

BIRMINGHAM CITY COUNCIL.

<p>JOINT HEALTH OVERVIEW & SCRUTINY COMMITTEE (BIRMINGHAM & SANDWELL) 11 FEBRUARY 2025</p>

**MINUTES OF THE MEETING OF THE JOINT
HEALTH OVERVIEW AND SCRUTINY
COMMITTEE (BIRMINGHAM AND SANDWELL)
HELD ON TUESDAY 11 FEBRUARY, 2025,
COMMITTEE ROOM 3 & 4, COUNCIL HOUSE,
VICTORIA SQUARE, BIRMINGHAM, B1 1BB**

PRESENT: -

Birmingham Councillors: Fred Grindrod (Chair), Saima Ahmed, and Gareth Moore.

Sandwell Councillors: Elaine Giles, Elizabeth Giles and Michaela Allcock.

ALSO PRESENT:-

Rachel Barlow, Managing Director, Midland Metropolitan University Hospital Programme

Jayne Salter-Scott, Head of Public and Community Engagement, Sandwell and West Birmingham NHS Trust

Jamie Emery, Patient Insight and Involvement Lead, Sandwell & West Birmingham (SWB) NHS Trust

Fiona Bottrill, Senior Overview and Scrutiny Manager, Birmingham City Council (BCC)

Ade Fashade, Interim Scrutiny Officer, BCC

1. NOTICE OF RECORDING/WEBCAST

The Chair advised that this meeting will be webcast for live and subsequent broadcast via the Council's Public-I microsite ([please click this link](#)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2. APOLOGIES

Apologies were submitted by Councillors Kath Hartley (Birmingham) and Archer Williams (Sandwell).

3. DECLARATIONS OF INTERESTS

There were no declarations of interest.

4. MINUTES OF MEETINGS HELD ON 12.03.24 AND 16.9.24

RESOLVED:

That the minutes from the last two JHOSC meetings on 12th march and 16th September 2024 were agreed as an accurate record.

5. JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE ACTION TRACKER

That the one action, Midland Metropolitan University Hospital progress update on targets against benefit case on the tracker has been discharged. There were no outstanding actions.

RESOLVED:

That the action tracker be updated accordingly.

6. SANDWELL AND WEST BIRMINGHAM (SWB) NHS TRUST MIDLAND METROPOLITAN UNIVERSITY HOSPITAL (MMUH) UPDATE SINCE OPENING

Rachel Barlow, Managing Director, Midland Metropolitan University Hospital Programme was in attendance to provide the latest update on its development. Also in attendance for this agenda item was Jayne Salter-Scott, Head of Public and Community Engagement for SWB NHS Trust.

The following points were highlighted:

- The transformative models of care introduced into MMUH were working well. The workforce of the two hospitals had been successfully merged into one acute site.
- The consolidation of two teams of consultants have been completed and would enable availability of more consultants at weekends.
- The new site now provided the ability to cope with increased acute needs and consultation, with Monday to Friday provision for an extended length of opening times.

- Post-campaign evaluation was well-rated with high levels of engagement
- Since its opening, MMUH have had the highest ambulance volumes regionally and had demonstrated the best turnaround times.
- The hospital has been able to meet the challenge of a busy flu period, and it expected to see benefits of patient outcomes going forward.
- Patients feedback have been positive, for example, in terms of quality of care and the new Children's Emergency Department. However, there have been feedback of noise and poor communication in the main Emergency Department. As a result, a focus group was responding to the feedback, which was being addressed with a new and improved waiting room layout.
- Referrals to acute care have increased. Patient Advice and Liaison Service (PALS) was now co-located with in-patient services. This had facilitated an increase in PALS cases, enabling liaison and resolution of patient experience issues. In parallel, they have seen a decrease in the number of formal complaints.
- There were 243 volunteers contributing over 6,000 hours between October and December 2024. They have positively contributed to the improvements in patient and service user experience.
- Changes were in place in the car park as well as improvements on navigation around the building. There was continuous monitoring of the situation. Also, bus provision to cater for patients and carers/visitors to the hospital have been agreed. They have engaged with Sandwell Council to improve car parking for Urgent Treatment Care (UTC) visiting.
- Staff experience was showing promising signs. There was improvement in turnover figures and sickness was down.
- Early benefits realisation for MMUH was the Learning campus on-site which has 200 local residents involved to improve skills of employment, and there has been a reduction in the use of 78 acute beds and therefore avoided the associated costs.
- Future opportunities have been identified, such as the development of elective hub for delivery of surgical services in the Black Country which was due to begin by the end of the year.
- The move to MMUH was successful and safe, with business as usual established quickly. The tracking of data over the first 100 days showed some early signs of benefits.

In response to questions, the Committee was informed that:

- In response to a question about communication approaches, the MMUH Managing Director agreed to provide more details on the evaluation of communication approaches adopted once the review of evaluation had been completed.
- There was still ongoing engagement with hundreds of community-based organisations, with regular attendance at community festivals and events to build connections and relationships.
- On the question of nighttime operations at MMUH and visiting times, the Managing Director said it was likely that another 'walk-through' of the hospital would need to be undertaken to work out the logistics more accurately.
- On the issue of people parking cars on surrounding residential roads, this had always been an issue. The hospital would work with partners and consider feedback from surveys in developing solutions. Also, engagement with local businesses who may be parking on these streets would be developed.
- In terms of patients feedback, these were done in various ways, such as going through the complaints data, online google feedback on experience, and through 'family and friends tests'. Feedback from these sources were used to improve standards.
- The Trust was continuously tracking activities of partner providers and hospitals within the Trust area. They continued to engage in conversations on improvement in service provision standards in areas, such as aftercare of patients and quicker access to test results.
- Currently, waiting times was at 78%. The 7-day care model was showing signs of improvement. Investment in Emergency Department staff have increased by 9% since last year.
- In response to sharing learning from the success of the MMUH project with partners, such as councils and other stakeholders, the Managing Director said that the Trust was putting together a set of lessons learnt, such as its work on clinical transformation and operational readiness. Focus would also be on Place and how MMUH aimed to operate within it as an 'anchor'. The Managing Director assured the Committee that she would provide feedback around the issue of shared learning at an appropriate time in the near future.

- Accident & Emergency (A&E) impact had been challenging in the last few weeks in terms of bed occupancy. The hospital was working to improve streaming model? to ensure patients were sent to the right places. Also, exploring opportunities to look at planned care pathways.
- To assist the Committee in carrying out its statutory scrutiny responsibilities the Committee proposed that the Managing Director develop a suite of Key Performance Indicators (KPIs). This would help measure and understand 'what good looks like' and should be brought to a future meeting.
- It was agreed that plans should be put in place for a JHOSC visit to MMUH and also, if possible, hold a scrutiny meeting at the hospital.

RESOLVED:

That:

- i) The report and its contents be noted.
- ii) The Managing Director, Midlands Metropolitan University Hospital (MMUH) to provide more details on the evaluation of communication approaches adopted once the review of evaluation had been completed.
- iii) The Managing Director, MMUH to provide feedback around the issue of shared learning at an appropriate time.
- iv) The Managing Director, MMUH to provide Key Performance Indicators (KPIs) to a future meeting.
- v) A Joint Health Overview and Scrutiny visit to MMUH to be arranged by Scrutiny Officers.

7. UPDATE ON PATIENTS EXPERIENCE AT SANDWELL AND WEST BIRMINGHAM (SWB) NHS TRUST

Jamie Emery, Patient Insight and Involvement Lead for Sandwell and West Birmingham NHS Trust was in attendance to update the committee on this item.

The following points were highlighted:

- Latest summary update of Patients Experience had been approved by the SWB Trust's Quality Committee.
- SWB Patient Experience Ambassadors were in place to drive and undertake development activities and promote positive experience.
- Patients Ambassadors programme consisted of c.100 people who engaged with patients to help identify patient needs. It worked closely with Healthwatch and has engaged with senior levels of the Trust. Also,

a Patient Standing Group consisting of patients and public to support the organisation with ongoing work across its services was being developed and recruitment was ongoing.

- Patient Advice and Liaison Service (PALS) was now located at front of house at MMUH to improve accessibility, deal promptly with issues, and improve Face to Face feedback. Training had been offered to staff on how to better resolve issues.
- The Trust was working closer with carers and valued their role and expertise on patient needs and experience. Recognition cards had been developed for them and incentives available included free car parking and free breakfasts.
- SWB has a partnership with Birmingham City University to deliver a course syllable on Personalisation of Care.
- Key priorities were understanding data and developing training and learning objectives to effectively deliver excellent patient experience.

In response to questions, the Committee was informed that:

- In relation to discharge and transfer of care, work was ongoing to improve this, with staff undergoing training on how they tailored care needs appropriately.
- Return rates?? for people was being monitored to measure response to PALS and complaints.
- Work was ongoing to create single set data to explain and analyse impact of patient care.
- The current challenge was to measure hearts and minds of staff, patients, and the wider population; and co-producing what great looks like in terms of patient experience. Efforts would be made to value carers and better recognise them. SWB Trust worked closely with Sandwell MBC to better support and value carers.

RESOLVED:

That the report be noted.

8. WORK PROGRAMME 23/24 UPDATE

The Overview and Scrutiny Manager updated the meeting on the current work programme:

- The work programme would take into consideration the discussion on bringing KPIs to track hospital and patient experience, and development of a Patience Experience Strategy.
- A Memorandum of Understanding would be developed between Birmingham and Sandwell MBC for JHOSC in collaboration with Sandwell & West Birmingham Trust. A draft would be brought to future committee meeting.

RESOLVED:

- That the Committee noted the Work programme update.

9. DATE AND TIME OF NEXT MEETING

RESOLVED:

That meetings would be held three times a year from the next Municipal year 25/26. The next meeting would be hosted by Sandwell MBC. Date to be confirmed.

10. OTHER URGENT BUSINESS

None

The meeting ended at 19.41hrs.