

12 December 2017

Standing Overview Group – Health and Adult Care Scrutiny Committee
'Urgent care'

Present

Councillors Sara Randall Johnson (Chair), Hillary Ackland, Rufus Gilbert, Andrew Leadbetter, Sylvia Russell, Phil Twiss, Nick Way, and Carol Whitton

Camilla de Bernhardt Lane, Head of Scrutiny

Philip Bridge, Democratic Services and Scrutiny Support Officer

Tim Golby, Head of Adult Commissioning and Health at Devon County Council

Jo Turl, Deputy Chief Operating Officer at South Devon and Torbay Clinical Commissioning Group

Apologies

Councillors Brian Greenslade, Philip Sanders, Richard Scott, Jeffery Trail, Claire Wright

During discussion, reference was made to the following:

- The difference between urgent and emergency care
- Urgent care services in Devon
- The underlying reasons for repeat visits to urgent care services
- The importance of other services outside the NHS in providing urgent care (e.g. domiciliary care)
- National workforce recruitment problems across all health and care professions, including domiciliary care, and how this affects urgent care provision
- Possible solutions to these recruitment problems, such as using money from the Better Care Fund and promoting caring as an attractive career through the 'Proud to Care' Campaign
- The importance of mental health support in urgent care
- GP streaming in urgent care and how this improves the flow of patients into urgent care
- The importance of urgent care services working together as a system
- The performance of the urgent care system in Devon, including the area of Delayed Transfers of Care
- The importance of standardising services within urgent care

- Primary care as the ‘bedrock’ of urgent care, and the challenge of GP recruitment problems
- The Opportunities that exist to work with voluntary sector grassroots ‘community’ organisations in providing urgent care services

Summary of Actions	Who will action
1. Circulate data on repeat visits to ED within Devon	JT
2. Consider inviting Providers to future SOG meeting, possibly to coincide with Quality Accounts next spring.	PB
3. To ask if the recent letter from The Department of Communities and Local Government/the Department of Health to Devon County Council on the iBCF and progress towards meeting Delayed Transfers of Care targets could be circulated to members of the Committee	CdBL
4. Presentation data on urgent care could be revisited by Scrutiny at a later date	CdBL
5. The King’s Fund video to be circulated to Members to help them better understand how the NHS system works	PB

Next Meeting

The next Standing Overview Group meeting will take place at 10AM on 28 February 2018 with the theme of ‘Learning Disability’