

TEES VALLEY HEALTH SCRUTINY JOINT COMMITTEE

A formal notice had been issued to all concerned of a meeting of the Tees Valley Health Scrutiny Joint Committee to be held on 8 April 2010. At the appointed time of 1.30 p.m. the following were present: -

PRESENT: Representing Hartlepool Borough Council:
Councillor G Lilley

Representing Middlesbrough Council:
Councillors Cole and Dryden

Representing Redcar & Cleveland Council:
Councillors Carling, Higgins and Mrs Wall

Representing Stockton-on-Tees Borough Council:
Councillor Mrs Cains (Chair).

OFFICERS: A Metcalfe (Darlington Borough Council), F Jassat (Durham County Council), J Walsh (Hartlepool Borough Council), J Bennington and J Ord (Middlesbrough Council), M Ahmeen (Redcar & Cleveland Council) and P Mennear (Stockton-on-Tees Borough Council).

**** PRESENT BY INVITATION:** Councillor Mrs Skilbeck (Hambleton District Council)
Councillor R Todd (Durham County Council)

North East Ambulance Service NHS Trust:
Colin Cessford, Director of Strategy and Business Development
Rachel King, Business Planning and Performance Manager

South Tees Hospitals NHS Foundation Trust:
Jill Moulton, Director of Planning
Anne Lister, Quality Accounts Project Lead.

**** QUORUM**

The required quorum in accordance with the agreed protocol states that the quorum of the Joint Committee should be six for general meetings and one third for review meetings and that each authority should be represented. In the absence of a quorum and given the business to be transacted it was agreed by those present to proceed with the items on the agenda on an informal basis and any decisions to be formally considered at the next meeting of the Joint Committee.

**** APOLOGIES FOR ABSENCE** were submitted on behalf of Councillors Newall, Mrs Scott and Mrs Swift (Darlington Borough Council), Councillors Brash and Plant (Hartlepool Borough Council), Councillor Carter (Middlesbrough Council), and Councillors Sherris and Mrs Walmsley (Stockton-on-Tees Borough Council).

**** ORDER OF BUSINESS**

Given the involvement of the representatives of Durham County Council in only agenda item number 5 relating to North East Ambulance Service Quality Accounts it was agreed by all concerned that the order of business be varied and that agenda item number 5 be dealt with as the next item of business.

NOTED AND APPROVED

**** DECLARATIONS OF INTEREST**

Name of Member	Type of Interest	Item/Nature of Interest
Councillor Mrs Wall	Personal/Non Prejudicial	Agenda Item No. 5 - North East Ambulance Service NHS Trust - related to a number of employees.

**** MINUTES**

The minutes of the meeting of the Tees Valley Health Scrutiny Joint Committee held on 8 March 2010 were submitted.

AGREED that it be recommended that the minutes of the meeting of the Tees Valley Health Scrutiny Joint Committee held on 8 March 2010 be approved as a correct record.

MATTERS ARISING – CANCER SCREENING FINAL REPORT

The Chair confirmed that the Joint Committee's Final Report on Cancer Screening Services across the Tees Valley had been presented to the Joint Primary Care Trust Boards and had been very well received by both Boards.

An indication had been given by the PCT Boards that they would be keen for the Joint Committee to have some involvement in the compilation of the strategy.

NOTED**NORTH EAST AMBULANCE SERVICE NHS TRUST – QUALITY ACCOUNTS 2009/2010**

The Scrutiny Support Officer submitted a report the purpose of which was to introduce representation from North East Ambulance Service NHS Trust to discuss the draft Quality Account 2009/2010 an updated copy of which was circulated at the meeting.

Quality Accounts were now a major part of how NHS organisations report on their performance, how they relate to stakeholders and outline areas of priority.

The Joint Committee was advised that since NEAS provided services to the North East region representatives of other North East Health Scrutiny fora outside of the Tees Valley area had been invited to attend for this particular item of business.

Given the time constraints the NEAS representatives acknowledged that they had been unable to engage fully but requested that there be more regular involvement with the Joint Committee in terms of the development of the Quality Accounts process in the future.

The Joint Committee's attention was drawn to the format of the documents which had been predetermined by the Department of Health and comprised the following:-

Part 1 of the account included a statement on quality from the Chief Executive and a statement from the senior employee outlining that to the best of that person's knowledge the information in the document was accurate.

Part 2 of the account outlined the priorities for improvement for 2010/2011 and statements relating to the quality of services provided.

Part 3 of the account included a review of quality performance over 2009/2010, an explanation of who the Trust had involved to determine the accounts priorities and any statements provided from its commissioning PCT, LINKs and overview and scrutiny.

Following engagement with commissioners, Trust staff, LINKs and feedback from patient and staff surveys the Trust had selected five priorities for improvement for 2010/2011 on which the comments of the Joint Committee were sought in respect of: -

Patient Safety:

- i) improving the ability of hand washing and implementing cleaning arrangements that details the standards of cleanliness required;

Effectiveness:

- ii) improving annual staff survey results;
- iii) improving management of asthma and hypoglycaemic attacks to maintain achievement of national clinical indicator set;

Patient Experience:

- iv) improving the capture of patient satisfaction and plan improvements based on feedback;
- v) avoiding unnecessary transport of EoLC patients to A & E.

In considering the Quality Account and in line with the regulatory framework the Joint Committee was specifically invited to give an opinion as to whether it was representative; gave full coverage of the Trust's services; and if the Committee believed that there were considerable omissions of matters of concern or misleading details.

It was confirmed that the final version of the Quality Accounts would be published before 30 June 2010 and would be sent to the Plain English Campaign prior to publication to obtain a Crystal Mark to ensure that the public information was as clear as possible. As part of such a procedure the document would go through a design process to ensure that it was 'easy on the eye'.

In commenting on the priorities support was expressed for further work to be undertaken in terms of demonstrating the Trust's expansion in determining patient satisfaction through the development of patient surveys in order to understand better and improve the quality of service provided to patients.

Members referred to the graphical information provided in respect of Category A and Category B response times and suggested that issues such as the adverse weather conditions experienced during December 2009 and early January 2010 should be reflected in the analysis of the response times. Details were provided of specific problems experienced with particular regard to rural areas and an indication given of the investment by NEAS in tackling and mitigating such circumstances in the future which was acknowledged.

In commenting on the various methods of transport which had been used and exceptional efforts by staff, Members also referred to the valuable support of the Great North Air Ambulance. It was suggested that the Chief Executive of the Great North Air Ambulance be invited to a future meeting to give a presentation on the operation and working relationship with local NHS organisations.

Whilst Members acknowledged the detailed information provided it was suggested that it would have been more helpful if the statement from the lead commissioner had been available to inform the Joint Committee with particular regard to difficulties experienced in East Cleveland, 'near misses' and resilience of the new Contact Centre in Monkton. It was acknowledged that the Department of Health had set a tight timescale and it was confirmed that the statement from the lead commissioner was expected within the next two weeks a copy of which would be forwarded to the Chair of the Joint Committee.

Members supported the intention to send the document to the Plain English Campaign but questioned the lengthy nature of the document given that it was largely aimed at members of the public. It was felt that careful attention should be given to the format of the document bearing in mind that patient experience was likely to be of most interest to members of the public. The design features were considered to be important in order to encourage members of the public to read the document. It was confirmed that the document would include a full glossary and be available on the website with easy and direct links to the various components of the document. Once considered by the Plain English Society consideration would be given to shortening the document but ensuring that the meaning was not lost or confused and compliance with the mandatory information required.

Members suggested that it would be helpful to be advised of the response to the document once evaluated including any suggestions regarding the format of the document.

With reference to the 197 complaints registered in respect of 2009/2010 clarification was provided regarding the complaints system and an indication given of the reasons for such complaints.

In terms of assuring members of the public of the validity of the information and data provided it was suggested that reference be clearly made to the respective external audits, which are undertaken in this regard.

AGREED as follows: -

1. That the North East Ambulance Service representatives be thanked for their contribution and information provided.
2. That following the compilation of a statement in consultation with the Chair of the Joint Committee a copy of the document be forwarded to all Members of the Joint Committee for approval prior to submission to North East Ambulance Service NHS Trust.

SOUTH TEES HOSPITALS NHS FOUNDATION TRUST – QUALITY ACCOUNTS 2010/2011

The Scrutiny Support Officer submitted a report the purpose of which was to introduce representation from South Tees Hospitals NHS Foundation Trust to discuss the draft Quality Accounts 2010/2011.

As a key stakeholder the Joint Committee was asked to consider and comment on the draft document specifically whether:

- a) The Quality Account was representative;
- b) It gave a comprehensive coverage of the provider's services;
- c) If there are significant omissions of issues of concern that had previously been discussed with providers in relation to Quality Accounts.

It was confirmed that the final document would be formatted in a brochure style with comments/pictures inserted be shorter and 'reader friendly', the latest draft copy of which was circulated at the meeting.

The aim of the Quality Accounts was to improve organisational accountability to the public and provide information on the quality of services the NHS healthcare services delivered and where they were going to seek further improvements in the coming year.

The format had changed to a smaller document and was still being revised to include updated information and a comprehensive glossary. It was acknowledged that the design features of the brochure would continue to be refined.

The Joint Committee's attention was drawn to the main components of the document.

Members commented on the difficulties in explaining the information around targets such as that of healthcare associated infections. Reference was made to the section of the document related

to the national clinical audits and national confidential enquires which the Trust had participated in during 2009/2010 and also to the Commissioning for Quality and Innovation payment framework.

In commenting on the priorities, reference was made to the continuing efforts to reduce healthcare associated infections. An indication was also given of the various means and information available as to how a person can make a complaint and how such matters were dealt with.

The Joint Committee supported the format used for the document and noted the intention to enlarge some of the graphical data provided, improve colour definition and correct typographical errors.

In terms of the overall process, Members considered that it would be beneficial for earlier and wider involvement with relevant parties with particular regard to determining the priorities. It was reiterated that the most recent guidance had only been published in February 2010 and that lessons would be learnt from this year which would assist in the overall preparation of next years' document. It was acknowledged that overview and scrutiny committees had a major role to play in the process and it was therefore important to ensure that the consultation and procedures were sufficiently robust to enable such committees to be in a position to comment where appropriate.

AGREED

1. That the South Tees Hospitals Foundation Trust representatives be thanked for their contribution and information provided.
2. That following the compilation of a statement in consultation with the Chair of the Joint Committee a copy of the document be forwarded to all Members of the Joint Committee for approval prior to submission to the South Tees Hospitals NHS Foundation Trust.

VOTE OF THANKS

The Chair thanked Members and Officers for their hard work and co-operation during the last Municipal Year.

Members of the Joint Committee thanked the Chair for the able and courteous way in which she had conducted the business of the Committee during the current Municipal Year.