



HILLINGDON  
LONDON



# External Services Scrutiny Committee

## Councillors on the Committee

John Riley (Chairman)  
Ian Edwards (Vice-Chairman)  
Tony Burles  
Brian Crowe  
Phoday Jarjussey (Labour Lead)  
Allan Kauffman  
John Oswell  
Michael White

**Date:** TUESDAY, 17 NOVEMBER  
2015

**Time:** 6.00 PM

**Venue:** COMMITTEE ROOM 6 -  
CIVIC CENTRE, HIGH  
STREET, UXBRIDGE UB8  
1UW

**Meeting  
Details:** Members of the Public and  
Press are welcome to attend  
this meeting

Published: Monday, 16 November 2015

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*Putting our residents first*

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## Terms of Reference

1. To scrutinise local NHS organisations in line with the health powers conferred by the Health and Social Care Act 2001, including:
  - (a) scrutiny of local NHS organisations by calling the relevant Chief Executive(s) to account for the work of their organisation(s) and undertaking a review into issues of concern;
  - (b) consider NHS service reconfigurations which the Committee agree to be substantial, establishing a joint committee if the proposals affect more than one Overview and Scrutiny Committee area; and to refer contested major service configurations to the Independent Reconfiguration Panel (in accordance with the Health and Social Care Act); and
  - (c) respond to any relevant NHS consultations.
2. To act as a Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and carry out the bi-annual scrutiny of decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.
3. To scrutinise the work of non-Hillingdon Council agencies whose actions affect residents of the London Borough of Hillingdon.
4. To identify areas of concern to the community within their remit and instigate an appropriate review process.

# Agenda

9 Work Programme 2015/2016

**Appendix B** - GP Pressures Working Group Scoping Report

1 - 6



## External Services Scrutiny Committee Review Scoping Report 2015/16

### GP Pressures

#### Aim and background to review

##### **The NHS**

The NHS was launched in 1948. It was born out of a long-held ideal that good healthcare should be available to all, regardless of wealth – a principle that remains at its core. With the exception of some charges, such as prescriptions and optical and dental services, the NHS in England remains free at the point of use for anyone who is a UK resident. That is currently more than 64.1 million people in the UK, 53.9 million people in England alone.

The NHS in England deals with over 1 million patients every 36 hours. It covers everything from antenatal screening and routine screenings such as the NHS Health Check and treatments for long-term conditions, to transplants, emergency treatment and end-of-life care.

The NHS employs more than 1.6 million people, putting it in the top five of the world's largest workforces together with the US Department of Defence, McDonalds, Walmart and the Chinese People's Liberation Army. The NHS in England is the biggest part of the system by far, employing more than 1.3 million people. Of those, the clinically qualified staff include 40,236 general practitioners (GPs), 351,446 nurses, 18,576 ambulance staff, and 111,963 hospital and community health service (HCHS) medical and dental staff<sup>1</sup>. Nationally, it is estimated that GPs undertake approximately 90% of NHS activity for 7.5% of the cost, seeing more than 320 million patients each year.

Funding for the NHS comes directly from taxation. Since the NHS transformation in 2013, the NHS payment system has become underpinned by legislation. The Health and Social Care Act 2012 moves responsibility for pricing from the Department of Health, to a shared

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<sup>1</sup> NHS Choices: About the National Health Service (NHS) -  
<http://www.nhs.uk/NHSEngland/thenhs/about/Pages/overview.aspx>

responsibility for NHS England and Monitor. When the NHS was launched in 1948, it had a budget of £437 million (roughly £9 billion at today's value). For 2015/16, it was around £115.4 billion.

## **GP Networks**

General practice in England is under significant strain. Many GPs and their teams are struggling to meet the increasing pressures of decreasing resource and an increased burden of patients with long term conditions. Fundamental changes in the way the NHS works (financial rules and the creation of a competitive market) encourage competition between companies to bid for areas of work in the NHS and there are already a wealth of independent sector organisation providing services to patients under NHS contract.

An increasing number of GP practices are considering entering into some kind of collaborative arrangement with other practices. GP Networks go by many names: federations, networks, collaborations, joint ventures, alliances. These terms are often used interchangeably to describe multiple practices coming together for a common goal. Whether this is driven by the desire to share costs and resources (for instance, workforce or facilities) or as a vehicle to bid for enhanced services contracts, providing general practice at scale is increasingly being viewed as the future of general practice.

Hillingdon GP Networks have been created and are at varying stages of development. The Hillingdon Clinical Commissioning Group (HCCG) has put measures in place to strengthen the existing GP Network infrastructure to support them to become fully operational and more active providers of enhanced health care services. It is anticipated that this will ensure the GP community has the best opportunity to deliver consistently high quality healthcare to its local population.

## **Joint Commissioning**

In April 2015, Hillingdon Clinical Commissioning Group (HCCG) entered into a joint commissioning agreement with NHS England (NHSE). HCCG is only able to hold contracts with individual practices and can only commission services that fall outside of the core contracts. As such, to enable HCCG to commission services from the Networks under joint commissioning arrangements, consideration has been given to the development of "wrap around" contracts to deliver services across a Network (e.g., in relation to services such as Saturday appointments or the provision of a dedicated diabetes service).

As pharmacists are well placed and well qualified, some GP Networks have been engaging pharmacies with a view to help deliver long term conditions care. It is hoped that initiatives like this will enable GPs to have more time to deal with long term conditions and therefore provide continuity to patients.

To address the increased demand for hospital services, The Hillingdon Hospitals NHS Foundation Trust (THH) has been working with HCCG. A number of successful small pilots have been undertaken to provide better access to GPs and consideration is being given to how this can be scaled up across the Borough.

## **Better Care Fund (BCF)**

The Better Care Fund (BCF) is thought to be one of the most ambitious programmes across the NHS and local government to date. It creates a local single pooled budget to

incentivise the NHS and local government to work more closely together around people, placing their wellbeing as the focus of health and care services, and shifting resources into social care and community services for the benefit of the people, communities and health and care systems.

In Hillingdon, the NHS and Hillingdon Council are looking for ways to improve the way that they work together as, when things go wrong, people can get stuck in hospital or be admitted to expensive nursing care when they would rather manage at home. A good example of where health care and social care need to work together is around agreeing the care needed at home to allow an older person to leave hospital sooner after a fall.

Plans in Hillingdon include a number of schemes which will concentrate on:

- better services in communities
  - to provide support to people at risk of falls, dementia and/or social isolation
  - to offer better services at home for people who are terminally ill
  - to ensure that community services and GP practices work together more closely
  - to support people providing unpaid care for relatives or friends
- helping to prevent admissions to hospital
  - by offering good alternatives to the A&E service
  - by offering good community services every day of the week
  - by making it easier for GPs to keep an eye on people with more complex health needs
- getting people home quicker when they've been in hospital
  - by working better with care homes and nursing homes
  - by joining up the services we offer at people's homes

### Challenges

GPs are currently facing a number of challenges and it is likely that improvements to the healthcare pathways will raise additional issues. These challenges include:

- the shortage in the number of individuals training to become a GP;
- the increasing population;
- the increasing acuity and number of conditions experienced by patients;
- the positive move to improve the health and social care pathway which will result in more patients being monitored by GPs;
- the number of GPs that could retire in the next 5 years or move abroad; and
- Government proposals to ensure that everyone in England has access to GP services seven days a week.

Whilst the Council has limited direct responsibility in this area, the issues can still be reviewed locally with a view to making recommendations on behalf of the Council and residents.

### Terms of Reference

The following Terms of Reference are proposed:

1. To understand the key / central current pressures that are faced by GPs;
2. To explore the possible implications for residents of expected changes to services provided by GPs;

3. To identify what support is currently in place for GPs and whether this level of support will be sufficient in the future;
4. To examine best practice elsewhere through case studies, policy ideas and witness sessions;
5. To explore ways in which services can improve and work more collaboratively to alleviate the pressures faced by GPs in the Borough, and recommend these to the appropriate body; and
6. After due consideration of the above, to bring forward recommendations to the Cabinet and, if required, the Health and Wellbeing Board, in relation to the review.

## **INFORMATION & ANALYSIS**

### **Methodology**

It is proposed that a Working Group be set up to examine background documents and receive evidence at its public and private meetings from officers and external witnesses. Research into relevant documents and websites would also be undertaken to provide background information for Members.

### **Witnesses**

Possible witnesses include:

1. Local Medical Committee
2. GPs
3. Hillingdon Clinical Commissioning Group
4. The Hillingdon Hospitals NHS Foundation Trust
5. Public Health
6. Central and North West London NHS Foundation Trust

### **Key Lines of enquiry**



## WITNESS, EVIDENCE & ASSESSMENT

The table below sets out the possible witnesses that could be invited to present evidence to the Committee. It is proposed that witnesses are invited to attend themed sessions to ensure that issues arising are dealt with comprehensively and strategically. Members are reminded that this is not an exhaustive list and that additional witnesses can be requested at any point throughout this review.

<b>Meeting</b>	<b>Action</b>	<b>Purpose / Outcome</b>
<b>ESSC:</b> 17 November 2015	The scoping report will be presented to the Committee. Members will have the opportunity to agree/amend the terms of reference and/or propose alternative/additional witnesses.	Information and analysis
<b>Working Group:</b> 1 <sup>st</sup> Meeting - TBC	Introductory Report / Witness Session 1 To gain evidence from the GPs to establish the pressures that they are facing	Evidence and enquiry
<b>Working Group:</b> 2 <sup>nd</sup> Meeting - TBC	Witness Session 2	Evidence and enquiry
<b>Working Group:</b> 3 <sup>rd</sup> Meeting - TBC	Draft Final Report	Proposals – agree recommendations and final draft report
<b>ESSC:</b> 15 March 2016	The draft final report will be presented to the Committee by Chairman of the Working Group.	Consider Draft Final Report
<b>Cabinet:</b> 21 April 2016	The draft final report will be presented to Cabinet by the Chairman of the Committee.	Cabinet may approve, amend or reject as many of the report's recommendations as it wishes.

*Members may also wish to consider whether appropriate site visits should be undertaken on areas in which they require further information.*

### **Assessment**

As is standard practice for a Policy Overview and Scrutiny Committee review, once a report's recommendations have been agreed by the Cabinet, officers will be asked to begin delivering the necessary changes. The monitoring of officers' work is a fundamentally important aspect of the Committee's work and, as such, regular reports on progress can be requested by Members and a full update report will be added to the future work programme of the Committee.

**Resource requirements**

This review will be undertaken within current resources. The plan set out above will be coordinated and delivered by Democratic Services. The additional resource of staff time required to present, collect and format evidence for witness sessions will also need to be considered.