

Resources Department
Town Hall, Upper Street
London, N1 2UD

Report of: Health and Care Scrutiny Committee

Meeting of: Executive

Date: 5 September 2024

Ward(s): All

Decision No: I029289

Subject: Access to Health and Care Services in Islington – Report of the Health and Care Scrutiny Committee

1. Synopsis

- 1.1. This report requests that the Executive receive the report of the Health and Care Scrutiny Committee following the completion of its review into Access to Health and Care Services. A response to the recommendations set out in the report will be considered at a future meeting of the Executive.

2. Recommendations

- 2.1. That the report of the Health and Care Scrutiny Committee be received.
- 2.2. That the Executive Member's response be reported to a future meeting of the Executive, including having due regard to any relevant implications of the Committee's recommendations.

3. Background

- 3.1 The review was held between July 2023 and April 2024. The overall aim of the review was to consider whether residents were able to access health and care services in Islington effectively; specifically, GP appointments, and the Adult Social Care ‘front door’ and to consider what themes or recommendations could improve service delivery.
- 3.2 The Committee also agreed to the following objectives:
- To review if health and care services in Islington are easy to access.
 - To consider if all residents are able to access health and care services equally, to assess the reasons why some groups may find it difficult to access services, and to consider the support available to help people access services.
 - To consider the capacity and demand for health and care services in Islington; and if there are opportunities within the local system to help manage these issues.
 - To review opportunities for improving access to health and care services; considering if communications and systems meet the needs of Islington’s diverse communities, and if there is scope to develop these further.
 - To evaluate best practice in facilitating access to health and care services
- 3.3 In undertaking the review, the Committee met with local residents, the NHS North Central London Integrated Care Board, Healthwatch Islington, Islington GP Federation, Age UK, and a range of council officers. In considering the evidence received, the committee concluded that, while some residents had positive experiences of accessing health and care services, others had been having trouble in accessing services and there were several ways that access to services could be improved.

4. Implications

4.1. Financial Implications

- 4.1.1 The proposals in the report need to be costed before a response is made by the Executive.

4.2. Legal Implications

- 4.2.1 Relevant legal implications will be considered as part of the response to the review.

4.3. Climate Change and Environmental Implications

- 4.3.1 Any environmental implications will be identified as part of the Executive Member response.

4.4. Equalities Impact Assessment

- 4.4.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.
- 4.4.2. An Equalities Impact Assessment is not required in relation to this report. Any equality impacts will be identified as part of the Executive Member response.

5. Conclusion and reasons for recommendations

- 5.1 Six recommendations have been made in response to the evidence received. The Committee would like to thank all the witnesses that gave evidence in relation to the review. The Executive is asked to endorse the Committee's recommendations.

Appendices:

- Report of the Health and Care Scrutiny Committee – Access to Health and Care Services in Islington

Background papers:

- None

Report Author: Samineh Richardson, Committee Services Team Leader
Tel: 020 7527 2603
Email: democracy@islington.gov.uk