

**INNER NORTH EAST LONDON JOINT HEALTH OVERVIEW AND
SCRUTINY COMMITTEE (INEL JHOSC)**

**Meeting held on 13th February 2019
In Council Chamber, Old Town Hall, Broadway, Stratford, LONDON E15 4**

Present: London Borough of Hackney
Councillor Ben Hayhurst (vice-Chair)
Councillor Patrick Spence
Councillor Yvonne Maxwell

London Borough of Newham
Councillor Anthony McAlmont
Councillor Winston Vaughan (Chair)

London Borough of Tower Hamlets
Councillor Kahar Chowdhury

The meeting commenced at 7.15 p.m. and closed at 8.30 p.m.

1. WELCOME AND INTRODUCTIONS

Robert Brown, Senior Scrutiny Policy Officer welcomed everyone to the INEL JHOSC meeting and invited attendees to introduce themselves.

Robert Brown welcomed London Borough of Waltham Forest Councillors Saima Mahmud and Richard Sweden to the meeting as Observers.

2. APOLOGIES FOR ABSENCE

Apologies for Absence were received from:

City of London Corporation
Common Councilman Christopher Boden

London Borough of Newham
Dr Rohit DasGupta

London Borough of Tower Hamlets
Councillor Eve McQuillan

Apologies were also received from Alan Steward (East London Health and Care Partnership) who was due to be present as a witness, however was unable to attend due to personal circumstances. Selina Douglas (MD, WEL CCGs) and David Maher (MD, City & Hackney CCG) stood as witnesses in his place.

3. ELECTION OF CHAIR

Robert Brown explained the process for electing a new Chair of INEL JHOSC and invited Members to propose, second, then vote on a new Chair.

Cllr Ben Hayhurst proposed Cllr Winston Vaughan; seconded by Cllr Kahar Chowdhury (London Borough of Tower Hamlets).

This was voted on and unanimously agreed.

Robert Brown passed proceedings over to Cllr Winston Vaughan.

4. ELECTION OF VICE-CHAIR

The Chair explained the process for electing a new vice-Chair of INEL JHOSC, along with a new second vice-Chair and invited Members to propose, second, then vote on new vice-Chairs.

Cllr Kahar Chowdhury (London Borough of Tower Hamlets) proposed Cllr Ben Hayhurst (London Borough of Hackney); seconded by Cllr Patrick Spence (London Borough of Hackney).

This was voted on and unanimously approved.

The Chair then invited nominations for the second vice-Chair.

Cllr Kahar Chowdhury (London Borough of Tower Hamlets) proposed Cllr Eve McQuillan (London Borough of Tower Hamlets); seconded by Cllr Yvonne Maxwell (London Borough of Hackney).

This was voted on and unanimously approved.

RESOLVED: That the following were duly elected:

Chair: Councillor Winston Vaughan (London Borough of Newham)
Vice-Chair: Councillor Ben Hayhurst (London Borough of Hackney)
Vice-Chair: Councillor Eve McQuillan (London Borough of Tower Hamlets)

5. DECLARATIONS OF INTEREST REGISTER

Cllr Yvonne Maxwell (London Borough of Hackney) declared that she is a Trustee of Homerton University Hospital NHS Foundation Trust.

No additional declarations were made.

6. MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting were dated November 2017 and as such, the Chair highlighted that many of those present were now not members of INEL JHOSC.

The Chair asked if Cllrs Maxwell, Hayhurst and Susan Masters (who was in attendance as an observer) could approve the minutes of the last meeting as an accurate record of the meeting; they were approved as a true and correct record of the previous meeting.

At this point the Chair asked if the Agenda could be altered to accommodate Selina Douglas, Managing Director, WEL CCGs who is attending following a Board Meeting and would be arriving after 1930hrs; this was agreed.

7. INEL JHOSC TERMS OF REFERENCE

The Committee asked that the following be changed:

QUORUM

- Point 19: The quorum for meetings will be “1 Councillor from 3 of the 4 Boroughs”.

The Committee agreed to approve the updated Terms of Reference with the additional following amendments previously submitted having been amended:

QUORUM

- If a quorum is not reached 30 minutes after the time appointed for the start of the meeting, the meeting will stand adjourned.
- During any meeting, if the Chair counts the number of members present and declares there is not a quorum present, then the meeting will adjourn immediately.
- Remaining business will be considered at a time and date fixed by the Chair. If he/she does not fix a new date, then the remaining business will be considered at the next meeting.

RESPONSE TO QUESTIONS

- If a sufficient response cannot be provided at the meeting to resolve a matter then the Questions will be directed to the appropriate Director.

8. INEL JHOSC PROTOCOLS

The Committee agreed to approve the INEL JHOSC Protocols with the acknowledgement that this would be a working document and up for review at a future meeting to look at the effectiveness of the protocols.

The Committee acknowledged that the document is a working document and would subsequently be changed as and when required.

9. NHS LONG TERM PLAN

David Maher (Managing Director, City & Hackney CCG) and Selina Douglas (Managing Director, WEL CCGs) introduced themselves and explained that

as the NHS Long Term Plan is scheduled for discussion at INEL JHOSC's 20 March 2019 meeting (rescheduled to 3 April 2019) and again at the joint ONEL / INEL JHOSC meeting scheduled for 18 September 2019, they would give a brief verbal update on work streams with more up-to-date information available at the next meeting.

David Maher confirmed that the good work being done around Mental Health across City & Hackney is to be rolled out to the rest of North East London and confirmed that he would present proposals to INEL JHOSC at a future meeting to be confirmed.

10. PATIENT TRANSPORT

Dr Charlotte Hopkins (Deputy Medical Officer, Barts Health NHS Trust), Ellie Hobart (Acting Director, Corporate Affairs, Tower Hamlets CCG) and Daniel McLean (Project Manager, Transport Eligibility Engagement & Implementation, Barts Health NHS Trust) attended INEL JHOSC to discuss proposed changes to Barts Health NHS Trust's Non Emergency Patient Transport Service (NEPTS).

Daniel McLean led Members through the previously distributed presentation and highlighted key issues that led to Barts Health Trust having to take a fresh look at NEPTS.

Daniel McLean explained that Barts Health Trust want to revert back to Department of Health's 2007 Guidance which was followed until the commencement of a previous provider, resulting in an overspend of £1m per month.

Reverting back to Department of Health's 2007 Guidance, Daniel McLean explained that delays would be reduced by approximately 15%, improved access and reduced delays for vulnerable patients and parity of service across NHS Trusts.

Members asked if this was the same as Homerton University Hospital NHS Trust and their use of NEPTS. The Chair asked Robert Brown to obtain this information.

Daniel McLean explained that the key areas of change would be:

- Re-Introduction of an eligibility criteria for NEPTS;
- Introduction of eligibility criteria applied to Carer's;
- 3-strikes policy (though Ellie Hobart confirmed that this would not be enforced).

Daniel McLean led Members through the various engagement activities and the timeline moving forward and confirmed that no patient will be taken off NEPTS until they have been assessed and spoken with.

Daniel McLean confirmed that SERCO have the transport service contract when taken calls to book transport and staff have been trained to ensure clear

information is provided to all patients.

Members asked why the costs had increased to £1m overspend and asked why monitoring of the contract had not previously occurred.

Ellie Hobart explained that the CCG were aware of issues previously and have been working towards resolving these issues; thus working with Barts Health Trust and a way forward.

Members asked what is in place to ensure one-way travel could be booked; Barts Health NHS Trust confirmed that the "Book One Way Journey" function has been added to the patient transport system (Cleric) and staff have been advised of the changes.

A discussion was held on alternatives for those who would not be eligible for NEPTS and Barts Health NHS Trust confirmed that two alternatives had been explored during the consultation period:

- a park and ride scheme was found to not be commercially viable or timely with the cost of premises / land in the NE London area;
- Barts Health NHS Trust had met with London Councils regarding the London Taxicard scheme and are very interested in exploring suggestions of a part funded solution to bring safe health and social care transport alternatives.

Dan McLean confirmed that he would update INEL JHOSC in November 2019.

Focusing on the number of journeys taken per year, Barts Health NHS Trust confirmed that between 4.4-5.1% of 396,854 journeys were aborted journeys which has halved since the decision to bring NEPTS in-house.

A discussion was held on journey figures, aborted journeys and ensuring sufficient training was given to SERCO.

Barts Health NHS Trust agreed to provide the figures of:

- Number of aborted journeys by Trust;
- Number of aborted journeys by Patient;
- Number of aborted journeys due to change of appointment;
- Number of aborted journeys due to wrong transport being sent.

Daniel McLean confirmed that the following would still be automatically eligible:

- Children;
- Mobility dependent;
- Continuous oxygen;
- Severe Learning Disabilities;
- Severe Mental Health conditions;
- Had major surgery within previous 4 weeks;

which represented 21% of current patients using NEPTS.

Members asked if they could attend the call centre to see how patients are being assessed and how travel is being scheduled; this was agreed.

Questions were asked regarding the Equality Impact Assessment (EQIA) as Members wanted to ensure vulnerable patients would not be adversely affected by decisions made to assess all current patients.

Ellie Hobart confirmed that a robust EQIA is being completed and will present more information and additional feedback November 2019.

Daniel McLean explained that patients were informed of changes to the service in May 2018. Letters were sent to patients, several workshops were facilitated with approximately 100 attendees (mainly patients).

Daniel McLean confirmed that all appointments booked before go-live will be honoured in the event that appointments fall after the go-live date.

Daniel McLean explained that once a patient has been deemed ineligible to travel, patients will be informed and they will be provided with one calendar months notice.

Dianne Barham from Tower Hamlets Healthwatch confirmed that they endorsed the proposals and had worked with Barts Health NHS Trust on ensuring proposals were suitable for patients.

Members endorsed the introduction of the Department of Health's medical eligibility criteria for NEPTS across Barts Health NHS Trust, in partnership with WEL CCGs and asked that Barts Health NHS Trust attend INEL JHOSC in November 2019 to update Members on implementation of the NEPTS criteria. Barts Health NHS Trust confirmed they would attend.

11. INEL JHOSC WORK PLAN

The Committee agreed that the following will need to be standing items on the Agenda:

- Single Accountable Officer update

The committee asked that the following items be put on the agenda:

- Chief Finance Officer and financial arrangements across the CCGs
- Mental Health proposals across INEL JHOSC

