

Meeting	Health Overview and Scrutiny Committee
Date	11 December 2012
Subject	Reports of Barnet LINK
Report of	Scrutiny Office
Summary	The attached appendices set out reports by Barnet LINK relating to reviews of GP services in the Borough and services provided at Elysian House.

Officer Contributors	John Murphy, Overview and Scrutiny Office
Status (public or exempt)	Public
Wards Affected	All
Key Decision	No
Reason for urgency / exemption from call-in	N/A
Function of	Health Overview and Scrutiny Committee
Enclosures	Appendix A: Barnet LINK Research Report on Patient Access to Appointments and Use of Telephone Systems in GP Practices Appendix B (i): Barnet LINK Enter & View Report – Elysian House Appendix B (ii): Barnet LINK Enter & View Report – Elysian House – Activities Schedule Appendix B (iii): Elysian House Response
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1. RECOMMENDATIONS

- 1.1 That the Committee note the information provided and make comment and recommendations as appropriate.

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Health Overview and Scrutiny Committee, 12th September 2012 (Decision item 7) – Any Other Items

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Overview and Scrutiny Committees/Sub-Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three priority outcomes set out in the 2012/13 Corporate Plan are: –
- Better services with less money
 - Sharing opportunities, sharing responsibilities
 - A successful London suburb
- 3.3 The work of the Health Overview and Scrutiny Committee supports the Corporate Plan 2012/13 objective of supporting residents to live healthy and independent lives through its role as a "critical Friend" reviewing the provision of health and social care services by the council and health partners as they seek to deliver the Health and Well-being Strategy, promoting prevention and the integrated commissioning of services.

4. RISK MANAGEMENT ISSUES

- 4.1 None in the context of this report.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Equality and diversity issues are a mandatory consideration in decision-making in the council pursuant to the Equality Act 2010. This means the council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review. Health partners as relevant public bodies must similarly discharge their duties under the Equality Act 2010 and consideration of equalities issues should therefore form part of their reports.
- 5.2 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
 - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 Financial implications are contained within the £95,000 LINKS budget within the Chief Executives Service

7. LEGAL ISSUES

- 7.1 The Health and Social Care Act 2012, Part 5, Chapter Two makes amendments to the NHS Act 2006. It includes an amendment concerning the power to make regulations on review and scrutiny of health by local authority overview and scrutiny committees. The amendments enable those regulations to authorize the local authority to arrange for an overview and scrutiny committee to discharge its health scrutiny functions. The health scrutiny functions may involve making reports and recommendations to relevant NHS bodies or relevant health service provider, Secretary of State or the regulator.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution.

- 8.2 The Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution). The Health Overview and Scrutiny Committee has within its terms of reference responsibility:

- (i) To perform the overview and scrutiny role in relation to health issues which impact upon the residents of the London Borough of Barnet and the functions services and activities of the National Health Service (NHS) and NHS bodies located within the London Borough of Barnet and in other areas.
- (ii) To make reports and recommendations to the Executive and/or other relevant authorities on health issues which affect or may affect the borough and its residents.
- (iii) To invite executive officers and other relevant personnel of the Barnet Primary Care Trust, Barnet GP Commissioning Consortium, Barnet Health and Wellbeing Board and/or other health bodies to attend meetings of the Overview and Scrutiny Committee as appropriate.

9. BACKGROUND INFORMATION

- 9.1 Local Involvement Networks (LINKs) for Health and Social Care were established as a statutory requirement under the Local Government and Public Health Act 2007. They are networks of local people who are able to influence local health and care services, including having limited powers of inspection. LINKs are intended to be means of providing a channel through which local communities' views on health and social care services can be heard by local authorities and health partners.

9.2 From April 2013, LINKs will be replaced by Local Healthwatch, a network of local bodies coordinated at national level by HealthWatch England. The Care Quality Commission (CQC) will have an overarching responsibility for the activities of HealthWatch.

9.3 **GP Access Report**

The report attached at appendix A sets out the findings of research undertaken by Barnet LINK in response to issues raised by members of the local Barnet community in relation to accessing GP services.

9.4 The report focuses on findings in relation to two points of public concern:

1. difficulty with advanced booking of appointments
2. lack of access to appointments

A third point, patient satisfaction with the telephone system, was also included in the research as the LINK report the use of telephones by residents as the most common method of contacting GPs.

9.5 The issue of patient access to GPs forms part of Outcome Standards for GPs being developed by the NHS including the service user satisfaction performance measurement of “getting to see your GP”. This measure makes reference to patients being able to make convenient appointments with a doctor of their choice within reasonable timescales so that their health needs are met.

9.6 **Elysian House Enter & View Report**

LINKs can send volunteers to visit certain health and adult social care services to observe how they are run and provide an opportunity for communities to contribute to service improvements. These visits and subsequent reports are referred to as “enter and view” visits/reports.

9.7 Barnet LINK undertook an Enter & View visit to Elysian House in August 2012 following concerns raised by relatives of residents in relation to patient transfers and proposals for site redevelopment. The attached report by Barnet LINK sets out the findings of their visit and the subsequent response from Elysian House.

10. LIST OF BACKGROUND PAPERS

10.1 None.

Cleared by Finance (Officer's initials)	MC
Cleared by Legal (Officer's initials)	HP