

**ARUN DISTRICT COUNCIL  
COUNCILLOR FEEDBACK REPORT FROM OUTSIDE BODIES**

**Report to Overview Select Committee – 28 July 2015**

<b>Name of Meeting:</b>	West Sussex County Council's Health & Adult Social Care Select Committee (HASC)
<b>Date of Meeting:</b>	11 June 2015
<b>Report by:</b>	Cllr Dr J Walsh
<b>Relevant Cabinet Member:</b>	Cllr Paul Wotherspoon
<b>Feedback:</b>	<p>In the absence of an Arun co-opted member at the meeting I have provided this report:</p> <p>The main item was on Access to Primary Care.. There was a comprehensive report from Healthwatch West Sussex, in which the main themes were: Availability of Appointments, Requirement to call first thing in the morning, Receptionist Gatekeepers, Phone Consultations, Ability to see own Doctor, Waiting times in surgery, Staff attitude, Medication, and Referral to Hospital Services. A report from West Sussex Public Health Research found that over 80% of patients had very good or fairly good GP experiences. The main pressures were: Growing and ageing population, increasing complexity of conditions with age, patient expectation, improvements in care and move to more prevention, and workforce shortages (GP vacancy rate 2011 2.1%; 2015 9.1%)</p> <p>NHS England (South East) and the Coastal Clinical Commissioning Group (CCG) presented reports on what measures they were taking to improve the situation. These included more investment in staff recruitment and retention, using Nurse practitioner and pharmacist skills more widely, replacing or modernising outdated premises, encouraging co-operative working between nearby practices, and greater use of hospital specialists in GP settings. The CCG plans to have a major public engagement exercise with patients to ascertain their wishes, both one-to-one and in groups.</p> <p>HASC requested continuing feedback on progress being made.</p> <p>There was an important item from a Task &amp; Finish Group on the Meals on Wheels contract ( in lieu of a requested call-in) following the withdrawal of the RVS from the contract on several grounds including financial unviability and volunteer dissatisfaction. The main recommendations included a need for financial stability and business plan, good local knowledge base of geography and client needs, sensitivity to volunteer availability and work preferences, continuity of service to individuals through familiar personnel aiding client monitoring and trust, good range of menu options, and</p>

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assistance with other options when a client declined this service. The Cabinet Member had accepted the recommendations, and it was hoped that a new contract would be in place in the autumn.

It was reported that the Budget out-turn for the past financial year was neutral.

Dr James Walsh  
Vice-Chairman of HASC

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