

Health Scrutiny Panel Meeting

Minutes – 18 July 2013

Attendance

Members of the Panel

Cllr Claire Darke (chair)
Cllr Neil Clarke
Cllr Ian Claymore
Cllr Susan Constable
Cllr Zahid Shah
Cllr Paul Singh

Other Councillors

Staff

Earl Piggott-Smith
Kathy Roper

Scrutiny Officer
Head Of Young Adults Commissioning - Community

Other Officers

Diane Lee	Assistant Chief Executive (West Midlands Ambulance Service)
Nick Henry	General Manager (West Midlands Ambulance Service)
Lisa Thacker	Acting Compliance Manager (Care Quality Commission)
Payal Patal	Compliance Inspector (Care Quality Commission)
Mark Lane	Commissioning Strategy Manager (NHS Wolverhampton City Clinical Commissioning Group)
Wendy Ewins	

Part 1 – items open to the press and public

<i>Item No.</i>	<i>Title</i>	<i>Action</i>
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MEETING BUSINESS ITEMS

1. **Apologies**

Apologies for absence were received from Cllr Milkinder Jaspal and Cllr Thomas Turner

2. **Declarations of interest**

There were no declarations of interest received.

3. **Minutes of the previous meeting (23 May 2013)**

Resolved:

That the minutes of the meeting held on 23 May 2013 be approved as a correct record and signed by the Chair.

4. **Matters arising**

Cllr Sue Constable reported on the visit to Penn Hospital and the very much improved facilities being developed for patients and staff. Cllr Darke reported on the development of the Community Café. The Panel agreed to receive a report on progress on the impact of the new facilities in delivering better patient outcomes.

The Panel were advised that the date for the opening of the new development had been changed to 14.8.13 (12pm - 4pm) and all were encouraged to attend.

Cllr Claire Darke confirmed that the Panel were invited to attend the Future Health and Wellbeing Board Meeting Day on 31.7.13 to discuss responses to the recommendations of the Francis Inquiry. Cllr Darke queried if all Panel members had been sent an invite to the meeting

Resolved:

That all Panel members be sent an invitation to the meeting on 31.7.13, if this has not already been done.

Kathy Roper

5. **Schedule of Outstanding Minutes**

Earl Piggott-Smith presented the report to the Panel. The Panel were advised that there had been discussions with Cllr Darke and officers about whether items listed were still relevant to the work of the Panel. Earl Piggott-Smith explained that suggestions had been received from officers about those topics that could be actioned or removed. It was proposed that, subject to the agreement of Cllr Darke, that those items still considered relevant would be incorporated into the panel work programme report, rather than including them in a separate report.

Resolved:

That the work programme report be updated to include those items from the schedule of outstanding minutes still considered to be relevant to the work of the Panel.

Earl Piggott-Smith

DECISION ITEMS

6. **West Midlands Ambulance Service**

A joint report on the performance of West Midlands Ambulance Service was presented by Diane Lee and Nick Henry.

Diane Lee updated the Panel on the governance arrangements since it was authorised as Foundation Trust on 1.1.13. The service was licenced on 1.4.13. Diane Lee highlighted the importance of the staff and the public in the governance structure and the work being done to become to encourage people to be active foundation trust members.

The members of the Panel were encouraged to consider becoming Foundation Trust Members themselves. Diane reported that staff have to opt out of being a member of the new governance structure. Diane Lee briefed the Panel on the performance of the Trust against national quality standards. Foundation Trusts are regulated by MONITOR.

Cllr Singh asked for an example of where the issue raised by the public or staff had led to change in a decision of the Executive. Diane Lee responded that the process is still at an early stage however, there have been occasions when documents or

consultation requests have been distributed to the members and the Governors for their comment and opinion.

There is an expectation that over time they will take a more active role in the decision making process.

Nick Henry briefed the Panel on the progress of introducing make ready service and details of the new ambulance station re-configuration.

Nick Henry commented on the changes in demands from the past when peak activity was during the winter period - the service is dealing with increased volume of activity outside this period.

Cllr Darke queried the impact of the current heat wave on the demand for the service. It was stated that the service is coping well during the weather.

Cllr Darke queried the reference in the papers about fines being made for delays in transfer of patients at Royal Wolverhampton Hospital. Nick Henry explained the conditions which would lead to a fine being made where there has been a delay. Nick Henry explained that the service has a good working relationship with the hospital and efforts are made to deal with problems relating the transfer of patients when they arise.

Cllr Claymore welcomed the presentation and queried the effectiveness of the accountability that the public have over the executive. Diane Lee explained that the governance structure had been running in shadow form and there was a robust induction process for the Governors. The public and Governors review and comment on many Trust documents including the draft Quality Accounts and Strategic plan.

Resolved:

That the report be received.

7. Care Quality Commission

Lisa Thacker and Payal Patal gave a joint presentation about the role and responsibilities of the Care Quality Commission (CQC).

Lisa Thacker gave an overview of the assessment of residential care schemes across the Wolverhampton and the progress of registering GP practices. The work is being done in phases – in the first phase 62 GPs in Wolverhampton had their details checked against original registration details of the registered activities. In total, there are 1400 GPs to be visited.

CQC have to give a GP and dental practices at least 48 hour notice before they inspect. Lisa Thacker reported that most concerns about GP practices were linked to infection control.

Lisa Thacker highlighted the role of the CQC in wanting to work more closely with Health Scrutiny Panels and to share information. Lisa Thacker explained changes to planning of future inspections.

In addition there are future themed planned inspection which will look at the quality of dementia care and young people services.

Cllr Darke queried the number of establishments repeatedly moved from being compliant with national standards to being non-compliant, following an inspection. Lisa Thacker explained that a possible explanation could be that schemes may be failing a different national standard than before following an inspection.

Cllr Darke queried the impact of the outcome from the review of Winterbourne View and the Francis Inquiry in how the CQC undertakes its assessment work. Lisa Thacker explained that there are further planned changes to be announced as a result of the findings from the Francis Inquiry. The appointment of the Chief Inspector of Hospitals and Chief Inspector Adult Social Care will impact on the work of the CQC. Lisa Thacker also explained that a new quality rating scheme is being be piloted.

Lisa Thacker explained planned changes to the assessment criteria that will be introduced made in response to the findings and recommendations of the Francis Inquiry.

Cllr Paul Singh queried if the inspectors adopt a 'tick box' approach when reviewing an establishment against the national standards. Payal Patal explained that the CQC does not have a tick list approach – the issues to be investigated will be determined by intelligence received about the standard of care and also the findings from their inspection of the establishment. Lisa explained that all establishments are assessed against the 16 essential national standards, which is supported by national regulations.

Cllr Paul Singh queried complaints from residents about the difficulty in getting timely appointments to their GP and whether issue was covered as part of the inspection. Lisa Thacker explained that during inspections they will talk to people in the waiting room, to find out their experiences about the quality of service. The information collected will be used to give an overall assessment of the quality of the service.

Cllr Shah queried complaints about a dental practice with poor hygiene standards, but was still able to continue practice. Lisa Thacker said that she would be happy to discuss the concerns outside the meeting.

Resolved:

That the report is received and that a draft of the scrutiny work programme is sent to the CQC for information.

Earl Piggott-Smith

8. **NHS Wolverhampton City Clinical Commissioning Group**

Mark Lane presented a report on progress against those parts of the service which were rated as red and the work being done to improve the situation. Mark Lane reported that four of the five conditions detailed in Table 1 of the report have now been completed.

Mark Lane explained that a formal review of the A&E service is planned - this work will be done by NHS England. Mark Lane reported on the work of the diabetes project – the work involves other partners. The challenge facing different partners is how to best integrate dementia care services.

Mark Lane outlined the key strategic service priorities. A report on urgent care provision will be presented to Health and Well Being Board at the end of July 2013.

Resolved:

That the report is received and that the Panel receive further progress reports when available.

Mark Lane

9.. **Winterbourne View – progress report**

Kathy Roper presented a report to brief the Panel on progress in implementing recommendation arising from the report A National Response to Winterbourne View Hospital. Kathy Roper outlined the progress of implementing The Concordat: Programme of Action arising from the above report.

Kathy Roper confirmed that all existing learning disability cases had been reviewed as part of wider work being done to improve the quality of care and strengthen commissioning arrangement and the

key achievements to date. Kathy Roper explained that they try to avoid out of area placements because of the difficulties in monitoring the quality of care.

Cllr Claymore queried the process for monitoring the implementation of the action plan. Kathy Roper explained that progress is monitored by the Winterbourne View Action Group and also by the Health and Well Being Board.

Resolved:
That the report be received.

10. Health Scrutiny Panel Work Programme 2013/14

Earl Piggott-Smith presented a report detailing the agenda for future meetings of the panel. The Panel were invited to suggest topics they would like added to the work programme. The Panel agreed to add the topic of Tobacco Control to the work programme. The report will also cover the issue of Shisha Bars

Resolved: Earl Piggott-Smith
That the report be received. The topic of tobacco control to be added to the scrutiny work programme.

INFORMATION ITEMS

11. Royal Wolverhampton NHS FT Quality Account 2012/13

Earl Piggott-Smith presented a final draft of the health scrutiny submission for information.