

ROYAL BOROUGH OF GREENWICH

HEALTHIER COMMUNITIES AND ADULT SOCIAL CARE SCRUTINY PANEL

THURSDAY 22ND SEPTEMBER 2022 AT 6:30 PM

MINUTES

PRESENT:

Members:

Councillor Rachel Taggart-Ryan(Chair), Councillors Majid Rahman, Sarah-Jane Merrill, Christine St. Matthew-Daniel.

Officers:

Director of Public Health and Wellbeing, Deputy Corporate Governance Manager.

Others in attendance:

Councillor John Fahy, Ben Travis (CEO, Lewisham Greenwich NHS Trust), Iain Dimond (Chief Operating Officer, Oxleas), Russell Cartwright (Assistant Director of Communication & Engagement), Kelly Lewis-Towler (Director of Operations – Acute & Emergency Medicine), Joy Beishon (CEO – Healthwatch Greenwich), Neil Kenneth-Brown (Chief Operating Officer, Greenwich, SEL ICS)

The Chair welcomed members and proceeded to the agenda items.

Item No.

I Apologies for Absence.

Apologies received Cllr Sandra Bauer, Cllr Sammy Backon and Cllr John Hills.

2 Urgent Business.

There was no urgent business.

3 Declaration of Interest.

Resolved -

That the list of Councillors' memberships as Council appointed representatives on outside bodies, joint committees and school governing bodies be noted.

4 Minutes

Resolved -

That the Minutes of the meeting of the Panel held on 7th July 2022 be agreed and signed as a true and accurate record.

5 Lewisham and Greenwich NHS Trust.

The CEO - Lewisham Greenwich NHS Trust and the Director of Operations – Acute & Emergency Medicine took the Panel through a presentation. The presentation covered:

- February 2022 Care Quality Commission (CQC) inspection
- CQC recommendations
- Pressures on Emergency Pathways
- Ambulance handover delays
- Winter Challenges
- Workforce Update

Responding to a question about the pressures on the emergency department and the usefulness of an onsite GP. The Director of Operations – Acute & Emergency Medicine stated that they receive about 600 patients a day. She stated that the patients are classified as either Type 1 or Type 3 for the purpose signposting. Type 1 being very unwell and Type 3 being Urgent Care. She stated the onsite Greenwich Health GP has improved relations, understanding, signposting and access with the biggest impact being on Type 3

patients. The Director of Operations – Acute & Emergency Medicine stated that the onsite GP is a pilot but hopes it continues into winter.

Responding to a question about community engagement, the CEO - Lewisham Greenwich NHS Trust stated that there are listening events and advice lines. He explained that big conversations with the public historically fall under the remit of the Integrated Care Systems (ICS).

Responding to a question about the Care Quality Commission (CQC) report, the CEO - Lewisham Greenwich NHS Trust stated that they have historically struggled in two main areas namely around how they look after mental health patients coming through the acute mental health pathways and compliance with some policies and procedures around medication storage and management. He stated that if an inspection was to happen with their current challenges, he would not be 100 percent confident that everything will be as the CQC expects however they could point to significant improvements like making sure people understand things like rapid tranquilization policies and having a ligature-free room in the department.

Responding to a question about whether there have been delays due to outsourced services, the CEO - Lewisham Greenwich NHS Trust stated that there had not been any delays due to outsourced services. He stated that catering, patient transport and cleaning were among the services that had been outsourced.

Responding to a question about the Queen Elizabeth Hospital's lease, the CEO - Lewisham Greenwich NHS Trust stated that the hospital is under a Private Finance Initiative (PFI) and that the contract has a break clause in 2030. He stated that they are engaged in conversations with the Department of Health and have a program set up to look at all the aspects of the contract and whether they can make a strong case to terminate the contract in 2030.

Responding to a question about staffing, the CEO - Lewisham Greenwich NHS Trust stated that they secured the London Living Wage accreditation in August 2022. He stated that 120 staff had retired in the last 6 months however they employed about 150 from the Prince's Trust.

Responding to a question about the lack of beds, the CEO - Lewisham Greenwich NHS Trust stated that they have plans to expand their bed capacity. He stated that they need about 80 beds to run the service more efficiently. He stated that there was an opportunity to build on wards 22 and

23 which would allow them to move the critical care unit there converting the critical unit space into a medical ward with about 25 beds. He added that they were looking at converting an admin space and a medical records room into ward extensions which would give about 12 beds and 30 bed respectively.

The Panel

Resolved –

That the Lewisham and Greenwich NHS Trust report be noted.

6 Eltham Community Hospital

The Chief Operating Officer of Greenwich SEL ICS took the Panel through a presentation. The presentation covered:

- Background of the Eltham Community Hospital
- Proposal of the Community Diagnostic Centre
- Home First Initiative
- Communication and Engagement Activities

Responding to a question about underused beds at the Eltham Community Hospital despite the pressures at Queen Elizabeth Hospital, the Chief Operating Officer of Greenwich SEL ICS stated that the Eltham Community Hospital is nurse-led, with therapists and sometimes visiting medical input during the week but not on weekends. He added that it is different if the person must be medically optimised to be in the facility than from someone who is in on the Queen Elizabeth site. He explained that beds are a challenge, however it is about having the right kind of bed in the right setting.

Responding to a question about the social care budget, the Chief Operating Officer of Oxleas stated that the social care budget will go up as more people opt to go home. The Chief Operating Officer of Greenwich SEL ICS added that through the Better Fund they have put in £40 million worth of support, £3 million of discharge support and a further £500,000 in winter funding.

Responding to a question about the consultation and engagement, the Assistant Director of Communication & Engagement stated that surveys were sent to recent patients of intermediate care beds and advertised with patient participation groups. He stated that there was the need to work with

community groups to make sure that people understood what was in the diagnostic centre and how they could access it. The Chief Operating Officer of Oxleas stated that the community hospital was created based on assumptions around what was needed at that time and that the context of that community offer has changed over time. He stated that it is not that intermediate beds are no longer needed but rather they are not needed to the scale that they were previously.

The CEO – Healthwatch Greenwich stated the community engagement on the proposal had been limited partly because of the timeframe and that more can be done on community engagement. She stated that some of the questions were leading and advised that the statistics coming out of that be looked at with caution.

Responding to a question about support given to carers, the Chief Operating Officer of Greenwich SEL ICS stated that there is a new Carers Strategy which will be launched on 6th October 2022. He stated that a major challenge for carers is their own health which sometime can cause a significant knock-on impact. He emphasised the importance of given support to carers and the need to design a model which takes into consideration the needs of the different communities. He stated that community and voluntary groups also provide support.

Responding to a question about who will be running the diagnostic service, the Chief Operating Officer of Greenwich SEL ICS stated that it will be run by the Lewisham and Greenwich Trust however there will be maintenance contracts for some equipment.

The Panel

Resolved –

That the Eltham Community Hospital report be noted and agreed on further scrutiny at a future meeting.

7 **Commissioning of Future Reports**

The Panel agreed on the work items that were scheduled to be presented to the meeting of the Healthier Communities and Adult Social Care Scrutiny Panel taking place on 3rd November 2022.

The meeting closed at 8:40 pm.

Chair