

COMMUNITY POLICY AND REVIEW PANEL

Meeting held on Thursday, 7 April 2016 at the Concorde Room, Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr M.D. Smith (Chairman)
Cllr M.S. Choudhary (Vice-Chairman)

Cllr Sophia Choudhary
Cllr R. Cooper
Cllr Liz Corps
Cllr Jennifer Evans
Cllr S.J. Masterson
Cllr M.J. Roberts
Cllr P.F. Rust

21. MINUTES

The Minutes of the Meeting held on 4th February, 2016 were approved and signed by the Chairman.

22. FRIMLEY PARK HOSPITAL NHS FOUNDATION TRUST

The Panel welcomed Sir Andrew Morris (Chief Executive of Frimley Health NHS Foundaton Trust), who had been invited to attend the meeting to provide an update on the developments across Frimley Park Hospital NHS Foundation Trust. Members were informed that before the merger, Wexham Park hospital had received an 'inadequate' rating from the Care Quality Commission (CQC), however, the hospital had significantly improved and in the 2015 inspection, was considered as an overall 'good' hospital by the CQC, with their urgent and emergency services and critical care service receiving 'outstanding' ratings. Heatherwood was also rated as 'good', which meant that Frimley Heath received the best multisite rating in England. It was explained that Wexham Park's significant improvements had been achieved by setting five key objectives: get the culture right, improve governance, quality and safety, raise and sustain performance, improve the infrastructure and financial recovery. Sir Andrew Morris informed the Panel Members that while there was still work to do on the first three objectives, their focus was on the improvement of infrastructure and financial recovery.

Frimley Health's quarterly performance was shared with the Panel and it was noted that the accident and emergency (A&E) department waiting target would be met if 95% of patients did not have to wait longer than four hours to be seen. 91.6% of Frimley Park Hospital's patients were seen by a medical professional in under four hours, which resulted in the hospital not meeting the target for the fourth quarter. Sir Andrew Morris also informed Members that the number of patients visiting the A&E department had increased by 10% and in a 24 hour period, around 330 patients visit

the department, 80% of these patients visited between the hours of 10am-10pm. In order to decrease the waiting time, it was heard that there was an aim to increase GP cover but there were also issues around some patients choosing not to phone '111' or visit their GP before visiting A&E.

The Panel was informed of plans to build a new hospital on the Heatherwood site at a cost of £72million. The new hospital would include 6 operating theatres, 48 beds, 16 day case beds, an outpatients facility and a diagnostic centre. It was noted that an engagement exercise with local residents was due to start in April. It was thought that the introduction of this hospital would enable the Trust to move some additional activity from Frimley, resulting in an opportunity to further develop some of Frimley Park Hospital's current facilities and services. Key service improvements discussed included: stroke services, acute renal service, vascular services, breast unit and kidney cancer treatment.

Members noted that Frimley Health had been approached to become part of a wider initiative, working closely with the North East Hampshire and Farnham Clinical Commissioning Group. Possible priorities for the initiative included improving wellbeing, increasing prevention and early detection and promoting greater self-care. Plans for opening Hubs in key local towns had also been discussed, which would offer support from GPs, social care and community nurses.

The Chairman thanked Sir Andrew Morris for attending the meeting and the Panel **NOTED** the update.

23. REVIEW OF REGISTERED PROVIDERS 2015/16

At the request of the Panel, the Registered Provider (RP) Review Group prepared Report No. EHH 1608, which provided details on the outcomes of the review meetings held to scrutinise performance of RPs during 2015/16. Ms. Zoe Paine (Housing Strategy and Enabling Manager), provided the Panel with a presentation which included further information on the reviews. The RPs reviewed in 2015/16 were Accent Peerless, Oak Housing Association, Stonewater Housing Association and A2 Dominion.

It was heard that each RP was required to submit financial and performance information in advance of the meeting, which enabled Members and Officers to prepare the questioning process. The Group also arranged site visits prior to each meeting and key issues explored were:

- performance management
- quality of housing and development opportunities
- customer satisfaction
- estate management and repairs
- anti-social behaviour
- impact of housing reforms, including the 1% rent reduction

An overview of the four RPs was provided to and issues that had been raised as a result of the meetings were highlighted. A question was raised concerning Clayton Court, which had been converted by Oak Housing, and whether further

temporary accommodation would be provided after seven years, when the area was due for redevelopment. Ms. Paine explained that it was hoped more affordable housing would be available in seven years, reducing the need for temporary accommodation.

It was concluded that the review process had played an important role in developing a good understanding of the affordable housing stock in the Borough, where it is located, what condition it is in and how well it is managed. Both the site visits and meetings encourage the development of working relationships with the local housing providers and provide a platform to hold open and candid conversations around any concerns and assist in resolving issues and problems.

The Panel **ENDORSED** the Report.

24. **WORK PROGRAMME**

The Panel **NOTED** the work programme and work schedule.

The meeting closed at 9.00 pm.

CLLR M.D. SMITH (CHAIRMAN)
