



## Borough of Telford and Wrekin

### Health Scrutiny Committee

Tuesday 12 December 2023

2.00 pm

E206, Telford College, Haybridge Road, Wellington, Telford, TF1 2NP

---

**Democratic Services:** Sam Yarnall 01952 382193

**Media Enquiries:** Corporate Communications 01952 382406

---

**Committee Members:** Councillors D R W White (Chair), O Vickers (Vice-Chair), N A Dugmore, S Handley, L Lewis, G L Offland, R Sahota, S Syrda and J Urey  
Co-optees H Knight, D Saunders and S Fogell

---

	<b>Agenda</b>	<b>Page</b>
<b>1.0</b>	<b>Apologies for Absence</b>	
<b>2.0</b>	<b>Declarations of Interest</b>	
<b>3.0</b>	<b>Minutes of the Previous Meeting</b>	<b>3 - 16</b>
	To confirm the minutes of the meetings held on 3 October 2023, 11 October 2023 and 19 October 2023.	
<b>4.0</b>	<b>Update from the Health &amp; Wellbeing Board</b>	<b>Verbal Report</b>
	To receive an update on the work of the Health & Wellbeing Board.	
<b>5.0</b>	<b>Update from the JHOSC</b>	<b>Verbal Report</b>
	To receive an update on the work of the Joint Health Overview & Scrutiny Committee.	

**6.0 The Better Care Fund**

**To Follow**

For the Committee to receive a presentation on the Better Care Fund.

**7.0 Work Programme Review**

**17 - 20**

To review the updated Work Programme for the Health Scrutiny Committee.

**8.0 Chair's Update**

If you are reading these papers on an electronic device you have saved the Council £15.22 and saved 6.1kg of CO<sub>2</sub>, based on average agenda printing costs for the 2022/23 municipal year.



## **HEALTH SCRUTINY COMMITTEE**

### **Minutes of a meeting of the Health Scrutiny Committee held on Tuesday 3 October 2023 at 10.00 am in The Quaker Room, Meeting Point House, Southwater Square, Telford, TF3 4HS**

**Present:** Councillors D R W White (Chair), S Handley and  
G L Offland.  
Co-optees: H Knight and D Saunders

**Also Present:** Councillor P Watling (Cabinet Member: Adult Social Care  
& Health Systems)

**In Attendance:** J Rowe (Executive Director: Adult Social Care, Health  
Integration & Wellbeing), S Froud (Director: Adult Social  
Care), C Hall-Salter (Service Delivery Manager:  
Assurance & Transformation), S Downes (Integration  
Programmes Manager), S Hardwick (Lead Lawyer:  
Litigation & Regulatory), S Worthington (Senior  
Democracy Officer (Scrutiny) and S Yarnall (Democracy  
Officer (Scrutiny)).

**Apologies:** Councillors O Vickers, L Lewis and J Urey  
Co-Optee S Fogell

#### **HAC-7 Declarations of Interest**

Cllr G L Offland declared an interest on the Adult Social Care Charging Policy item and therefore had to step out of the room for this item. As a result the meeting was not quorate and the meeting was closed.

#### **HAC-8 Minutes of the Previous Meeting**

**RESOLVED** – that the minutes of the meeting held on 6 July 2023 be confirmed and signed by the Chair.

#### **HAC-9 Work Programme Review**

The Senior Democracy Officer presented the Health Scrutiny Work Programme. There were no substantive changes following the last Committee meeting.

#### **HAC-10 Update from the Health & Wellbeing Board**



There were no representatives from the Health & Wellbeing Board present at the meeting to provide an update on the item.

**HAC-11 Update from the Joint Health Overview & Scrutiny Committee**

The Chair agreed for an update from the Joint Health & Overview Scrutiny Committee to be emailed to the Committee Members.

**HAC-12 Adult Social Care Charging Policy**

Cllr G L Offland declared an interest on the Adult Social Care Charging Policy and therefore the meeting was not quorate.

*Cllr G L Offland left the meeting at 10:15am.*

**HAC-13 Chair's Update**

There was no update provided to Members.

The meeting ended at 10.15 am

**Chairman:** .....

**Date:** Wednesday 11 October 2023



## **HEALTH SCRUTINY COMMITTEE**

### **Minutes of a meeting of the Health Scrutiny Committee held on Wednesday 11 October 2023 at 6.00 pm in Third Floor, Southwater One, Southwater Square, Southwater Way, Telford, TF3 4JG**

**Present:** Councillors D R W White (Chair), O Vickers (Vice-Chair),  
S Syrda and J Urey.  
Co-optees: H Knight and D Saunders

**Also Present:** Councillor P Watling (Cabinet Member: Adult Social Care  
& Health Systems)

**In Attendance:** J Rowe (Executive Director: Adult Social Care, Health  
Integration & Wellbeing), S Froud (Director: Adult Social  
Care), C Hall-Salter (Service Delivery Manager:  
Assurance & Transformation), S Downes (Integration  
Programmes Manager), S Hardwick (Lead Lawyer:  
Litigation & Regulatory), S Worthington (Senior  
Democracy Officer (Scrutiny) and S Yarnall (Democracy  
Officer (Scrutiny)).

**Apologies:** Councillors S Handley, L Lewis and R Sahota  
Co-optee S Fogell

#### **HAC-14 Declarations of Interest**

None.

#### **HAC-15 Adult Social Care Charging Policy**

Members previously received a presentation on the Adult Social Care Charging Policy and posed the following questions and discussion points on what was presented to them.

*Was a phased implementation of the Adult Social Care Charging Policy been considered?*

There was never a good time to change and increase the charging policy but it was done to match other organisations and the amount they charged.

*Were there mitigations in place for those that would struggle with the changes?*



Mitigations were put into place to ensure that the changes would not adversely impact people. The consultation showed that there were varied responses to the proposed changes.

*Were discussions with the Committee part of the consultation process and did these help with the pre-decision of the charging policy?*

The discussions with the Committee provided support in the pre-decision of the policy by acknowledging the views of Members and taking into consideration their recommendations.

*Was there any positive feedback from the consultation on the changes to the Adult Social Care Charging Policy?*

There were some responses that highlighted the rationale and understanding for the proposals.

*Were those that received social care informed of the changes to the charging policy?*

Every person that was in receipt of adult social care was informed via a letter of the proposed changes to the charging policy and urged them to provide feedback as part of the consultation.

*With the changing financial climate, had officers gone to individuals to review that they were in receipt of everything they were entitled to?*

The next stage of the process was used to review and support those individuals that had worked with officers to ensure that they received everything that they were entitled to, however, the circumstances of each individual was different and had to be recognised.

*Would officers work with voluntary organisations and charities to support residents to ensure that they were in receipt of everything that they were entitled to?*

Officers would work with the voluntary and charity sector to support as many people as possible as well as provide signposting for support for different areas such as wellbeing and financial support.

*Will everyone be reviewed as part of the process to the charging policy?*

Residents and recipients were already being reviewed to ensure that they were receiving the correct benefits and support available and this would continue as part of the implementation. Officers highlighted that they were working with health colleagues as part of this process.



Members commented that partnership with Town and Parish Councils should be utilised to help support a greater number of people.

*Had night-time care been considered as part of the financial assessment?*

Night-time care had been recognised as part of the process when examining disability support.

*Have other cases of changes to the charging policy been examined with legal consideration?*

Members were informed that legal advice was used in the developments of the charging policy.

*Did the local Integrated Care Board have the opportunity to respond as part of the consultation?*

The local Integrated Care Board supported the development of the charging policy along with the Telford & Wrekin Integrated Place Partnership (TWIPP) to understand the impact that it would have on healthcare systems.

*Has the impact of community alarms been recognised, especially with the recent move from it being analogue to digital?*

Members were informed that the risk over the switch from analogue to digital alarms had been recognised and that it was part of the assessment and reviewing process.

*Has the financial pressure been recognised for those that received residential and domiciliary care?*

Those residents that received domiciliary care or were in residential care were recognised and the financial assessment for the charging policy had taken this into account.

*How can the Council ensure that residents were not missed as part of the changes?*

Members were informed that there were mechanisms in place to work with residents and their families to ensure that they were not missed and received all of the benefits that they were entitled to.

*How would the Council account for young people that received social care?*



Members were informed that each case was dependent on the referral. Each case involves 28 days to undertake assessment and during that time both financial assessments and associated risks were carried out. Collaborative work with the Independent Living Centre also took place, where they would be able to provide additional support and advice.

*Did the Council consider a phase implementation of the changes to the charging policy?*

A phased implementation had been considered as part of the planning process for the proposed changes to the charging policy.

*What work was being completed to ensure that people received the benefits that they were entitled to?*

Members were informed that a dedicated 18 month work programme with a dedicated team were working on this to ensure that residents received everything that they were entitled to.

Following the discussions and questions, Members thanked officers for speaking to the Committee and discussed recommendations.

The members voted unanimously on the following recommendations:

**RESOLVED – that the Health and Adult Social Care Scrutiny Committee recommend to the Cabinet Member: Adult Social Care & Health Systems:**

- a) that they consider a phased implementation of the new Adult Social Care Charging Policy with consideration to how it could be implemented fairly;
- b) further consultation take place with Town and Parish Councils and external social care organisations to help signpost clients that may need additional support;
- c) a further review of benefit entitlement as part of the assessment process;
- d) that training be made available for all Councillors, which includes points of contact to help direct members of the public to access support;
- e) that a six month review of the Charging Policy be brought to the Committee in a workshop to update Members on the impact of the implemented changes.

#### **HAC-16 Chair's Update**

The Chair updated members that the next meeting was scheduled for 19 October 2023.





The meeting ended at 7.23 pm

**Chairman:** .....

**Date:** Thursday 19 October 2023

This page is intentionally left blank



## **HEALTH SCRUTINY COMMITTEE**

### **Minutes of a meeting of the Health Scrutiny Committee held on Thursday 19 October 2023 at 2.00 pm in Third Floor, Southwater One, Southwater Square, Southwater Way, Telford, TF3 4JG**

**Present:** Councillors D R W White (Chair), N A Dugmore,  
S Handley, L Lewis, S Syrda and J Urey  
Co-optees D Saunders and S Fogell

**In Attendance:** J Milner (ICS Community Pharmacy Clinical Lead), S  
Hardwick (Lead Lawyer: Litigation & Regulatory) and S  
Yarnall (Democracy Officer (Scrutiny))

**Apologies:** Councillor O Vickers, G L Offland and R Sahota  
Co-optee H Knight

#### **HAC-17 Declarations of Interest**

None.

#### **HAC-18 Minutes of the Previous Meeting**

The Chair advised that due to the short turnaround that the minutes from 3 October 2023 and 11 October 2023 would be available at the next meeting.

#### **HAC-19 Update from the Health & Wellbeing Board**

The Democracy Officer (Scrutiny) informed Members that an update from each Health and Wellbeing Board meeting would be provided to the Committee.

#### **HAC-20 Update from the Joint Health Overview & Scrutiny Committee**

The Committee were informed that the next scheduled meeting of the Joint Health Overview and Scrutiny Committee on 24 October 2023 was scheduled to take place in Shropshire with a focus on Shrewsbury and Telford Hospital Trust Performance.

#### **HAC-21 Pharmaceutical Services**

Members received a presentation from the Integrated Care System Community Pharmacy Clinical Lead that provided an overview and summary of the work of Community Pharmacy. Members were informed that there was



a lack of awareness of the work done by Community Pharmacists and that it was seen as an underutilised resource both locally and nationally.

Members were informed that community pharmacy consisted of three main professions, these were; the pharmacists, the technicians and the support staff. Many pharmacists that were newly qualified would be qualified to Masters Level and as part of the National change would be social prescribers. It was quoted that 95% of people visited a pharmacy once a year and it was said that pharmacists had more contact with patients than any other healthcare profession.

The Integrated Care System Community Pharmacy Clinical Lead advised Members that the challenges faced was as a result of the lack of awareness of what community pharmacy can offer. Following this, a summary of the focus of community pharmacy was presented to Members. It was heard that community pharmacy had five main focuses. These were; the discharge of medicine services, to provide consultation, to provide hypertension case-finding service, to provide pharmacy contraception service and to provide extended care within the Midlands. Community pharmacy would be available across three areas of Shropshire and Telford and Wrekin.

Following the presentation, Members posed the following questions.

*Were majority of the sites across Telford and Wrekin or Shropshire?*

The majority of the Community Pharmacy sites were said to be across Shropshire.

*Could more be done to bring similar services to more parts of Telford and Wrekin?*

Members were informed that there had been some barriers for implementing the system in Telford and Wrekin. The first was due to a lack of engagement from existing pharmacists in the Borough and the other was that many of the current pharmacists did not meet the minimum threshold.

*Could there be any schemes implemented that would support local pharmacists to express interest?*

The implementation of schemes could be considered, Members were informed that this would be part of the national programme. It was discussed that the programmes presented to Members were currently in a pilot stage of testing before being rolled out more widely.



*What could be done to support local pharmacies financially?*

There were a number of support systems available to pharmacies and pharmacists. The current projects were in a trial stage but as they develop there would be further incentives and support offered to local pharmacists.

*Had acute service providers used the service and referred patients to it?*

There were figures being worked on by the Shrewsbury and Telford Hospital Trust (SaTH) on the number of referrals, however, Members were informed that this had not currently been extended to Urgent and Emergency Care and that referrals were more from community providers, GPs and the 111 service.

*Were there referrals from the ambulance services?*

At the time of the meeting there were no direct routes of referral from the ambulance service but there were routes from the 111 service in to community pharmacy.

*Would community pharmacy be able to support the burden on Primary Care and doctors?*

Community pharmacists were said to not replace doctors but to act as 'Maxi-pharmacists' where they would be able to offer more services.

*Would community pharmacists be able to refer to hospitals?*

Currently, community pharmacists were not able to refer to hospitals as it was generally done through GPs.

*How would this programme be impacted by the larger more corporate pharmacies?*

Members were informed that the larger pharmacies had difficulty with being more independent and were based on a service driven model, where the community pharmacy model was based more on the variety of services that they were able to provide.

*How would community pharmacies meet the priorities of the ICB and address health inequalities?*

The type of services provided would have brought further support to the local community and offer key services such as the detection of hypertension.



*How would the service account for the shortage of staff in the industry?*

They would work with local universities to provide work experience as well as to help recruit into the service as part of the NHS workforce plan.

*Were there any foreseeable financial issues?*

It was recognised that finances were a concern and that plans were in place to mitigate for both the service as well as the pharmacists going into the field.

*What band would newly qualified pharmacists be as part of the system?*

Members were informed that newly qualified pharmacists would enter as a band 5 but with further qualifications and experience they would progress to a band 6.

Members commented on their recognition that the service was financially challenged and there had been difficulties in possessing qualified pharmacists with the relevant experience to teach/train the future of the industry.

Following questions and discussions, Members discussed recommendations to the ICB regarding further support for the system as well as a need to expand the provision across Telford and Wrekin than just Shropshire. Members voted unanimously on the following recommendations to the ICB.

**RECOMMENDED – that the Health and Adult Social Care Scrutiny Committee recommend to the Integrated Care Board:**

a) that the Committee recognise the national move to ensure that local pharmaceutical services make a greater contribution to health care provision and recommend that the ICB do everything that it can to resolve the issue of shortage of local prescribing mentors to existing community pharmacists in the Borough of Telford & Wrekin and be reported back to the Committee;

b) that the Committee recommend the ICB encourages local pharmacists to engage with the programme;

that the Committee recommend the ICB to create greater public awareness of the services that are offered by pharmacists and community pharmacy; and

c) that the ICB compile a directory of pharmacists that members of the public could access detailing the services available.



The Democracy Officer (Scrutiny) provided a summary of the Work Programme and there were no substantial changes from the previous update and any future updates would be communicated to the Committee.

**HAC-23 Chair's Update**

The Chair informed Members that the next scheduled meeting of the Committee was due to take place on 12 December 2023.

The meeting ended at 3.27 pm

**Chairman:** .....

**Date:** Tuesday 12 December 2023

This page is intentionally left blank



## Health & Adult Social Care Scrutiny Work Programme

Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Format	Meeting Comments
6 July 2023 – Committee Meeting					
Page 77	Terms Of Reference	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services	Committee Agenda Item	Constitutional Function
	Outcomes:  That the Terms of Reference be agreed for the 2023/24 municipal year.				
Page 77	Work Programme	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services	Committee Agenda Item	Draft work programme delegated to each scrutiny committee by SMB on 6 June 2023
	Outcomes:  The draft work programme be agreed.				
Interim Report - Primary Care Access	To review the Interim Report from the working group looking at access into primary care and consider if any further scrutiny is needed in this area	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services	Committee Agenda Item	Committee Agenda item to consider the Interim Report.  Consideration to be given to the formation of a new working group to continue the review

	Outcomes: Members agreed to continue the work on the Access to Primary Care working group and that subsequent sessions would be arranged to review Access to Primary Care.				
18 July 2023 – Workshop/briefing					
Virtual Wards	To receive a presentation on virtual wards and how they are funded	Shropshire Community Health Trust	All neighbourhood are a great place to live	Briefing/workshop item	Informal workshop session.  Shropshire Community Health Trust representatives will be in attendance
	Outcomes: Members received a briefing from the Shropshire Community Health Trust on the work that they had done in regards to virtual wards.				
25 July 2023 – Workshop/briefing					
Adult Social Care Charging Policy	To receive a presentation/briefing on the changes to the Adult Social Care Charging Policy	Adult Social Care	Every child, young person and adult lives well in their community	Briefing/workshop item	Informal workshop session.
	Outcomes: Members received a briefing on the changes to the Adult Social Care Charging Policy.				
11 October 2023 – Committee Meeting					
Adult Social Care Charging Policy	For the Health Scrutiny Committee to consider the proposed Adult Social Care Charging Policy	Adult Social Care	Every child, young person and adult lives well in their community	Committee Agenda Item	Consideration to be given to the proposed Adult Social Care Charging Policy and the opportunity to provide feedback.
	Outcomes: Member received an update on the Adult Social Care Charging Policy				

19 October 2023 – Committee Meeting					
Pharmaceutical Services	To receive an update from the ICB on the recent changes to Pharmaceutical services	Public Health	Every child, young person and adult lives well in their community	Committee Agenda Item	To receive an update from the NHS on the recent changes to Pharmaceutical Services in the Borough
Outcomes: Members received a presentation from the NHS on the work of Community Pharmacies in the region.					
12 December 2023 – Committee Meeting					
The Better Care Fund	To review how the Better Care Fund meet its outcomes for Health & Adult Social Care in the Borough	Adult Social Care	Every child, young person and adult lives well in their community	Committee Agenda Item with the Committee asked to consider the formation of a Task and Finish Group	Consideration to be given to formation of a working group to scrutinise further
Page 19	Outcomes:				
6 February 2024 – Committee Meeting					
To be confirmed					
Outcomes:					
20 March 2024 – Committee Meeting					
To be confirmed					
Outcomes:					
Items to be scheduled					

Hospital discharge and Intermediate Care	To receive an update on hospital discharge rates and Intermediate Care	Adult Social Care	Every child, young person and adult lives well in their community	Committee Agenda Item	
Outcomes:					
Working with the Community	To review how Health & Adult Social Care Services work with our local community				
Outcomes:					