


# Agenda Item 4

 <b>Lincolnshire</b> COUNTY COUNCIL <i>Working for a better future</i>		<b>THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE</b>	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Report to	<b>Health Scrutiny Committee for Lincolnshire</b>
Date:	<b>15 March 2023</b>
Subject:	<b>Chairman's Announcements</b>

## 1. Information Requested at Previous Meetings

On 15 February 2023, the Committee requested information on the following three topics:

(a) United Lincolnshire Hospitals NHS Trust – Use of the Independent Sector

As part of the presentation by United Lincolnshire Hospitals NHS Trust (ULHT) on the recovery and restoration of non-elective care, information was requested on the extent to which ULHT uses the independent sector. This information is awaited.

(b) Lincolnshire's Second Community Diagnostic Centre in Boston

As part of the item presented by United Lincolnshire Hospitals NHS Trust (ULHT) on the recovery and restoration of non-elective care, information was requested on the county's second community diagnostic centre (CDC) in Boston. Lincolnshire's first CDC was formally opened in Grantham in April 2022, as part of a national programme, with the aim of enabling patients to benefit from earlier diagnostic tests closer to home in a range of community locations. This has led to additional capacity for diagnostics across Lincolnshire and a business case has been approved for the expansion of the Grantham CDC.

On 15 June 2022 the Committee was consulted on the location of the second CDC in Lincolnshire and expressed a preference for Boston to be the hub, with spokes possibly in Mablethorpe, Skegness or Spalding. A second CDC in Lincolnshire was subject to a business case being submitted for approval to NHS England. Information on the Boston CDC will be circulated when it is available.

(c) Non-Emergency Patient Transport Complaints on Existing Contractor

At the last meeting, information on the number of complaints received by the existing provider of non-emergency patient transport in Lincolnshire, HTG-UK, was requested by the Committee.

The table below shows the number of complaints received for the periods July 2021 – January 2022 and July 2022 - January 2023, to enable comparison. This shows that the number of complaints increased when these two periods are compared.

<b>Formal Complaints Received</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Total</b>
July 2021 to January 2022	15	11	11	10	10	7	9	73
July 2022 to January 2023	16	11	11	16	15	15	12	96

Thematic analysis of complaints shows that the main cause of the increase in complaints relates to late collection and non-arrival of vehicles at the expected time.

<b>Complaints by Theme</b>	<b>July 2021 to January 2022</b>	<b>July 2022 to January 2023</b>
Late Collection - In/Outbound	20	29
Late Collection Discharge	2	0
Eligibility	7	6
Non Arrival / Cancelled Appointment	18	38
Aborted Journey	3	2
Inappropriate Planning	2	1
Poor Communication	2	5
Wrong Mobility	1	0
Misled by Service	0	0
Driving / Vehicles / Equipment	4	1
Staff Behaviour	5	2
Other - Specified in Notes	7	11
Call Centre / Booking	2	1
<b>TOTAL</b>	<b>73</b>	<b>96</b>

(d) Director of Public Health Annual Report – Technical Annexes

The technical annexes, which will include information on district councils, will be published, once the report has been considered by all the relevant decision makers and committees at North Lincolnshire Council and North East Lincolnshire Council, as well as Lincolnshire County Council.

(e) Lincolnshire System Recovery Support Programme

At the last meeting information was requested on the Lincolnshire System Recovery Programme. It is proposed that consideration is given to an item on this later in the year.

(f) Care Transfer Hubs

My announcements at the last meeting referred to the Delivery Plan for Recovering Urgent and Emergency Care published by the Department of Health and Social Care, and NHS England on 30 January 2023, which made reference to ‘care transfer hubs’ in every hospital in every hospital ahead of the 2023/24 winter. Further information was requested and section 6 of the report for item 5 of this Committee’s agenda refers to these hubs.

**2. Temporary Closure of Hartsholme Centre – Male Psychiatric Intensive Care Unit – Engagement Feedback**

An item was originally listed on the work programme for this meeting of the Committee on the outcome of the engagement exercise undertaken by Lincolnshire Partnership NHS Foundation Trust on the temporary closure of the Hartsholme Centre in Lincoln. The engagement report is not going to be ready for inclusion in this meeting’s agenda as a substantive item. If any information becomes available, it will be shared with the Committee.

**3. Glebe Park Surgery, Lincoln**

On 20 February 2023, Glebe Park Surgery, currently located in Montaigne Crescent, Lincoln, launched a twelve week engagement exercise (until 15 May 2023) on its proposal to move to new premises on the Carlton Centre Retail Park on Outer Circle Road, Lincoln.

Glebe Park Surgery currently has 5,600 patients registered and this is estimated to increase in the coming years. The Surgery has stated that the current premises would not accommodate a growing number of services that it wants to see delivered to patients locally. Glebe Park Surgery has also stated it was essential to move premises to create modern flexible clinic space and to host new primary care services.

A planning application to change the current use of a building on the Carlton Centre from retail to medical services will be submitted to the City of Lincoln Council, and can be views on that council's planning portal: [www.lincoln.gov.uk/planning/planning-applications/1](http://www.lincoln.gov.uk/planning/planning-applications/1).

As part of the engagement exercise, patients are being encouraged to give feedback by [completing a survey](#). The surgery held its first engagement drop-in session on 28 February. A further drop-in event is planned for 14 March, 6 pm-8 pm. Full details of the engagement exercise are available at: [www.glebeparksurgery.co.uk](http://www.glebeparksurgery.co.uk). Patients will be notified throughout the process, and information is also available from Glebe Park Surgery.