

REPORT TO THE HEALTH OVERVIEW AND SCRUTINY PANEL

DATE OF MEETING: 21 JULY 2016

SUBJECT OF REPORT: DISCHARGE FROM HOSPITAL STAKEHOLDER INQUIRY DAY: INSIGHTS AND RECOMMENDATIONS ON “PROMOTING SAFE AND STREAMLINED DISCHARGE. WORKING TOGETHER IN NORTH SOMERSET”

TOWN OR PARISH: N/A

OFFICER/MEMBER PRESENTING: COUNCILLOR ROZ WILLIS, CHAIRMAN

KEY DECISION: NO

RECOMMENDATIONS

That the Panel:-

- (1) endorse the report (at appendix 1); and
- (2) establish a Panel working group to develop and test an action plan for consultation with relevant stakeholders, the partners and agencies in the health and care system used by North Somerset residents.

1. SUMMARY OF REPORT

1.1 On 31st March 2016 the Health Overview and Scrutiny Panel (HOSP), supported by the Centre for Public Scrutiny (CfPS) held an “Inquiry Day” bringing together strategic leaders and key local stakeholders in focussed discussions about how scrutiny can work with health and social care partners to identify ways to develop more effective hospital discharge outcomes.

1.2 This well-attended Inquiry Day sought to review the key issues and challenges by hearing from a range of stakeholders, break out into groups and discuss the key themes and propose solutions to the challenges; and to bring these findings together in plenary session.

1.3 The attached Inquiry Day report before the Panel today was drafted by CfPS consultant, Ann Reeder and outlines the rationale for and objectives of the event; summarises the presentations and group discussions; and sets out the conclusions and recommendations drawn from these discussions.

2. POLICY

The Department of Health, NHS England and Public Health England jointly funded the Centre for Public Scrutiny to provide a healthcare, social care and wellbeing support programme in 2015/16. As part of this, CfPS invited councils and their local partners to help shape national learning about the latest developments in planning and delivering healthcare, social care and public health services.

The project supported a small number of areas or partnerships to organise 'Inquiry Days' in early 2016, bringing together leaders from whole health and care systems to:

- Consider the current and future contribution of council scrutiny in assessing local approaches to public health issues and health and social care services
- Identify opportunities and barriers that help or hinder council scrutiny to influence public health issues and health and social care services
- Share learning with whole health and care systems to promote the proactive, valuable role of council scrutiny.

The HOSP was one of only three O&S committees across England that was accepted onto the national learning project, and chose to focus on hospital discharge, a highly topical issue for the authority and its residents.

3. DETAILS

3.1 The HOSP's decision to hold the event was primarily due to local interest in a particular problem, which had been picked up in a recent CQC inspection of Weston General Hospital, relating to patient flows (particularly of older patients) through the hospital. Following this inspection, a Multi-Agency Discharge Event took place at Weston Hospital in January 2016 (as part of the national Emergency Care Improvement Programme for the twenty eight different Trusts with weak or real problems around emergency care). The HOSP also was aware of a recent national Healthwatch report on hospital discharge and the local Healthwatch's report on discharge issues affecting vulnerable patients.

3.2 The HOSP Inquiry Day brought together councillors, strategic leaders, health and social care commissioners, providers and patient groups in order to have focused discussions on how to embed scrutiny into local actions to tackle North Somerset's immediate healthcare, social care and wellbeing challenges around hospital discharge. The overarching objective was to collectively agree with health and social care partners an action plan that would incorporate a set of outcome-based actions together with any agreed outcome measures and a commitment to engage with the Scrutiny Panel at an agreed point in the future to review outcomes.

3.3 Through opening presentations, the Inquiry Day heard from a range of stakeholders across North Somerset to share information with each other about the issues, particularly around delayed discharge, and to understand each other's challenges and proposed solutions.

The majority of time was spent in small group discussions focused on the key themes of:

- Health and social care integration
- Information about and access to support (including equalities issues)
- Pathways of care and discharge
- The patient experience (including equalities issues)*
- The interface between health services, social care, GP practices, housing and agencies

Discussions sought to address the challenges and propose solutions.

The concluding plenary discussion brought these findings together, and in concluding, the Chair indicated that the HOSP will draft a potential strategy and action plan with clear responsibilities for follow up to test with Inquiry Day participants and service users, in follow up to the event.

3.4 The report at appendix 1 sets out in more detail the objectives, outcomes and proposals of the Inquiry Day. It concludes that “the HOSP will test these proposals and draft an action plan for consultation with relevant stakeholders, the partners and agencies in the health and care system in North Somerset or that are used by North Somerset residents. The HOSP will then monitor progress”.

It is therefore proposed that the Panel establish a working group to work with key stakeholders on developing and testing an action plan for consideration by HOSP prior to wider consultation.

4. CONSULTATION

N/A

5. FINANCIAL IMPLICATIONS

N/A

6. RISK MANAGEMENT

N/A

7. EQUALITY IMPLICATIONS

N/A

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