

Cllr Saunders
Chair of Overview and Scrutiny Committee

Adult Services
Cheshire East Council
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DATE: 16 August 2016

OUR REF: SS/SR

YOUR REF:

Dear Councillor Saunders

Re: Health and Adult Social Care Overview and Scrutiny Committee Ambulance Services Review in Cheshire East

Thank you for your recent letter to Mike Suarez, Chief Executive, Cheshire East Council regarding the recent review of Ambulance Services in Cheshire East by Health and Adult Social Care Overview and Scrutiny Committee.

The report has been given full consideration by the Council's senior officers and the Council is fully supportive of the findings of the report and the recommendations within it.

As the recommendations for the Council relate predominantly to Adult Social Care it has been agreed that I will respond to the report, on behalf of the council, to outline the actions that will be taken forward in response to the recommendations within the report.

Recommendation 2.6.7

Cheshire and Wirral Partnership NHS Foundation Trust and North West Ambulance Services NHS Trust work together with Cheshire East Council, NHS Eastern Cheshire Clinical Commissioning Group and NHS South Cheshire Clinical Commissioning Group to ensure that there is sufficient capacity in the mental health care system to support patients in the Borough and avoid lengthy out of area journeys which take ambulance crews out of use for long periods.

Action to be taken forward

To be considered as part of the wider review of Mental Health by the Pioneer Mental Health Commissioning Review Group

Lead Officer

Guy Kilminster Corporate Manager Health Improvement CEC
Ann Riley Corporate Commissioning Manager CEC

Recommendation 2.6.11

Cheshire East Council, NHS Eastern Cheshire Clinical Commissioning Group and NHS South Cheshire Clinical Commissioning Group ensure that there are sufficient health and care services in place and available over a seven day week to ensure emergency ambulance services have sufficient alternative options to improve patient pathways and increase the use of 'hear and treat', 'see and treat' and 'see and convey elsewhere' to reduce non essential conveyance to hospital emergency departments.

Action to be taken forward

Update on the plans for the future that are agreed with NHS and Adult Social Care through Health and Wellbeing Board and Better Care Fund

Lead Officer

Ann Riley Corporate Commissioning Manager CEC

Recommendation 2.6.12

North West Ambulance Services NHS Trust ensures that all call handlers, urgent care desks and paramedics crews have access to and utilise the Cheshire East Care Services Directory to ensure they are aware of alternative services available to them when deciding on a patient's pathway.

Action to be taken forward:

Continue to build on the current information available to NWS staff through the Care Services directory and the Cheshire East Council Website

Lead Officer

Sarah Smith - Corporate Commissioning Manager CEC

Recommendation 2.6.17

Health and Care Bodies continue to follow the principle of the Empowered Person and maintain campaigns to educate the public about supporting their own health and wellbeing and choosing the most appropriate health and care services when needed.

Action to be taken forward

The recommendation will be taken forward through the existing work on the empowered person via the Pioneer Mental Health Commissioning Review Programme and the Pan Cheshire Crisis Care Concordat

Lead Officer

Guy Kilminster Corporate Manager Health Improvement CEC
Ann Riley Corporate Commissioning Manager CEC

Recommendation 2.6.18

Cheshire East Healthwatch be requested to share the findings of its research into patient satisfaction with ambulance services with the Health and Adult Social Care Overview and Scrutiny Committee

Action to be taken forward:

Through Healthwatch contract management

Lead Officer

Sarah Smith - Corporate Commissioning Manager CEC

I welcome the opportunity to provide a progress report to the committee on the actions that have been taken forward in response to the recommendations.

This will help to inform the follow up review which will take place twelve months following the publication of the report.

I trust that the proposed actions meet with your approval but please do not hesitate to contact me should you require any further information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Redmond', written in a cursive style.

Sue Redmond

Interim Director of Adult Social Care and Independent Living