

## HEALTH OVERVIEW & SCRUTINY PANEL

MINUTES OF THE MEETING of the Health Overview & Scrutiny Panel held on Tuesday, 2 May 2017 at 9.30am in the Guildhall.

### Present

Councillor Jennie Brent (Chair)  
David Tompkins  
Alicia Denny  
Leo Madden  
Lynne Stagg  
Gwen Blackett, Havant Borough Council  
Mike Read, Winchester City Council  
Elaine Tickell, East Hampshire District Council

1. **Welcome and Apologies for Absence (AI 1)**  
Councillors David Keast and Philip Raffaelli sent their apologies.
2. **Declarations of Members' Interests (AI 2)**  
Councillor Stagg declared a non-prejudicial interest in item 6: she is involved in the Milton Neighbourhood Planning Forum.
3. **Minutes of the Previous Meeting (AI 3)**

**RESOLVED** that the minutes of the previous meeting are a correct record.

4. **Hampshire & Isle of Wight Sustainability Transformation Plan (AI 4)**  
The Chair informed the panel that this item had been withdrawn and would come to the next meeting.
5. **Portsmouth Hospitals' NHS Trust - update. (AI 5)**  
Peter Mellor, Director of Corporate Affairs apologised for not having attended the previous meeting and in response to questions, clarified the following points:

#### Onsite traffic congestion.

One of the causes is the large number of outpatient clinics each day. The timing of clinics has been reviewed and they have been spread more evenly throughout the week.

The parking facilities have also been reviewed. The Trust is keen to encourage visitors to park in the 'behind barrier' car parks at either the North Entrance or in the multi-storey car park at the South of the site. The current 'pay and display' spaces will be changed to staff usage. The introduction of a one-way system is also being considered.

The bus companies are concerned about the time it takes to get through the site and the impact on keeping to their timetables. The Trust will work closely with the bus services to see what can be done to improve the situation..

### Vascular services

Major vascular surgery is now carried out in Southampton but Portsmouth Hospitals NHS Trust still provides the majority of the 'day to day' vascular services at Queen Alexandra Hospital

A multi storey car park is being built at Southampton General Hospital and is expected to be completed in 2-3 months' time. This should alleviate their severe traffic congestion.

### Staff survey results

The increase in physical violence from other staff, patients, relatives and the public that was reflected in the survey is a worrying trend.

With the help of the unions, a discreet anonymous helpline system was set up some months ago. Although there have been very few formal approaches to the helpline, the problem still needs to be resolved. This is only possible if staff tell us what is happening.

He was not aware that staff on staff physical violence was a problem.

It is a shame that the staff were not asked if they would recommend QA as a place to work or receive treatment in separate questions. These questions were part of a national survey.

PHT has a zero tolerance of abuse of its staff. Security is on hand to deal with incidents and offenders will be prosecuted or expelled as appropriate. It is dependent on staff complaining. Unfortunately, some staff almost consider verbal abuse and assault as part of t of their job.

A system has been introduced asking staff to report every incident that is outside the norm so that trends can be detected and areas of learning developed. In more serious cases, staff will be retrained or removed and safety mechanisms introduced e.g. new equipment.

The new system encourages staff to report It is must be noted that the more staff are encouraged to report all incidents, the higher the rate.

There are also quite comprehensive whistleblowing and reporting processes where staff can speak to HR or to a Governor.

The wellbeing service encourages healthy food to be on sale in the canteen, staff to make use of the gym and pool. It also discourages smoking and heavy drinking.

Staff are discouraged from coming in to work if they are ill as this would spread germs and put staff and patients at risk.

Just under 75% of staff took up the offer of the flu jab.

There are a number of incidents with patients assaulting staff involve alcohol or drugs.

#### Staffing levels

Overall staffing levels are good on the whole. Extra staff often need to be brought in to help deal with the large number of extra beds that are open at the moment. These staff tend to be temporary or agency staff who cost more. The Department of Health is trying to address the excessive cost of agency staff by placing restrictions on how much hospitals are allowed to pay agencies and by tightening up the rules on self-employed staff.

There is a minimum level of English required for foreign staff.

Portsmouth Hospitals NHS Trust is currently recruiting nurses from the Philippines.

We are seeing more and more patients who are suffering from mental health disorders.

#### Alcohol and drug misuse.

There is no plan to charge people for attendance at A&E caused by their alcohol or drug abuse.

#### Abuse of NHS services.

Overseas patients who are not entitled to free NHS treatment are charged.

#### Discharges.

There are currently 250 patients who have been declared medically fit and ready for discharge but who are still waiting for an appropriate support package of care to be in place before they can leave the hospital. All partners within the local healthcare system have committed to significantly reduce the number by the end of July.

**RESOLVED that the update be noted.**

**6. Solent NHS Trust and NHS Property Services' update on Phase 2 of St James' Hospital. (AI 6)**

Geoff Lewis, Estates Programme Manager and Christopher Box, Associate Director of Estates & Facilities Solent NHS Trust and Nicola Booth, Senior Transaction Manager, NHS Property Services clarified the following points in response to questions:

The construction phase is expected to take 12 months and service relocation a further month. The completion date should be August 2018.

Proposals for additional parking at Portsmouth Football Club are being considered. These would not be available on match days. As these are generally in the evenings or on Saturdays, there would be no impact on work activity. These are for staff only and the parking at St Mary's predominantly for patients.

This is a long term measure to address parking issues.

Bournemouth hospital and Portsmouth City Council have expressed an interest in the catering service that will be based at St Mary's. It would be complicated to offer this service to QA because of the PFI in place.

The planning application for the development of St James' site includes the creation of more parking spaces adjacent to the Limes. These spaces would be controlled.

The panel expressed disappointment that they had not been informed that the additional parking at Fratton Park was for staff only.

**RESOLVED that the update be noted.**

The meeting ended at 10:20am.

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Councillor Jennie Brent  
Chair