



Minutes

Name of meeting	HEALTH AND COMMUNITY WELLBEING SCRUTINY PANEL
Date and time	WEDNESDAY, 7 MARCH 2012 COMMENCING AT 5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Present	Cllrs Margaret Webster (Chairman), Paul Fuller, Arthur Taylor, Ian Ward <u>Co-opted Members (Non-Voting)</u> Mr Paddy Noctor (Local Involvement Network) Cllr David Williams (Hampshire Police Authority)
Cabinet Members Present	Cllrs Dawn Cousins, Roger Mazillius
Officers Present	Ian Anderson, Chris Mathews, Paul Thistlewood, Suzzane Wixey
Stakeholders	Chris Gale, Gretel Ingham, Laura Spooner (Local Involvement Network); Keith Percival, Secretary, Hants and IOW Dental Committee; Andy Hollebbon, Nikki Turner (IWNHS); Natalie Jones (SHIP PCT Cluster)

32. [Minutes](#)

RESOLVED :

THAT the Minutes of the meeting held on [7 February 2012](#) be confirmed.

33. [Declarations of Interest](#)

There were no declarations received at this stage.

34. [Isle of Wight Dental Services](#)

Members considered a report produced by the Isle of Wight Local Involvement Network (LINK) on Isle of Wight Dental Services. Chris Gale, Community Engagement and Partnerships Officer of LINK, gave a [powerpoint presentation](#) which highlighted the background to the review undertaken, issues raised, the findings and conclusions.

Although there had been a reasonable response on-line to a questionnaire only a small number of people were spoken to when LINK members visited three Children's Centres. The key issues and concerns arising from the review were :-

- a. The availability of a NHS dentist within a shorter travelling distance.
- b. Quality of service provided did not meet those expected by patients.
- c. Need to improve appointment process as difficulties were being encountered where these could not be booked following a visit.
- d. Change in service provision at existing facilities in Carisbrooke and Cowes.

The Head of Dental Services Commissioning and Contracting for the Southampton, Hampshire, Isle of Wight and Portsmouth (SHIP) cluster, Natalie Jones, indicated that there was to be no cut backs in Cowes and the same level of service was being provided. The practice in Carisbrooke would provide more specialised services. Patients from Carisbrooke would be transferred to Cowes or found other suitable alternatives. It was also proposed to expand provision in Newport.

The review identified that consideration should be given to the introduction of an exchange programme for patients. This would enable people to swap dentists to one nearer their home or work. Natalie Jones indicated that dental practices would not have the resources to deal with this but the principle was supported.

The Secretary of the Hampshire and Isle of Wight Dental Committee, Mr Keith Percival, outlined how activities had been affected by the new contractual arrangements. These were due to be replaced in 2015. Whilst understanding the wishes of people to be registered with the nearest local NHS dentist, under the current contracts, the demographics of an area may lead to higher needs than in other areas which would create capacity problems. He considered that continuity of care was a key aspect in dental care. Registration with a NHS dentist no longer existed but this might change as part of any new arrangements in 2015.

Nikki Turner, from the Isle of Wight NHS Provider Services Community Health Clinical Directorate, advised that the dental helpline provided details of out of hour's services, emergency treatment and how to find a local NHS dentist. It appeared from the review however that this was not being as fully utilised as it could be by the public.

The panel was advised that additional non recurring funding had been made available for dentistry. Rather than increasing capacity on a short term basis this funding would be utilised to provide education and signposting for existing services.

With regard to dental services for children and young people there was a lack of awareness of their entitlement to free treatment. In addition survey work was difficult to undertake as parental consent had to be obtained each time rather than there being an overall blanket consent.

The panel believed that it would be beneficial to follow up on this item. This would enable an update to be given on progress on the response to the outcomes and more detailed information on provision and new developments.

RESOLVED :

- (a) THAT the Local Involvement Network (LINK) be advised that when undertaking any future enquiries it should involve the town and parish councils.
- (b) THAT the Isle of Wight NHS should take further steps to highlight the ability of people to use the dental helpline if they did not have a NHS dentist or required emergency treatment.
- (c) THAT the health representatives, together with the LINK, be requested to attend the panel meeting on 26 September 2012 so that an update on the provision of NHS dentists on the Island, including specific provision for children could be given.

35. **Adult Social Care**

The panel received a [powerpoint presentation](#) by Laura Spooner, lead member of the LINK Workplan Group, on a review that the Network had undertaken in connection with adult social care. This looked at the provision of practical support and information available on the personalisation of social care. The background to this was outlined together with what it was set out to achieve. The review looked at the information currently available, mystery shopping and a questionnaire. A number of recommendations had been made covering the areas of information, signposting and prevention and support.

Whilst there was a great deal of information available on the internet many people did not have access to this and preferred a face to face contact. The role of People Matter, a user led organisation, in supporting people to identify appropriate service provision was highlighted. The review also identified that on occasions incorrect information had been given.

In responding to the findings of the review the Head of Commissioning Adult Services acknowledged the work of the LINK in undertaking such a review. This had assisted in focussing on areas where improvements could be considered to ensure that there was better awareness of all current information, advice and services. The actions proposed by the council in responding to the recommendations were outlined by way of a [powerpoint presentation](#).

Members were made aware of the role of People Matter IW, which had been established as a user led organisation. It was believed that a representative should be invited to attend when the panel reviews progress with on dealing with the actions.

RESOLVED :

THAT an update on the review and actions undertaken be submitted to the panel meeting on 26 September 2012 and representatives of LINK and People Matter IW be invited to attend.

36. Quarterly Performance and Finance Report – Quarter 3

Consideration was given to the performance reports for the corporate priority areas of supporting older and vulnerable residents and housing and homelessness.

The panel received an update from the Strategic Director and the Cabinet Member on the latest position regarding homelessness. During the recent cold weather a facility had been made available at Downside for rough sleepers. The letting policy for social housing units on Pan Meadows was also outlined.

Officers were conscious of a number of people, especially from a younger age group, that were classed as “sofa surfers”. The work of organisations such as the Real World Trust, Salvation Army and the Foyer was important in providing support.

RESOLVED :

THAT the reports be noted.

37. Forward Plan and Consultations

Members noted items of relevance to the panel as contained in the forward plan for the period March to June 2012.

The consultation on the autism strategy had closed and comments received were being analysed. The panel requested that a report should be submitted to it on the development of the strategy later in the year.

RESOLVED :

THAT a report be submitted on the development of the Autism Strategy, following the recent consultation exercise, to a future meeting.

38. [Progress Report on Recommendations](#)

The current progress with recommendations and outcomes arising from previous meetings was reported. It was noted that it was unlikely that a decision by the Joint Committee of Primary Care Trusts on the review of children's congenital heart services would be made until the end of April 2012 at the earliest.

RESOLVED :

THAT the report be noted.

CHAIRMAN