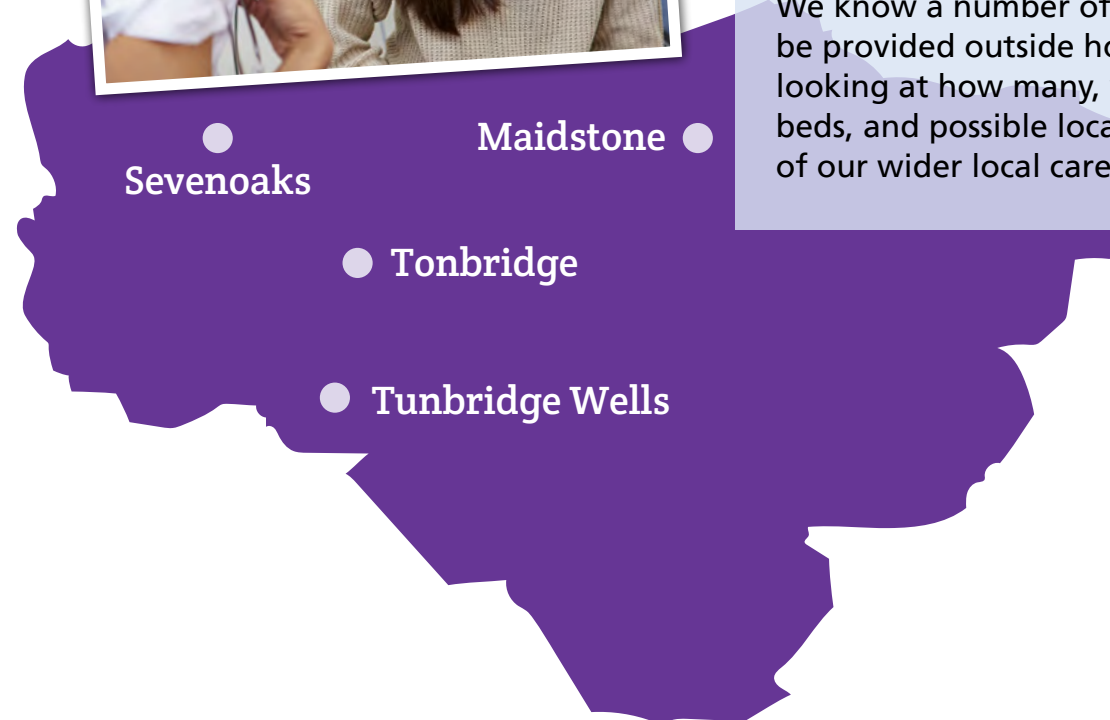
Having one number for her to call for help, advice or support.

Local care hubs and beds in the community



Some services need to be for a bigger area, and to be based together, in a hub. We are looking at which services these are, where they could be based, and how we can join up with other public sector or voluntary services to give people a wide range of support.

We know a number of beds need to be provided outside hospital. We are looking at how many, what sort of beds, and possible locations, as part of our wider local care model.



Agenda Item 5

We are:



Considering the needs of our population, its projected growth and what workforce is needed to deliver services, alongside what is safe, cost effective and sustainable.



Working very closely with our partners in the NHS, local government, and the voluntary sector



Looking to involve you, and hoping to hear your views. We will be coming out to talk to community groups between April and July 2018, and will be running roadshows in public places and at events. We will wrap this up with three big events for people to hear about the options and have their say.

If you'd like to be involved with this work, please email nelcsu.engagement@nhs.net or phone **03000 424348**. You can find out more at our website www.westkentccg.nhs.uk Or to receive regular updates and get involved in shaping local healthcare services join our Health Network by contacting the email and phone number above.

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UPDATE ON CCG DISTRICT NURSING SERVICES

Health Liaison Board - 5 February 2020

Report of Chief Officer People and Places

Status For Information

Key Decision No

Executive Summary: This report provides Members with an update on the current District Nursing Service operated by West Kent and Dartford, Gravesham and Swanley (DGS) Clinical Commissioning Groups (CCGs)

This report supports the Key Aim of providing the right support at the right time, reducing health inequalities and improving health and wellbeing for all

Portfolio Holder Cllr. Robert Piper

Contact Officer Hayley Brooks Ext. 7272

Recommendation to Housing and Health Advisory Committee: That the information in the report be noted.

Introduction and Background

- 1 Community nursing services, including District Nurses, have traditionally provided reactive nursing care for housebound residents. District nursing services play an important role in helping people to maintain their independence by supporting them to manage long-term conditions and treating acute illnesses.
- 2 In 2013, the Department of Health, NHS Commissioning Board and Queen's Nursing Institute set out a model for the future of district nursing. This stated there should be a focus on enabling a move from the acute to community settings and enhanced partnerships through multi-disciplinary teams (MDT's) to deliver services through joint patient assessments tailored to patient needs.
- 3 Community and district nurses now provide a wider range of services to meet the health and medical needs of people, providing vital support services to local people, often from their at home and in local communities. They work as part of integrated nursing teams linked to GP surgeries, alongside community and practice nurses within local multi-disciplinary teams.
- 4 A 2016 King's Fund report 'A quality framework for district nursing' set out nine characteristics for good quality care in district nursing, these were:

Agenda Item 6

- Caring for the whole person
- Continuity of care
- Personal manner of staff
- Scheduling and reliability of appointments
- Being available between appointments
- Valuing and involving carers and family members
- Nurses acting as co-ordinators and advocates
- Clinical competence and expertise
- Patient education and support for self-management

5 CCG representatives will attend the meeting to update Members on this service.

Key Implications

Financial

There are no financial implications for the Council associated to this report.

Legal Implications and Risk Assessment Statement.

There are no legal implications for the Council associated to this report.

Equality Assessment

No decision is required as part of this paper and therefore no perceived impact on end users.

Conclusions

For Members to note the details about the District Nursing Services for West Kent and DGS Clinical Commissioning Groups, presented by CCG representatives.

Appendices

None

Background Papers

<https://www.qni.org.uk/wp-content/uploads/2016/09/vision-district-nursing.pdf>

<https://www.kingsfund.org.uk/publications/quality-district-nursing/framework>

Lesley Bowles

Chief Officer People and Places

UPDATE ON NHS URGENT CARE SERVICES IN DARTFORD, GRAVESHAM & SWANLEY

Health Liaison Board - 5 February 2020

Report of Chief Officer People and Places

Status For Information

Key Decision No

Executive Summary: This report provides Members with an update on the decision made by Dartford, Gravesham and Swanley Clinical Commissioning Group (DGS CCG), at their extraordinary meeting on Thursday 16 January 2020, on the new location of the NHS urgent care services

This report supports the Key Aim of providing the right support at the right time, reducing health inequalities and improving health and wellbeing for all

Portfolio Holder Cllr. Robert Piper

Contact Officer Hayley Brooks, Ext. 7272

Recommendation to Health Liaison Board: That the information in the report be noted.

Introduction and Background

- 1 Dartford, Gravesham and Swanley Clinical Commissioning Group (DGS CCG) proposed important changes to urgent care services in the north of our District and held a 12 week public consultation between August and November 2019.
- 2 Two options for change were offered. They aim to meet the NHS requirement for all areas in England to have Urgent Treatment Centres offering the same NHS services in a timely manner.
- 3 The two options were:
 - a. To create an Urgent Treatment Centre at Gravesham Community Hospital by moving services from the current Fleet Health Campus in Northfleet to join the Minor Injuries Unit at Gravesham Community Hospital
 - b. To create an Urgent Treatment Centre at Darent Valley Hospital by moving services from the current Minor Injuries Unit at Gravesham Community Hospital and the Fleet Health Campus in Northfleet to Darent Valley Hospital.

Agenda Item 7

- 4 Responses from consultation questionnaires, feedback from key stakeholders, 30 community roadshows and three public listening events were analysed by an independent agency in December 2019. The CCG made the final decision on the new location for this service at their extraordinary meeting on Thursday 16 January 2020.
- 5 Members will receive an update on the final decision at the meeting from Cllr Perry Cole, who attended the CCG's extraordinary meeting and will report the findings to Members.

Key Implications

Financial

There are no financial implications for the Council associated with this report.

Legal Implications and Risk Assessment Statement.

There are no legal implications for the Council associated with this report.

Equality Assessment

No decision is required, therefore there is no perceived impact on end users.

Conclusions

Members will be updated on the decision made by Dartford, Gravesham and Swanley Clinical Commissioning Group on the location of NHS urgent care services for the north of this District.

Appendices

Appendix A - DGS CCG Press Release - CCG decides the location of future urgent care services (16 January 2020)

Background Papers

CCG publishes urgent care public consultation findings - <https://www.dartfordgraveshamswanleyccg.nhs.uk/2019/12/13/ccg-publishes-urgent-care-public-consultation-findings/>

Lesley Bowles

Chief Officer People and Places

DGS CCG Press Release - News

16 January 2020

CCG decides the location of future urgent care services

NHS Dartford Gravesham and Swanley Clinical Commissioning Group's (CCG) Governing Body has given the go ahead to develop two linked Urgent Treatment Centres (UTCs), one at Gravesham Community Hospital and one co-located with A&E at Darent Valley Hospital, as part of a networked urgent care services model.

The CCG received almost 16,500 responses to its public consultation carried out between August and November 2019. Key concerns raised by local people, regardless of the site option they preferred, were traffic and congestion to Darent Valley Hospital, public transport, parking and how far they might have to travel to get the urgent care they need.

Both UTCs will treat minor illnesses and minor injuries with the Urgent Treatment Centre at Darent Valley Hospital providing additional critical care by virtue of its co-location with the A&E department.

The walk-in services at the Whitehorse surgery will be relocated to Gravesham Community Hospital but the GP and other current services on the Fleet Health Campus will remain on site and unchanged.

It is expected that the two linked Urgent Treatment Centres will be in place by summer 2020 as part of the first phase towards fully networked sites providing "joined up", urgent care services for the people of Dartford, Gravesham and Swanley.

Dr Nigel Sewell, local GP and the CCG's Clinical Lead for Urgent Care said: "The Governing Body's decision is good news for local people and it is our ambition to implement the new Urgent Treatment Centres as quickly as possible. We look forward to working closely with our partners over the coming weeks to make sure there is a smooth transition of services from the Walk-in Centre and Minor Injuries Unit to the new Urgent Treatment Centre."

Ian Ayres, Managing Director, Medway, DGS and West Kent CCGs, said "The public consultation gave us greater understanding of the key issues affecting local people. We have listened to these well placed concerns and adjusted our arrangements for the new Urgent Treatment Centre to meet local needs of people in Dartford, Gravesham and Swanley."

The decision making business case that sets out the case for the networked urgent care services model and the analysis of the feedback received from the public consultation are available on the CCG's website at

<https://www.dartfordgraveshamswanleyccg.nhs.uk/get-involved/urgent-care-post-consultation/>

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Health Liaison Board Work Plan 2019/20 (as at 22/01/20)

5 February 2020	3 June 2020	9 September 2020	4 November 2020
Hospital Patient Transport with G4S in attendance Sevenoaks District Health Hubs including Sevenoaks Town and services for Swanley District Nurses Urgent Care Public Consultation	Sevenoaks Area Dementia Friendly Communities Form GP Finance		

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