

## Progress in response to recommendations made and issues raised by the Committee

Date	Item	Resolution	Commentary
1 March 2010		<p><b>Additional Actions</b></p> <p><b>Clarification as to why 17% of respondents found it difficult to access GP Services.</b></p> <p><b>Requested consideration be given to retaining the temporary equitable access provision at South Wye when the permanent Centre at the hospital site was open.</b></p>	<p>Briefing note to be provided</p> <p>The Director of Public Health acknowledged that it would be worth exploring the pattern of use of the temporary provision and other health facilities. (Report on use of Centre made in September 2010.)</p>
1 March 2010	Quality Assurance Framework	<p><b>a seminar be arranged on Quality Accounts; and</b></p> <p><b>further report be made when timely, within six months, reviewing quality performance and highlighting any areas of concern.</b></p>	<p>Informal meeting held on 20 May</p> <p>Reported in September 2010.</p>
1 March 2010	Provider Services Integration	<p><b>mindful of the significance of the proposed change it was requested that the Committee be kept fully informed of progress in addition to being formally consulted.</b></p> <p><b>the importance of ensuring services were tailored to localities be emphasised.</b></p>	<p>Report made in July and August 2010 and on agenda for November 2010.</p>

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1 March 2010	Hereford Hospitals NHS Trust Update	<b>That the full updates to the Committee incorporate performance against all relevant indicators in the corporate plan</b>	Request made.
		<p><b>Additional Actions</b></p> <p><b>Requested that a more user friendly name be used for the Equitable Access Centre.</b></p> <p><b>Briefing note requested on Hospital standardised mortality ratios setting out actual numbers of cases to put the ratios in context.</b></p>	<p>To be considered.</p> <p>Briefing note circulated 14 May 2010.</p>
29 March 2010		<p><b>That</b></p> <p><b>(a) a further report be made in six months time reviewing performance against targets including comparative information for the West Midlands Region and a more detailed breakdown showing by what margin targets were being missed, and also providing information on patient outcomes;</b></p> <p><b>(b) a report be provided to the Committee on the Community First Responder funding plan and communication links with Community First Responders and the Community Response Manager be invited to attend the meeting;</b></p> <p><b>(c) the Committee be advised of the amount and</b></p>	Reported in September 2010

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		<p>nature of cross-border work with the Welsh Ambulance Service and the extent to which this was reciprocated.</p> <p>(d) an update be requested from Hereford Hospitals NHS Trust on performance against the target for ensuring all emergency ambulance arrivals are accommodated safely in the hospital; and</p> <p>(e) the invitation from WMAS to visit the Emergency Operations Centre at Dudley be accepted.</p>	
29 March 2010	World Class Commissioning	<p><b>That mindful of the significant changes proposed, for example the scale of the transfer of activity from the secondary sector to the primary sector and community services, regular updates on the World Class Commissioning Strategy be provided to the Committee describing progress and providing evidence of the degree of change and its effectiveness.</b></p>	Updates Scheduled as part of NHS Herefordshire updates.
18 June 2010	Suggestions from Members of the Public	<p><b>Agreed to add the provision of dental services to the work programme.</b></p>	Issue included in population health report on access to services in November 2010.
18 June 2010	Response to Scrutiny of General Practitioner (GP Services)	<p><b>That the response to the findings of the scrutiny review of GP services be noted subject to the Director of</b></p>	Considered as part of the report on access to services – November 2010

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		<p>Regeneration being invited to reconsider and strengthen his response on rurality and transport co-ordination;</p> <p>(b) the Local Medical Committee be invited to comment on the response by NHS Herefordshire to the Review;</p> <p>(c) a further report on progress in response to the review be made in six months time with consideration then being given to the need for any further reports to be made;</p> <p>(d) The Valuing People Partnership Board should be asked to comment on its evaluation of the outcomes for adults with learning disabilities from the Learning Disability Locally Enhanced Service incentive scheme;</p> <p>(e) a glossary be prepared of the various boards in the County with responsibility for considering health and social care matters; and</p> <p>(f) the next quality report should include information on the numbers using the Equal Access Medical Centre and also report on the effects on use of GP</p>	<p>Secretary to the Local Medical Committee has commented that in his view the responses of NHS Herefordshire are on the whole fair and reasonable and would have the support of GPs.</p> <p>Report on agenda for March 2011.</p> <p>Information being sought.</p> <p>A glossary circulated. Further Information being sought.</p> <p>Reported in September 2010.</p>

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		<b>surgeries and the out of hours service.</b>	
18 June 2010	Mental Health Procurement Project	<b>That (a) progress on the Mental Health Procurement Project be noted; and</b>  <b>(b) a further report be made to the Committee in November 2010 setting out how the new arrangements will improve services and benefit service users and their carers and deliver value for money.</b>	Report made in November 2010.
18 June 2010	NHS Herefordshire Update	<b>RESOLVED: That updates be provided on delayed transfers of care and Stroke services.</b>	Included in interim updates for 30 July.
2 August 2010	Herefordshire Service Integration Programme	<b>RESOLVED:</b>  <b>That (a) the engagement programme be supported, with the recommendation that it be extended to involve presentations to the PACTs, to seek views from those who had not been to hospital or visited their registered GP with any frequency and to provide an engagement event for all Councillors rather than for the Committee alone;</b>  <b>(b) following the planned engagement event for Councillors a report be made</b>	Event for all Councillors held on 30 September.  Report made in November 2010.

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		<p>to the Committee seeking the Committee's formal response to the consultation on the proposals, allowing the Committee to take account of any issues arising from the engagement event;</p> <p>(c) that the report to be prepared in December 2010 describing the overall engagement process, the responses and any changes made to the services as a result should also be presented to the Committee, at which point the Committee would make further observations as it saw fit; and</p> <p>(d) a structure chart showing the various bodies involved in the integration programme should be circulated to all Members.</p>	<p>Report scheduled for January 2011.</p> <p>Circulated.</p>
2 August 2010	Population Health – Alcohol Misuse and Smoking	<b>RESOLVED:</b> That a briefing note be provided setting out the evidence supporting the investment in measures to reduce smoking as outlined in the Public Health improvement Plan; and the evidence supporting the establishment of alcohol health workers and alcohol liaison nurse posts to deliver the Identification and Brief Advice programme.	Circulated

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2 August 2010	Interim Trust Update – Delayed Transfers of Care	<b>It was agreed that an updated report should be circulated to the Overview and Scrutiny Committee who had expressed concern about performance in this area.</b>	To be circulated.
20 September 2010	Population Health – Improving People’s Diet and Taking up Exercise	<b>That action being taken to improve people’s diet and take up of exercise be supported and proactively and vigorously pursued with all Councillors being encouraged to champion this work in schools and in the Community.</b>	
20 September 2010	Reviews of West Midlands Ambulance Service NHS Trust	<b>That (a) a briefing note be provided on the cost/benefit of providing defibrillators; and  (b) the Chairman and Vice-Chairman of the Committee be authorised to consider what further reporting on the ambulance service should be included in the Committee’s work programme.</b>	Note circulated 11 November 2010-11-12  Report scheduled for March 2011.
20 September 2010	Hereford Hospitals NHS Trust Update	<b>That briefing notes be circulated providing information on initiatives being taken to discourage inappropriate attendance at A&amp; E and how Councillors could support these initiatives as community leaders; and on statistical information on admissions to A&amp;E that were due to alcohol and drug abuse.</b>	Circulated 18 November

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22 November 2010	Population Health – Access to Health Services	<p><b>RESOLVED:</b></p> <p><b>That (a) a further report be made to the next meeting including information on access, based on distance, to GPs, Community Hospitals, Hereford Hospital and other specialist hospitals out of the County to enable the Committee to understand how the difficulties of distance are overcome or mitigated to ensure appropriate attention at health facilities;</b></p> <p><b>(b) further information be provided to the Committee on the proposed level of future support for community transport and how any reduction would affect the access to health care;</b></p> <p><b>(c) a briefing note be provided giving assurance that in pursuit of more integrated working the joint needs of health and social care were being fully taken account in the work being pursued to improve broadband coverage for the County, including, for example, the need for satellite GP surgeries to have access to Broadband;</b></p> <p><b>(d) NHS Herefordshire be requested to</b></p>	<p>Report proposed to be made in summer 2011</p> <p>Report proposed to be made in Summer 2011</p> <p>Note circulated 14 January</p>



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		<p>issue a press release making clear that it was intended to retain some form of provision at Belmont once a permanent Walk In Centre was operational adjacent to the Accident and Emergency Unit;</p> <p>(e) NHS Herefordshire or the Council should be recommended to include a question on access to private dental care in one of their forthcoming surveys; and</p> <p>(f) updates be provided on dental health care of children in the County when the results of the next nationally co-ordinated Surveys were published.</p>	<p>Report in Hereford Times – 2 December</p> <p>There should be relatively few surveys forthcoming imminently but consideration will be given by the Research Team to whether there is an appropriate survey for such a question.</p> <p>Logged in Work Programme</p>
22 November 2010	Herefordshire Service Integration Programme	<p><b>That (a)</b> the themes set out in the report arising from the Member seminar held on 30 September 2010 form the basis of the Committee's formal response to the consultation exercise emphasising the importance that the proposals were sustainable in terms of cost;</p> <p><b>(b)</b> a further report be made to the Committee in January 2011 describing</p>	<p>Views of Committee registered.</p> <p>Report Made</p>

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		<p>the overall engagement process, the responses and any changes made to the proposed services as a result, together with a financial overview, at which point it be noted that the Committee will make further observations as it sees fit; and</p> <p>(c) Councillors and PCT Board Members be kept informed of the proposals for the development of neighbourhood teams.</p>	
22 November 2010	Mental Health and Learning Disability Services – procurement of a Preferred Partner	<p><b>RESOLVED:</b></p> <p>That (a) the progress and next steps to procure a preferred partner to provide Mental Health (health &amp; social care) services &amp; Learning Disability (health care) services be noted;</p> <p>(b) any proposals to vary the range and location of services upon which formal consultation is required be brought to the Committee as appropriate should that be the necessary after the new provider is appointed; and</p> <p>(c) the Committee’s concerns at the length of time taken to conduct the procurement exercise be registered</p>	<p>Lead Officers advised. Noted in Work Programme.</p> <p>Lead Officer advised. Noted in work programme</p>

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		<p>and it be requested that officers undertake a review to see what lessons can be learned from this exercise and the outcome of the review be reported to the Committee.</p>	
22 November 2010	Herefordshire Joint Strategic Needs Assessment	<p><b>THAT (a) Key Points and Recommendations from the 2010 JSNA be noted; and</b></p> <p><b>(b) the use of the findings of the JSNA across the local health and social care economy, to inform future plans, strategy development, budget decisions and commissioning of services be encouraged.</b></p>	
21 January 2011	West Midlands Ambulance Service – Foundation Trust Status	<p><b>That a draft response be circulated to Members of the Committee for comment and authority granted for a response then to be submitted to the West Midlands Ambulance Service NHS Trust after consultation with the Chairman.</b></p>	Circulated 31 January. Response sent 3 February.
21 January 2011	West Midlands Ambulance Service – update	<p><b>That a briefing note be provided on the Make Ready system and in particular a description of community response posts.</b></p>	Information circulated – 10 March
21 January 2011	Herefordshire Service Integration Programme	<p><b>the NHS Herefordshire Board, the Hereford Hospitals NHS Trust Board and the Cabinet be advised that in welcoming the aspiration underpinning the proposals to integrate services through the establishment of an Integrated Care Organisation, the Committee wished to emphasise</b></p>	Notification sent 28 January.

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		the importance of both Boards and the Cabinet satisfying themselves that the proposals were sustainable in terms of cost; noting that the financial model and business case had not been presented to the Committee but were to be presented to both Boards	
21 January 2011	Hereford Hospitals Trust - update	That a fuller report on stroke care provision and the arrangements for the use of Hillside Intermediate Care Centre for specialist stroke care and specialist rehabilitation should be made to the next meeting, together with assurance that the needs of those who previously would have received intermediate care at the Centre would be appropriately met.	Report on agenda for 18 March.
21 January 2011	NHS Herefordshire update	<p>That (a) a full NHS Herefordshire update report be made to the next meeting;</p> <p>(b) the update should include a briefing on the implications of the Health and Social Care Bill;</p> <p>(c) consideration should be given to how various ongoing consultations should be incorporated into the Committee's work programme;</p> <p>(d) that the new mental health service provider should be invited to attend the next meeting to outline its plans for service delivery and in particular any substantial variations that might be proposed; and</p>	<p>Report on agenda for 18 March.</p> <p>Report on agenda for 18 March.</p> <p>Report on agenda for 18 March.</p> <p>Report on agenda for 18 March.</p>

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		(e) a briefing note be provided on the number of people in the County who did not engage with the Health Service at all.	To be circulated.