

## CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Council Chamber, Priory House, Monks Walk, Shefford on Monday, 4 June 2018.

### PRESENT

Cllr P Hollick (Chairman)  
Cllr P Downing (Vice-Chairman)

Cllrs Mrs A Barker  
P A Duckett  
K Ferguson

Cllrs Mrs S A Goodchild  
G Perham

Apologies for Absence: Cllrs R D Berry  
Mrs D B Gurney

Members in Attendance: Cllrs E Ghent Executive Member for Assets and Housing Delivery  
Mrs C Hegley Executive Member for Adults, Social Care and Housing Operations (HRA)  
Ms C Maudlin Deputy Executive Member for Adults, Social Care, Housing Operations (HRA) and Volunteering  
B J Spurr Executive Member for Health and Chairman of the Health and Wellbeing Board  
Mrs T Stock Deputy Executive Member for Health

Officers in Attendance: Mr N Costin Head of Housing Service  
Mrs P Everitt Scrutiny Policy Adviser  
Mr S Mitchelmore Assistant Director, Adult Social Care  
Mrs J Ogley Director of Social Care, Health and Housing

Others in Attendance Mrs E Barter Chair West Mid Beds Locality, Bedfordshire Clinical Commissioning Group  
Mr D Carter Chief Executive, Luton and Dunstable University NHS Hospital Trust  
Mrs S Frisby Head of Communications, Bedfordshire Clinical Commissioning Group  
Mrs N Poulain Accountable Officer, Luton Clinical Commissioning Group  
Mr D Simpson Interim Chairman Central Bedfordshire

Mrs C Wood

Healthwatch  
Director of Commissioning, Bedfordshire  
Clinical Commissioning Group

SCHH/18/91. **Members' Interests**

None.

SCHH/18/92. **Chairman's Announcements and Communications**

None.

SCHH/18/93. **Petitions**

None.

SCHH/18/94. **Questions, Statements or Deputations**

None.

SCHH/18/95. **Executive Members' Update**

The Executive Member for Assets advised that land at Chase Farm, Arlesey had been sold and would be developed to provide a housing development to include affordable housing and extra care facility and much more. The proposed development at Houghton Regis Central had been put out to tender and in answer to a question regarding the Council's Development Company, The Exec Member advised progress was being made and the experience of other Councils with a development company had been sought.

In response to a question regarding health inequalities, the Executive Member for Health would provide a written response.

The Executive Member for Adult Social Care and Housing Delivery referred to pressures being experienced in the Contact Centre due to the high turnover of staff in this team. A new initiative to retain staff was planned.

SCHH/18/96. **Call-In**

None.

SCHH/18/97. **Requested Items**

None.

SCHH/18/98. **Phlebotomy Outpatient Services Proposals**

The Chief Executive Officer (CEO), Luton and Dunstable Hospital introduced a report that set out the proposals to move the Phlebotomy Service, Sexual Health and Dermatology Services from the Hospital to a new facility in Luton Arndale Centre. It was considered these services would function well off site

and gave the Hospital opportunity to reorganise the vacant space available to it. The Hospital had listened to complaints from patients about the lack of parking and long waiting times. At the new site, it was possible to book an appointment as well as provide a walk-in service. Members discussed the following in summary:-

- If there was an opportunity to extend current phlebotomy clinic times in order to accommodate residents that commute, the CEO advised he would look into the feasibility of this request.
- Concern that not all GPs provided a phlebotomy service and in turn this would cause some residents to travel to Luton from rural areas in Central Bedfordshire. In response, the Director of Commissioning, BCCG, advised the long-term vision was to see GPs providing phlebotomy service in a locality hub setting. In the interim, more surgeries were working together to provide a service locally.
- In response to residents' potential fear for personal safety in the Luton Arndale area, the CEO advised he would raise this concern with Luton Council and monitor the situation closely.

**RECOMMENDED** the Committee:-

1. Reminds health providers that the Scrutiny Committee has a role to play in the initial stage of any proposed changes to health services in their local area.
2. Understands the need to have a better environment to discharge the services and improve them.
3. Expects the provider, when making changes to the provision of services, to take full account of the needs of Central Bedfordshire residents, including transport concerns and increased journey times, especially for those living to the west and north west of Dunstable.
4. Suggests the need to monitor opening times for the phlebotomy service and consider earlier morning, late afternoon and early evening appointments.
5. While recognising the role of GP's in the health service, suggests that, either alone or in partnership, providing a phlebotomy service should be seen as an essential part of a primary health service

Requests an update for the 28 January 2019 meeting of the Scrutiny Committee.

#### SCHH/18/99. **Proposals for Urgent Care Provision in Bedfordshire**

The Director of Commissioning, BCCG, introduced a report that outlined the proposals for an Urgent Treatment Centre based on the Bedford Hospital South Wing site in line with NHS England's Five Year Forward View. The Service would be provided by a GP-led service and would be available 12 hours a day. Appointments would be available through the 111 service and a walk-in service would also be in operation with a maximum wait of 4 hours.

Modifications to the urgent care model would affect current services at the Putnoe Walk-in Centre which was under review pending a public consultation, the contract for which ended in September 2018.

Members welcomed the proposals and the additional facilities that would help care for residents in the West Mid Beds area and reduce numbers attending A&E. However, it was paramount that services be communicated to residents, including extended hours, extended access and services available at Hubs. In response the Locality Chairman and Communications Manager BCCG, advised an education campaign was planned for residents and GPs would provide guidance via their websites, through leaflet material and other methods available at surgeries. Healthwatch would promote the new services through its usual advisory channels.

**RECOMMENDED** The Committee: -

1. Looks forward to seeing a successful urgent treatment centre on the Bedford Hospital site which will be accessible by Central Bedfordshire residents.
2. Looks to see a successful urgent treatment centre integrated with the local urgent care service.
3. Expects an assurance that the new patient pathways, as well as the current NHS 111 service, are clearly communicated to the public, GPs and other stakeholders.
4. Requests an update for the Scrutiny meeting on 26 November 2018.

#### SCHH/18/100. **Temporary Accommodation Placement Policy**

The Head of Housing Solutions introduced the Temporary Accommodation Placement Policy and a presentation that highlighted the key principles. The outcomes from the consultation policy had informed the work of officers and provided the ability to respond to people in challenging and sometimes distressing circumstances in a consistent way. The Policy would also help to prioritise need when families with children, and vulnerable people, presented themselves. The policy would help provide the means to understand demand, investigate trends and prevent the need for temporary accommodation in some cases.

The need for a suitable supply of temporary housing was recognised and was fully supported. The focus on prevention since April 2018 had shown a positive impact and the number of placements required had gone down.

The new Temporary Accommodation Placement Policy was unanimously supported by the Committee.

**RECOMMENDED** the Committee: -

1. Welcomes the clarity of the draft policy while recognising the onus and pressures now placed on local authorities.
2. Welcomes the overall support from the consultation exercise.

Sees that in offering transitional accommodation, it accepts the factors to consider at paragraph 11, while emphasising the need to consider families with young children and persons with particular health needs.

**SCHH/18/101. Work Programme 2018/19 and Executive Forward Plan**

The Committee considered the current work programme and Executive Forward Plan. The work programme was agreed subject to the addition of the following items: -

- Citizens Advice Bureau Presentation about the services they deliver for Central Bedfordshire residents 17 September 2018
- To receive a paper regarding Dementia for 17 September
- Update regarding the Urgent Treatment Centre provision, 26 November 2018
- Update regarding the Phlebotomy Service at Arndale House, Luton – 28 January 2019.

Meeting closed 12.20 pm

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.25 p.m.)

Chairman.....

Dated.....