

## HEALTH IN DACORUM COMMITTEE

### MINUTES OF THE MEETING HELD ON:

#### ATTENDING

##### **Councillors:**

Councilor Bhinder ( Chairman)  
Councilor Beauchamp  
Councillor Sinha  
Councillor Silwal  
Councillor Maddern  
Councillor Symington

Councilor Guest  
Councillor Pringle  
Councillor Durrant  
Councillor Tindall  
Councillor Hollinghurst  
Councillor Stevens

##### **Outside Representatives:**

Helen Brown  
Louise Halfpenny  
Dr T Fernandes  
Kate Ewer  
Kevin Minier  
Edie Glatter  
DBC Officers:

Deputy Chief Executive WHHT  
Director of Communications WHHT  
Herts Valley Clinical Commissioning Group  
Head of Communications WHHT  
Chair, Dacorum Patients Group  
Dacorum Patients Group  
M Sells, Member Support Officer (Minutes)

The Meeting commenced at 6:30pm.

No.	AGENDA ITEM
1	<p><b>MINUTES OF THE PREVIOUS MEETING</b></p> <p>The minutes of the previous meeting were reviewed and agreed.</p>
2	<p><b>APOLOGIES FOR ABSENCE</b></p> <p>Cllr Johnson Cllr Durrant Cllr Allan</p> <p>Cllr Timmis is Substituting.</p>

3	<p><b>DECLARATIONS OF INTEREST</b></p> <p>There were no declarations on interest</p>
4	<p><b>PUBLIC PARTICIPATION</b></p> <p>There were 4 members of the public attending the meeting.</p> <p>There was one request to speak</p>
5	<p><b>WEST HERTS HOSPITAL TRUST UPDATES</b></p> <p><b>Public Engagement Programme, Your Care, Your Views - Next Steps</b></p> <p>Presented by Helen Brown</p> <p>The first stage of engagement was undertaken earlier this year before the local elections, this presentation summaries some of the feedback received and provides some more detail around what is being proposed from each site.</p> <p>Each hospital will have a distinct role but they will all work together to provide a comprehensive range of services for West Hertfordshire.</p> <p>Watford is the main emergency specialist and complex care site</p> <p>St Albans is a planned surgical and cancer care site along with some urgent care.</p> <p>A full list of services for each site are listed in the presentation.</p> <p>Hemel Hempstead will retain the urgent treatment centre along with some planned medical care and complex long term medical conditions. MRI is a key part of the model care and will be provided at Hemel Hempstead.</p> <p>All three hospitals will have an element of urgent care and some outpatient services.</p> <p>Access to diagnostics and having more streamlined one stop clinics were highlighted as concerns in the first stage of engagement along with improved access to the sites.</p> <p>Conditions and suitability of the existing buildings is an ongoing concern.</p> <p>Case studies will be ongoing to reassure people and show how the services will work.</p> <p>Post Covid virtual appointments will be offered, but people will be able to request face to face appointments if they prefer.</p> <p>WHHT will continue to reach out to the community to ensure a cross section of those who will be using the services have an opportunity to take part in the engagement process.</p>

Cllr Guest would like Helen to comment on the proposals for the high rise building on the Watford site, she would like to know if such a building would meet Watford Brought councils planning requirements and would it have room to expand along with the housing growth in the south west of Hertfordshire will.

Helen Brown explains they are currently going through the planning process with the borough council, the pre planning process and overall feedback so far has been very positive, she does not anticipate there being any major issues. In terms of flexibility for growth, this has been a consideration throughout the whole process, the land adjacent to the development has been kept clear with future development in mind.

Cllr Bhinder refers to the height of the proposed building on the Watford site, he would like to know if there is another 17 story building in Watford?

Helen Brown explains that it is the planning authority's responsibility to approve any proposals put forward, they have provided positive feedback and have indicated that what has been put forward is broadly acceptable from a planning prospective.

Cllr Timmis thinks the plans are impressive and ambitious, would like to know if they anticipate being able to attract the quality of staff required, she would also like to know

HB – workforce has been a real focus, they have come a long way and built the workforce. There are some challenges, there has been an impact from Covid. There is work to do but there has been lots of engagement from clinical staff.

Edie Glatter would like to know how the access issues will be solved.

HB – this is a debate which has been going on for some time, the nature has the service has changed, not everyone can live next to a hospital so access times will vary. The plan is to provide planned care for the local sites.

Edie would also notes that cleanliness has been an issue in the past, how will this be dealt with going forward.

HB – this is being taken seriously, there are expectations and requirements around the hygiene code and they are working very hard to ensure these are met.

Several councillors expressed concern regarding travel times and access, they would like to know how these will be dealt with.

HB accepts there are issues and they are committed to finding ways to improve it but unfortunately not everyone can live next to a hospital and the reality is that some people will have further to travel.

Mr Graham Cartwell (member of the public) has requested to speak.

Mr Cartwell thanks the committee for time. He feels the 3 site option isn't viable, he is concerned about how public option isn't being listened to. There seems to be a fixation on keeping the main hospital in Watford. He feels when the plans were put forward the issue of transport was never discussed and the current development plans will only make the

situation worse. The last time there was an independent survey regarding possible sites it was carried out by Deloitte in 2015, their recommendation was for a site between Hemel Hempstead and St Albans, and this was ignored.

The stakeholder reference group were promised at the outset that they would have an input regarding location, however this didn't happen.

Back in 2019 Watford was one of 6 hospitals nationally with priority treatment for funding, it seems to be stalled and now we are 1 of 48 projects.

He feels what is being faced is alarming and he would like to invite the Councillors to consider what more they can do to stop the project going ahead.

Cllr Griffiths notes there were a large number of people who don't have internet access and so had to ask someone else to respond to the engagement of their behalf. She would like to know if there are any plans for people to be able to write in as part of any future engagement.

Cllr Griffith would also like to note that Hertfordshire has a very good voluntary transport network, Community Action Dacorum being one of them, could there be any provision for these drivers closer to the hospital.

HB explains there are limitations to digital engagement but there are also some real benefits, there has been a wider audience by doing it online. In the second stage of engagement there will be some in-depth phone calls and direct contact. If people would like to take part and don't have internet access they are happy to receive letters.

Helen will pick up with Cllr Griffith after the meeting to discuss the voluntary transport and how they can work together going forward.

Cllr Hollinghurst thinks public authorities and WHHT should consider investing in Buses for the hospitals rather than putting so much focus on cars. He also feels virtual appointments are a very good idea.

Edie Glatter would like to know how much the Watford site will cost and also she would like an explanation regarding the "purpose built hospital" for Hemel Hempstead which is mentioned in the literature

She would also like to know how an over spend will affect the 50m budget for Hemel and St Albans.

Helen Brown explains the cost has not been finalised so she cannot give a definitive answer. As for the over spend, the priority has to be on getting the clinical model right, there is a commitment to invest in both Hemel and St Albans to enable them to deliver the model of care and improve their estate.

"Purpose Built" could be misinterpreted as new build however this isn't what was meant, there will be a reconfiguration of the existing buildings with specific services in mind.

Cllr Bhinder would like to know if there is a time scale for the final costings.

Helen Brown has no specific date but they are hoping to complete the business case by Christmas and the cost will be in the public domain ahead of that time line.

Cllr Guest notes that access is a real problem and the current situation doesn't meet the needs of the residents, over the coming months this will be challenged through the critical

	<p>friend approach. The feels the biggest challenge is to deliver services that meet the needs of all West Herts residents now and in the future.</p> <p>Cllr Bhinder thanked WHHT for their presentation.</p>
6	<p><b>COUNTY COUNCIL HEALTH SCRUTINY COMMITTEE REPORT</b></p> <p>The Report was circulated to the committee</p> <p>There were no questions</p>
7	<p><b>COUNTY COUNCIL ADULT CARE SERVICES REPORT</b></p> <p>The Report was circulated to the committee</p> <p>There were no questions</p>
8	<p><b>WARD ISSUES</b></p> <p>Cllr Beauchamp has an elderly resident who recently had an appointment at the eye clinic at Watford, she was provided with hospital transport, however they dropped her off several hundred yards away from where she needed to be as the driver said he couldn't take her to the clinic as he would get a parking ticket. She was made to walk and by the time she arrived was in a great deal of distress, then she had to walk back to meet the driver to take her home again.</p> <p>This is obviously not acceptable and has been reported to the hospital transport system. This just shows that if there is going to be a centralised hospital in Watford it needs to have good access for all residents.</p> <p>Cllr Guest</p> <p>Last year a planning application was passed and an extension built on Park wood Drive Surgery in Warners end. This was to help with the existing and increased demand generated by the LA3 development. Although Cllr Guest herself voted against the LA3 development along with her other ward Cllrs she feels that now the focus needs to be on mitigating the impact and provide the necessary infrastructure for residents both now and in the future.</p> <p>Cllr guest would like to know if any other Members are aware of any other developments to GP surgeries within Dacorum.</p> <p>Cllr Timmis is chair of the patient participation group in Markyate associated with the Rothschild House Group of surgeries. Things have been very busy and progress has been slow, face to face appointments are still an issue but this is something that's is being focused on.</p> <p>All Members agree that this is a problem across all wards even before the pandemic.</p>

There is a place for online appointments and this can suit many people but those who wish to have face to face appointments must not be forgotten.

Dr Fernandes explains that all practises work slightly differently. Some surgeries have been doing telephone triage for over 8 years, telephone appointments, online access and telephone consultations have been standard practice in most cases, and these have been encouraged by NHS England. However the pace of change for some practice has been very fast due to Covid.

Part of the issue is that consultation rates have raised from 3 per patient per year 30 years ago to on average 8 per year today, there have been roughly 2million more consultation this year than there were this time last year, the demand and pressure of surgeries and GP is phenomenal and was so before the pandemic. The work force is shrinking, there aren't enough GPs for people to book in with them directly.

Each surgery is different and has particular demands so the way they work needs to be tailored to their particular situation.

Mental Health is a particular concern, even prior to Covid there was significant wait times for any form of treatment or diagnoses, Covid and isolation have exasperated some of these situations. The initial triage phone service does help to identify those in urgent need.

David Evans explains that Mental Health is a priority, one of the areas they are working on over the next 5 years is to ensure every school has access to a link worker around emotional health and wellbeing that will begin to grow accessible services and fast access to the right services.

9

## **WORK PROGRAMME**

Suggested Agenda Items:

- CAMHS - CCG
- Virtual hospital presentation - CCG
- Update on primary Healthcare - CCG
- Integrated Care System Update – CCG
- Population Health Management in the Primary Care Networks.

A forward plan will be put together and used going forward.

Ward issues will be moved to agenda item 5.

There being no further business the meeting ended at 21:45