

A G E N D A

Health Scrutiny Committee

Date: **Thursday, 13th November, 2003**

Time: **10.00 a.m.**

Place: **Town Hall, Hereford**

Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

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**County of Herefordshire
District Council**

AGENDA

for the Meeting of the Health Scrutiny Committee

To: Councillor W.J.S. Thomas (Chairman)
Councillor T.M. James (Vice-Chairman)

Councillors Mrs. W.U. Attfield, G.W. Davis, Mrs. J.A. Hyde, Brig. P. Jones CBE,
G. Lucas, R. Mills, Ms. G.A. Powell and J.B. Williams

| | Pages |
|-------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1. APOLOGIES FOR ABSENCE To receive apologies for absence. | |
| 2. NAMED SUBSTITUTES (IF ANY) To receive details of any Member nominated to attend the meeting in place of a Member of the Committee. | |
| 3. DECLARATIONS OF INTEREST To receive any declarations of interest by Members in respect of items on the Agenda. | |
| 4. MINUTES To approve and sign the Minutes of the meeting held on 8th October, 2003 | 1 - 4 |
| 5. IMPROVING PUBLIC HEALTH To receive a briefing on public health issues in Herefordshire and the work of the public health team. | |
| 6. WORK PROGRAMME To give further consideration to items for inclusion in the work programme for the Health Scrutiny Committee. | 5 - 12 |

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

The Council has established Scrutiny Committees for Education, Environment, Health, Social Care and Housing and Social and Economic Development. A Strategic Monitoring Committee scrutinises Policy and Finance matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

Formal meetings of the Committees are held in public and information on your rights to attend meetings and access to information are set out overleaf

The Public's Rights to Information and Attendance at Meetings

YOU HAVE A RIGHT TO:-

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least three clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of the Cabinet, of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (10p per sheet).
- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, its Committees and Sub-Committees and to inspect and copy documents.

Please Note:

Agenda and individual reports can be made available in large print, Braille or on tape. Please contact the officer named below in advance of the meeting who will be pleased to deal with your request.

The meeting will be held in a room accessible for visitors in wheelchairs, for whom toilets are also available.

A public telephone is available in the reception area

If you have any questions about this Agenda, how the Council works or would like more information or wish to exercise your rights to access the information described above, you may do so either by telephoning Mr Tim Brown on 01432 260239 or by visiting in person during office hours (8.45 a.m. - 5.00 p.m. Monday - Thursday and 8.45 a.m. - 4.45 p.m. Friday) at the Council Offices, Brockington, 35 Hafod Road, Hereford.

COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

MINUTES of the meeting of Health Scrutiny Committee held at Brockington, 35 Hafod Road, Hereford on Wednesday, 8th October, 2003 at 10.00 a.m.

Present: Councillor W.J.S. Thomas (Chairman)
Councillor T.M. James (Vice Chairman)

Councillors: Mrs. W.U. Attfield, G.W. Davis, Brig. P. Jones CBE,
G. Lucas, R. Mills, Ms. G.A. Powell and J.B. Williams

In attendance: Councillor P.E. Harling

1. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Mrs J.A. Hyde.

2. NAMED SUBSTITUTES (IF ANY)

There were no named substitutes.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. BRIEFING ON THE WORK OF THE COMMUNITY HEALTH COUNCIL

The Committee received a presentation by the Chairman of the Community Health Council (CHC), Mr Alan Lloyd on the role of the CHC and his view on issues the Committee needed to consider in undertaking its role.

He said that the Committee had an onerous task. It was, however, advantageous that the authority was a unitary authority and that its boundaries were coterminous with the Primary Care Trust and the Hospital Trust. He said that it would be important to establish how the new structures such as the Patients Forums would operate and for the Committee to understand how all the elements related to each other and establish the necessary appropriate links. He remarked on the importance of establishing a good working relationship with health partners. The Committee would also need to take care to ensure that it acquired the relevant knowledge to enable it to discharge its responsibilities effectively.

The Chairman thanked Mr Lloyd for addressing the Committee.

5. WORK PROGRAMME

The Committee considered the formulation of a work programme for itself.

The report noted that following the initial induction programme of visits and informal meetings with Health bodies a work programme had emerged structured around three main areas: Managing public expectations and public involvement, improving public health, and access and waiting. The report suggested activities the Committee could undertake within each area. The Committee would also respond to major consultations as required.

It was acknowledged that the resourcing of the work programme would need to be considered. It was proposed that reviews be costed and resources assigned when the detailed scoping of individual reviews was undertaken.

Within this framework the Chairman proposed that sub-groups be established to look at delayed discharges, car parking at the County Hospital, communication and morale and the proposals relating to the ear, nose and throat Service. He also suggested that consideration also be given to establishing special relationships with key health partners. He also proposed that, in principle, Worcestershire County Council should be invited to enter into an informal agreement under which it would lead on scrutiny of the Ambulance Trust

In the course of discussion the following other principal points were made:

- That the Committee would regard the proposals affecting the ear, nose and throat service to be a substantial variation upon which it therefore had a statutory right to be consulted.
- It was noted that from time to time it would be beneficial to the Committee in carrying out its work to be able to draw on independent experts with professional knowledge of the health service.
- It was understood that recruitment to the Patients Forums was proving difficult and suggested that information be circulated to Members to enable them to publicise the Forums and encourage people to apply.
- The Chairman stated his intention to work with Worcestershire County Council to sponsor a regional conference for all the Health Scrutiny Committees within the Strategic Health Authority's area, to which surrounding authorities would also be invited.

RESOLVED:

That (a) a draft work programme be prepared in consultation with the Chairman and Vice-Chairman taking account of views expressed by the Committee and reported to the Committee's next meeting for final approval;

(b) in the meantime Sub-Groups be proposed as follows:

- **Delayed discharges: focusing particularly on transfer from community hospital to home: a group comprising those Members who serve on both the Health Scrutiny Committee and the Social Care and Housing Scrutiny Committee (Councillors Mrs JA Hyde, R Mills, Ms GA Powell) and Councillors GW Davis and G Lucas, chaired by Councillor Mrs PA Andrews;**
- **Car parking at the County Hospital: a group comprising Mrs WU Attfield, TM James, Brig P Jones and JB Williams;**
- **Communication and Morale (Councillors Brig P Jones and WJS Thomas.)**
- **Proposals affecting the ear nose and throat Service (Councillors TM James, Brig P Jones, G Lucas, WJS Thomas and JB Williams)**

(c) consideration be given at the next meeting to establishing special relationships with key health partners principally involved in the areas of consultation and choice and arrangements for monitoring issue arising from the Climbie case; and

(d) in principle, in agreement with Worcestershire CC scrutiny of the Ambulance Trust be led by that Council, subject to any areas of specific relevance to Herefordshire being considered as appropriate by this Committee, with Councillor Mills to maintain a watching brief.

6. MAKING PARTNERSHIP WORK FOR PATIENTS, CARERS AND SERVICE USERS - CONSULTATION

The Committee considered a consultation document issued by the Department of Health: Making Partnership Work for Patients Carers and Service Users – a proposed strategic partnership agreement between the Department of Health, the NHS and the Voluntary and Community Sector.

The Director of Social Care and Strategic Housing commented that the Council was working with health partners and the Herefordshire Community Care Alliance to produce a local compact early in 2004.

It was noted that the key test was whether the compact contributed to improvement and that was something the Committee might wish to scrutinise.

RESOLVED: That a draft response be prepared in consultation with the Chairman and Vice-Chairman for circulation to all Members of the Committee for comment following which a response be submitted by the Chairman on the Committee's behalf.

7. CHOICE/RESPONSIVENESS AND EQUITY

The Committee discussed issues relating to choice responsiveness and equity in the health service. This was in the context of a national consultation exercise the main aims of which were to improve patient and user experience and build new partnerships between those who use health and social care services and those who work in them.

The Committee viewed a NHS video entitled Choice responsiveness, and equity.

Mr S Hairsnape the Herefordshire Primary Care Trust's Director of Development, explained that the Health Service was experiencing significant growth in the resources allocated to it and improvements were being made. However, the view was that people were not appreciative, in part because of lack of choice. The political philosophy was that allowing patients choice would lead to further improvements and help to change their perception of the service they received. The challenge would be to consider how to find ways of making informed choices available across the Board, even in areas, such as mental health services, where it might initially seem difficult.

In the course of discussion the following principal points were made:

- Members supported in principle the proposals to introduce choice. However, a note of caution was sounded that the Committee had observed in the context of

delayed discharges that the right to choose could have unwelcome knock on effects.

- The Committee should take a keen interest in this agenda and make it part of its role to challenge health partners to ensure that choice was being offered. When considering service changes the Committee should consider whether they helped and promoted choice and the extent to which patients had been involved in considering those changes.

RESOLVED: That a draft response be prepared in consultation with the Chairman and Vice-Chairman for circulation to all Members of the Committee for comment following which a response be submitted by the Chairman on the Committee's behalf.

8. TRAINING PROGRAMME

The Director of Social Care and Strategic Housing reported that she had discussed with Mr E McPherson of the Patient Advice and Liaison service the possibility of him developing a training programme for Members based on the training he provided to lay members of relevant bodies.

The Committee welcomed the suggestion and noted that detailed proposals would be brought forward.

The Chairman commented that he had requested information on training provided to other Authorities.

The meeting ended at 12.35 p.m.

CHAIRMAN

HEALTH SCRUTINY WORK PROGRAMME

Report By: Director of Social Care and Strategic Housing

Wards Affected

County-wide

Purpose

1. To give further consideration to items for inclusion in the work programme for the Health Scrutiny Committee.

Financial Implications

2. There may be resource implications arising from the implementation of reviews identified in the work programme. These will be costed, and resources assigned, when the detailed scoping of individual reviews is undertaken.

Background

3. In October the Committee considered a work programme structured around three main areas:

- Managing public expectations and public involvement

(It was agreed it would be helpful for the Committee to understand the nature of public and patient involvement in Herefordshire and meet the Primary Care Trust's and Hospital Trust's co-ordinators, Euan McPherson and Stephanie Pennington. One of the issues that the Committee could then look at is Councillors' potential role in managing public expectation within their constituencies.)

- Improving public health

(It was agreed that it would be helpful to receive a more detailed briefing on the work of the public health team and at a later date look at the extent to which the Director of Public Health's recommendations have actually influenced the policy and decision making of public agencies within the County)

- Access and waiting

(It was agreed it would be helpful for the Committee to understand how this national issue impacts at a local level and where there are particular bottlenecks. The Hospital Trust is involved in a national initiative aimed at identifying and reducing waits in the system and it may be useful for the Project Manager to brief the Committee on the outcomes of the initiative to date. The project is due to end in April 2004.)

Within the context of access and waiting, some early work was also done on scoping a review which the Committee could undertake on examining the process of accessing emergency in the following areas:

- Initial contact with the NHS, for example, Accident and Emergency, NHS Direct, GP practice or dialling '999';

Further information on the subject of this report is available from Sue Fiennes, Director of Social Care and Strategic Housing on (01432) 260048

- The process of getting from place of need to hospital, for example, using the ambulance service or paramedics;
 - The initial point of access in hospital (ie where a patient is seen by a clinician or nurse practitioner).
4. This programme was in addition to major consultations which the Committee would consider as necessary under the health scrutiny regulations.
 5. The Committee also agreed amongst other things that sub-groups should be formed to look at the following issues:
 - Delayed discharges (now to be referred to as the Safely Home project): focusing particularly on transfer from community hospital to home; a group comprising those Members who serve on both the Health Scrutiny Committee and the Social Care and Housing Scrutiny Committee (Councillors Mrs JA Hyde, R Mills, Ms G Powell) and Councillors GW Davis and G Lucas, chaired by Mrs PA Andrews;
 - Car parking at the County Hospital: a group comprising Councillors Mrs WU Attfield, TM James, Brig P Jones and JB Williams;
 - Communication and Morale (Councillors Brig P Jones and WJS Thomas)
 - Proposals affecting the Ear Nose and Throat Service (Councillors, TM James, Brigadier P Jones, G Lucas, WJS Thomas and JB Williams).
 6. It has also been suggested that it would be useful for the Committee to consider the operation of the new contracts for General Practitioners at some point.
 7. This clearly forms a considerable programme which can not be undertaken all at once. A proposed timetable is set out below. If this is acceptable detailed scoping studies will be prepared.

| Activity | Suggested Timescale |
|------------------------------------------|---------------------------------|
| Ear Nose and Throat Service Consultation | November 2003- 29 February 2004 |
| Car Parking | November – December 2003 |
| Access and Waiting | March – September 2004 |
| Safely Home | October 2004 – March 2005 |
| Communication and Morale | Ongoing |

8. This could translate into a draft Work Programme as appended.
9. The Committee also agreed to consider establishing special relationships with key health partners principally involved in the areas of consultation and choice and arrangements for monitoring issues arising from the Climbie case. The Chairman would himself wish to lead on choice working liaising with Mr E McPherson. It is suggested that another member be nominated to lead on consultation which again would mean liaising with Mr McPherson. In relation to the Climbie case it is suggested that in the light of national discussions and performance improvement plans this matter be revisited by the Committee in October 2004.
10. It has also been suggested that with the demise of the Community Health Council on 1 December 2003 the outgoing Chairman and Members be invited to act as a source of advice to the Committee as appropriate until the Patients Forums are established. It is suggested this advice would be particularly valuable in relation to the consultation on proposals affecting the ear, nose and throat Service. The latest position on the Patients Forums in Herefordshire is that they expect to be formed by 1 December 2003.

Training

11. It was agreed at the last meeting that Mr McPherson of the Patient Advice and Liaison Service be invited to suggest a development programme to assist Members of the Committee in their role. An outline proposal based on assistance provided to lay Members of relevant bodies is attached at appendix 2.

RECOMMENDATION

- THAT**
- (a) the Committee consider and agree the broad content of its work programme for 2003/2004;**
 - (b) scoping of any Reviews be undertaken after consultation with the Chairman and reported back to the Committee as appropriate;**
 - (c) outgoing Members of the CHC be invited to act as a source of advice to the Committee, providing views to the Committee on request, until 29 February, 2004.**
 - (d) the Chairman take the lead liaising with health partners on choice;**
 - (e) a member be nominated to take the lead liaising with health partners on consultation;**
- and**
- (f) the training proposals be welcomed.**

BACKGROUND PAPERS

- None identified

Health Scrutiny Committee – Draft Work Programme 2003-2005

| Date (By) | Items |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| January 2004 | <ul style="list-style-type: none"> • Informal Meeting with the Primary Care Trust's and Hospital Trust's co-ordinators, • Confirm Scoping of Access and Waiting Review • Report on car parking at Hereford hospital • Interim report on Ear Nose and Throat Service |
| February/March 2004 | <ul style="list-style-type: none"> • Final Report on Ear Nose and Throat Service |
| April 2004 | <ul style="list-style-type: none"> • Update on Communication and Morale • Report on Councillors' potential role in managing public expectation within their constituencies. • Briefing on outcomes of national initiative aimed at identifying and reducing waiting times in the system. |
| May/June 2004 | <ul style="list-style-type: none"> • Confirm Scoping of Safely Home Review • Interim report on access and waiting review |
| September/October 2004 | <ul style="list-style-type: none"> • Final Report of Access and Waiting Review • Update on Climbie case issues and responsibilities • Update on communication and Morale |
| December/January 2005 | <ul style="list-style-type: none"> • Interim Report on Safely Home Review |
| March/ April 2005 | <ul style="list-style-type: none"> • GP Contracts • Final report of Safely Home Review |

Further additions to the work programme will be made as required

DRAFT

Training for Health Scrutiny Committee Members

Introduction

Overview & Scrutiny Committees (OSC's) are an important part of the Government's commitment to put patients and the public at the centre of health services. To new members the structures and systems within the NHS may be a potential barrier to fulfilling their role. This training offers members knowledge and support, so that they can influence and make a positive impact on scrutiny of health services.

Workshop content

The workshop is interactive and relaxed, and will run over a 4 hour period at a time convenient to members, during which we cover the following topics:-

- **Brief Review of NHS structures** – this is mainly an information giving session using 'A guide to the NHS for members and officers of health scrutiny committees,' and handouts.
- **New patient and public involvement structures** – Brief summary of how we've got to where we are today, history of user involvement, carers and relatives, - discussion and handout about PPI forums, CPPIH, OSC, ICAS and PALS. Handout provided.
- **What is the role of the OSC and my role as an OSC member ?**– Discussions & group work covering the Department of Health 'Overview & Scrutiny of Health – Guidance'. This is the main session and covers the rights and role of OSC's and their members, working with PPI Forums, planning scrutiny and responding to formal consultations
- **Did we meet all the objectives?** -We finish with an evaluation form and discussion.

Euan McPherson
PALS & Involving People Manager

