



**26 MEETING OF THE CHALLENGE AND IMPROVEMENT COMMITTEE HELD ON 26 JUNE 2018**

**RESOLVED** that the minutes of the meeting held on 26 June 2018 be approved and signed as a correct record.

**27 MEMBERS' DECLARATIONS OF INTEREST**

There were no declarations of interest made at this point in the meeting.

**28 MATTERS ARISING SCHEDULE**

The Committee gave consideration to the Matters Arising Schedule, setting out the current position of previously agreed actions, as at 24 August 2018.

The Democratic and Civic Officer advised Members that the Enterprising Communities Manager had been working on the amended survey for District Councillors and had emailed details to Members of the Public Realm Working Group in recent days.

**RESOLVED** that the Matters Arising Schedule as at 24 August 2018 be received and noted.

**29 PRESENTATION ITEM - EAST MIDLANDS AMBULANCE SERVICE**

The Chairman welcomed to the Committee Mr Paul Litherland, Ambulance Operations Manager with the East Midlands Ambulance Services (EMAS). It was explained that Mr Litherland had attended in the past with his colleague and that he had been requested to attend again to provide Members with an update on service provision since his last visit to the Council.

Mr Litherland thanked the committee for inviting him back. He explained there had been several changes implemented since his last visit and the focus of his talk was to update the Members on these changes and the impact they had made on service provision.

Members heard that EMAS had amended their shift rotas in order to have more staff on during the day, although this meant there were fewer teams on at night. Mr Litherland explained that staff had been wary of these changes but it had proved to be successful, as proven by night shifts starting with 'a clean slate' rather than there being a backlog of calls for them to deal with first. This staffing change had led to a positive impact on response times both during daytime hours and over the night shifts.

In addition to these shift changes, there had also been a new helpline initiated which was staffed by trained paramedics and nurses and was available for ambulance teams to call in situations where a patient may not need to be transferred to A&E. There were also arrangements in place for the patient's doctor to be kept informed and seen within a short period of time meaning no one would be left without follow up treatment. It was further

explained that should that person then need to call 999 again, the urgency of their call would be assessed with the additional information from the helpline team. This was with a view to reduce attendances at A&E thereby improving waiting times at hospitals and allowing ambulance crews to return to service much sooner.

Mr Litherland explained that they had also implemented several joint-working arrangements with GP surgeries which had the double benefits of both reducing doctors' waiting lists and redirecting what may otherwise be 999 calls. This worked by dedicated paramedics and nursing staff being based with GP surgeries and seeing patients that, for example, needed an urgent GP appointment or a home visit. He also explained that there was much closer working across the emergency services with a new hub due to open shortly that would house police, fire services and ambulance crews.

Mr Litherland also commented that EMAS were the only ambulance service outside of London to have a sepsis protocol which included the rapid administration of specific medication. He added that cases of sepsis had risen significantly, in part because of raised awareness, and the protocol meant that patients were treated as early as possible rather than having to wait to be admitted to A&E.

Members were shown the most recent statistics which clearly demonstrated improvements in response and treatment times. Mr Litherland was confident that these improvements could be shown to be a direct result of the changes implemented in recent months. On concluding his presentation, he invited questions from Members and assured them that if there was information he did not have to hand, he would respond in due course.

The Chairman thanked Mr Litherland and explained that Councillor Mrs D Rodgers had sent a statement to be read aloud. She had been unable to be present on the night but wished to extend her thanks to EMAS for their response and treatment of a family member who had been taken ill. Mr Litherland thanked Councillor Mrs Rodgers for her comments and assured Members he would convey her thanks to those on the frontline. He explained that front line staff did not always receive the thanks and recognition they deserved for working in what were often challenging and difficult situations.

The Committee enquired of Mr Litherland what could be done by West Lindsey District Council to help EMAS. He explained that, as finances were outside of the control of the council, Councillors could assist by promoting healthcare initiatives within their wards and, for example, highlighting the alternative options to calling 999. He mentioned the sepsis awareness leaflets and it was agreed that leaflets of this kind could be displayed and available within the council reception. He highlighted that Councillors could help publicise the positive stories of good care as it was too common for complaints to be highlighted in local press and social media.

The Chairman again thanked Mr Litherland for his attendance and requested that the Committee's thanks be passed to Mr Litherland's teams.

### **30    PROGRESS & DELIVERY PERIOD 1 2018/19**

The Head of Paid Service introduced the Progress and Delivery report for period one and explained it had already been seen by the two policy committees – Corporate Policy and

Resources and Prosperous Communities. The minutes from these committees had been shared with Members previously. He informed Members that they were asked to consider the comments from both policy committees and to ensure there had been appropriate challenge to the report.

There was discussion regarding the performance measures used within the report however it was confirmed that these measures had been reviewed and agreed by the P&D Working Group earlier in the year. It was explained that it was not recommended to change measures part way through a year, however, in line with the standard process, the measures would be reviewed again by the P&D Working Group before being agreed in advance of the next year.

Members of Committee noted that there were repeating areas within the report, such as enforcement, markets and the Trinity Arts Centre. It was reiterated that the report was an exceptions report, meaning there were other areas that were not covered within the report as the statistics did not require reporting on.

Further to extensive discussions regarding the market proposals, it was agreed that the next report, regarding the procurement outcomes and future options, would be brought to the Committee for pre-decision scrutiny.

There was significant comment made regarding the enforcement performance figures and Members requested that further details be provided to Committee for greater scrutiny. It was highlighted that there was an enforcement update report due to be seen by Committee in November 2018.

The final discussion item was the Trinity Arts Centre. There was again much praise for the centre and Members highlighted that it was run as a successful entertainment venue.

**RESOLVED** that having examined the responses given to the report by the Corporate Policy and Resources Committee and the Prosperous Communities Committee, the Committee was satisfied that the appropriate level of challenge was being made by those committees to the information contained within the report.

### **31 OPERATING METHODOLOGY 2018/19**

Members were asked to consider a report regarding the committee Operating Methodology for the current civic year. Members discussed the details of the call-in process and it was agreed that it would be amended to reflect the Committee's ability to call-in an item via committee meetings rather than by only in writing. With no further comment it was

**RESOLVED** that the proposed Operating Methodology for 2018/19 be approved, subject to the amendment as detailed above.

### **32 FORWARD PLAN**

The Democratic and Civic Officer introduced the forward plan for all committees and explained that the items selected by C&I were already highlighted.

There was discussion about the items mentioned earlier in the evening although nothing additional was identified for scrutiny.

**RESOLVED** that the forward plan be noted.

### **33 COMMITTEE WORKPLAN**

Members of Committee gave consideration to the committee work plan for the coming months. It was requested by the Vice Chairman that, in addition to the information provided by EMAS, an invitation to Thames Ambulance Service Ltd (TASL) was also extended, in view of the services they provided in West Lindsey for non-urgent medical transport. Members of Committee were in agreement with this, and, in addition to the points raised through earlier discussions, it was

**RESOLVED** that the work plan be updated in line with the items identified by Committee Members.

The meeting concluded at 8.21 pm.

Chairman