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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 22ND APRIL 2024, AT 6.00 P.M.

PARKSIDE SUITE - PARKSIDE

Supplementary Papers 2

The attached papers were specified as "to follow" on the Agenda previously distributed relating to the above mentioned meeting.

4. **Worcestershire Health Overview and Scrutiny Committee - Update**
(Pages 3 - 6)

S. Hanley
Chief Executive

Parkside
Market Street
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18th April 2024

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Worcestershire Health Overview and Scrutiny Committee 15th March 2024

Update on Outcomes of Care Quality Commission (CQC) Inspection of Herefordshire and Worcestershire Health and Care NHS Trust (Including Hill Crest Mental Health Ward).

CQC did an unannounced inspection on 21st and 22nd July 2023 and an action plan was issued to address the concerns raised. A further inspection was carried in January 2024 and the Trust was given an overall rating of “requires improvement”.

The overall trust quality rating was as follows:

Are services safe?	Requires improvement.
Are services effective?	Requires improvement.
Are services caring?	Good
Are services responsive?	Good
Are services well-led?	Requires improvement.

What did the trust do?

- Appointed an Improvement director to lead the development and implementation of an improvement plan.
- Trust has developed and commenced delivery of 2 key plans:
 1. Overall, Trust improvement Plan Covering
 - a. Culture and Equality Diversity and Inclusion
 - b. Systems, process, and structures
 - c. Regulatory and accreditation
 - d. Communication and planning
 - e. Risk management.
 - f. Corporate and administrative services
 2. A focussed plan covering.
 - a. The CQC must dos at both organisational and service level
 - b. The CQC should dos at service level (organisational level captured within the overall improvement plan)

Hill Crest Ward (Mental Health Ward in Redditch) – 18-bed unit

The concerns of CQC were:

- Poor patient experience in relation to insufficient staff
- High use of temporary staff and poor quality of care delivered by some temporary staff.
- Lack of proactivity in dealing with sexual safety incidents
- Lack of therapeutic activity for patients

Lot of actions have been taken and when they gave the report the status was as follows:

- Quality concerns much diminished
- No human resource issues.
- 7 complaints since September 2023
- Patient activity programme established.
- Good feedback from staff
- Positive report from Onside advocacy service
- Top performing ward on “Quality audit” – record keeping.

Agenda Item 4

- Staffing levels continue to be a challenge but mitigated through blocked booked agency arrangements.

The Trust's assessment of the current service at Hill Crest is that it is sustainable at an acceptable level of quality because of mitigation in place. The ward remains a poor design for acute provision and remains isolated.

Acute Dermatology Service Provision

- During 2022/23 the Dermatology service saw more than 13,000 appointments for patients with severe inflammatory skin disorders and skin cancer (new and follow-up)
- A series of resignations and retirements by the Consultants and the Trust's difficulty in recruiting permanent staff, had a serious adverse impact on the dermatology services.
- Led to longer waiting times and challenges in maintaining services.
- The Trust has several interim arrangements in place, to provide a more stable service moving forward.
- A contract with private sector provider – Health Harmonie has eased the situation.
- Waiting lists are validated by the Trust's Nurse Consultant with medical oversight of a locum consultant dermatologist.
- Waiting times are improving.
- Trust is working for digital/remote, and AI supported working to further improve the services.

Cllr Bakul Kumar
15th March 2024

Worcestershire Health Overview and Scrutiny Committee 16th April 2024

There were two subjects on the agenda.

1. Cancer Pathway
2. Routine Immunisation

Cancer Pathway

1. Detection rate for cancer in Worcestershire was 60% as compared to the England average of 54.1%.
2. Around 38% cases of cancer are preventable and the things people can do reduce the risk of developing cancer is by not smoking, maintaining healthy weight and reducing alcohol intake and being more active.
3. Various agencies are working to improve uptake in cervical and bowel screening programmes.
4. Optimising the use of Faecal Immunochemical Test (FIT) in primary care to identify patients at risk of having colorectal cancer.
5. Commissioning of JOY app to link people with local cancer prevention services.
6. EARLIER DIAGNOSIS – Roll out of non-specific symptoms across the county to provide access to rapid clinical assessment and diagnostics for patients with a range of vague symptoms associated with potential cancer.
7. Targeted lung health checks.
8. Roll out tele-dermatology for assessment of suspicious skin lesions.

Screening

Cancer screening programme for women (aged 25-64 years) – 77.6% (national 74.4%)

Bowel cancer screening – age 54-70 years – 74.9% (national 72%)

Breast screening – 50 to 71 years – 70.3% (national 66.2%)

Concerns

- Challenges in dermatology services due to resignation and retirement having an impact on waiting times
- Urology services are under strain and business case has been approved for newer appointments.

Routine Immunisation

1. Evidence suggests that the level of confidence is high in Worcestershire, although the tendency in the country shows a downward trend.

Vaccine hesitancy refers to those who delay or refuse immunisation despite good vaccination services. There are certain groups who are at risk of lower uptake who include some ethnicities, homeless individuals, those with physical disabilities.

2. Cases of Measles went high during January 23 to December 23 in the UK, mostly in London and West Midlands. We didn't have any cases.

3. MMR Vaccine uptake in the country is going down (83%) but Worcestershire has the highest uptake at 90%.

4. MMR pop-up clinics were set up in Malvern, Evesham, Redditch, Kidderminster and Wythall.

Cllr Bakul Kumar
17th April 2024