

# **SOUTHERN HEALTH & SOCIAL SERVICES COUNCIL**



## **Report on Progress Against the Annual Work Programme 2007-2008**

**April 2008**

**Objective 1: To increase the visibility and accessibility of the public.**

### **1.1 Engage the public in the Council's role and activities.**

- E-bulletin circulated to community groups on mailing list in May
- Attendance at Asthma UK campaign launch May
- Input into Chinese Health Forum Steering Group x 3
- Follow up workshop with Prospects Day Opportunities re GMS services for adults with a learning disability
- Meeting with Bryson House re advocacy services and the voluntary sector - July.
- Participation in Carers Conference.
- Mailing to community groups re RPA February
- E-bulletin mailed to community groups on mailing lists in March.
- Website visits were 31,844 including 319,076 hits.

Due to the uncertainty around RPA and the future of the HSSCs, the Community Participation Worker left her post in May 2007. The post remained vacant for some months. The Project Officer post was also vacant. In January 2008 a re-configured part time Project Officer/Community Participation Officer was filled. The reduction in the availability of this resource has had a negative impact on the areas of research and community engagement.

### **1.2 Develop and implement a media strategy**

- Meeting of media sub group to evaluate progress on strategy.
- Format of annual review agreed.
- Annual review prepared with the aim of launching at an event with MLAs in October.
- Chair interviewed by Newry Democrat re cancer targets - June
- Interview with Newsletter re hospital car parking - July
- Interview with Newry Democrat re major trauma campaign - August.
- Interview on Talkback re hospital food and nutrition - December
- Interview with Newsletter re Dental services - December
- Briefing UTV re Bugwatch - January
- Interview with Newry Democrat re dental services - January
- Interview on Good Morning Ulster re patient confidentiality - Jan
- Interview with Belfast Telegraph re patient confidentiality - Jan
- Interview with PA re legislation on suspension of GPs - Feb
- Interview with Newsletter re cost of dental care - Feb
- Interview with PA re medical negligence claims - Feb
- Briefing BBC re maternity services - March

- Press Releases include:
- Capital funding for SECs - March
- Dental registration - February
- Health Council meets MLAs - November
- Respite services at Lurgan Hospital - September
- Advocacy Seminar - June (regional and local papers)
- Emergency Planning - June
- Difficulty in Finding a Dentist - May
- Bugwatch at Daisy Hill - April
- Bugwatch at CAH - April
- Children's and Adolescent Mental Health Services - April
- Your Voice in Health & Social Care - April

### **1.3 Increase accessibility of the public**

- Evaluation of Community Information Programme - report submitted to DHSSPS
- Evaluation of SHSSC community engagement process - reports submitted to DHSSPS.
- Chaired four Council workshop on the development of HSSC user involvement standards and evaluation toolkit.
- Out and about Council meeting held in Banbridge District Council in June.
- Adopted HSSC Principles of Public & User Engagement - March

## **Objective 2: Monitor HPSS Services**

### **2.1 Enter and inspect facilities.**

- Bugwatch at Craigavon Area Hospital - April
- Bugwatch at Daisy Hill Hospital - April.
- Production of feedback reports to the Trust.
- Casualty Watch at Craigavon Area Hospital - January
- Casualty Watch at Daisy Hill Hospital - January
- Production of feedback reports to the Trust.

### **2.2 Project Investigation.**

- Banbridge SEC - maintained watching brief.
- NHS dental services - Activities included:
  - input into Four Council Forum on GDS,
  - submission of Four Council paper to Health Minister,

- presentation to Health Sub-Committee in July re Miscellaneous Provisions Order,
- written representation to Health Committee in July in relation to miscellaneous provisions,
- provided information to an MLA in support of a motion going before the Assembly
- continued signposting of members of the public seeking GDS practitioners.
- Survey of access to NHS dental services - December
- Survey summary submitted to the Minister/SHSSB - January
- Information campaign on dental registration aimed at public and community groups - March.
- Children & Adolescent Mental Health Services:
  - met with IfH Co-ordinator - June,
  - organised Four Council Forum on Protecting Life strategy for October.
- GP Out of Hours Services:
  - nominated Council member to attend regional OoH Board and receive regular report backs via Council meetings - reports also shared with other HSSCs,
  - maintained watching brief on Kilkeel OoH GP services,
  - participation in NI Emergency Care Records Steering G and communications group.
- Rural Medicine Working Group - attendance at working group meeting x 1, comment on draft report.
- Inform community about RPA structures:
  - ongoing communication through e-bulletin and press releases,
  - re-design of Community Information Programme based on new structures and evaluation information.
- Launch report on access to advocacy services for older people in care homes:
  - chaired Steering Group,
  - managed research process,
  - organised stakeholder seminar in June,
  - drafted report
  - consulted on draft report with DHSSPS
  - Production of final report.

### **2.3 Monitor complaints**

- Utilise complaints forum to co-ordinate service delivery - developed guidance on assisting complaints who are in-patients, raised issue of retention of computer based GP records, etc.
- Attendance at SHSSB complaints forum.
- Requests to input into the development of the Trust's complaints procedures.
- Attendance at HPSS Complaints Procedure External Reference Group.

### **Objective 3: Advise on HPSS Policies, Strategies and Operation.**

#### **3.1 Act as an advocate for user involvement.**

- Organised and facilitated four Council workshop on the HSSC's role in relation to user involvement and the development of HSSC standards.
- Presented to GP practices at SALT service improvement workshop on the topic of engaging with patients - June.
- Participated in and acted as table host at HSCA PPI event in June.
- Met with South Armagh GP practice in relation to establishing a patient group - April.
- Met with Killeel GPs in relation to establishing a patient Group - May.
- Attended HSSC Executive meeting with Minister re Patient Client Council and the voice of the service user in the new HSC structures.
- Attend meetings of Mullinure Hospital Review Group x 3 to reflect service user interests.
- Attended meeting a meeting of the Chair of SHSSC with Chair and CE of the SHSSB as part of the regular liaison arrangements.
- Accompanied Chair of SHSSC to meeting with Chair and Area Co-ordinator of Local Commissioning Group to discuss interface issues and personal public engagement in the LCG.
- Accompanied Chair of SHSSC to meet with Chair and Chief Executive of the Southern Trust to discuss communication between the two bodies as well as complaints management and PPI within the Trust x 2.
- Induction meetings for newly appointed Directors at the Southern Trust.

- Attendance at Trust Board meetings to represent a public interest and service user perspective.
- Participation and follow up work in relation to the evaluation of the Lay Assessor visits re GMS contracts.

### **3.2 Represent the public interest in response to consultations.**

- Participated in DHSSPS review of the NICE process - August
- Participated in presentation of Independent Inquiry Panel report on the deaths of M and L O'Neill to the EHSSB and the WHSSB - May
- Consent: Patients and Doctors Making Decisions Together - July
- Written response provided re The Bamford Review Of Mental Health And Learning Disability (Northern Ireland) - April
- Written response provided on Termination of Pregnancy Guidelines - April
- Written response provided on Proposed for Draft Order - April.
- Participated in workshop to review publicly funded fertility services.

### **3.3. Maintain appropriate representation on committees.**

- Participated in Southern Area Community Development Steering Group x 3.
- Participated in review of review of statutory residential services for older people x 4.
- Participated in the Area Developing Better Services Board to represent the public interest x 2.
- Attended Radiology MCN and Unscheduled Care MCN and stakeholder sub-group to advise on stakeholder engagement and to represent the public interest.
- Represented the four HSSCs at the MCN for Critical Care re service user perspective x 2.
- Represented the four HSSC on the regional Infection Control Steering Group.
- Represented the four HSSCs on the Patient Safety Forum.
- Attended an event to mark 1<sup>st</sup> GMC meeting in Northern Ireland.

## **Objective 4: Provide Complaints Assistance**

### **4.1 Advice on complaints**

- Ongoing support and advocacy offered in relation to 55 new complaints from 39 clients.
- Ongoing support provided to 70 existing clients/complainants.
- Support, advice and literature provided on a 'one-off' basis 28 members of the public.
- Signposting and information provided to approx 354 callers.
- Signposting and advice in relation to GDS enquiries provided to approx 120 members of the public.
- Four HSSC discussions in relation to the transfer of the commissioning of health services to the prison population.

#### **4.2 Develop a medium/long term strategy for HSSCs**

- Work plan developed and agreed by SHSSC.
- Work plan agreed with SHSSB - April.
- Presentation on SHSSC role and function/work plan to Southern Trust Board.
- Regular liaison meetings with DHSSPS in relation to transition to PCC.
- Submitted Transition Plan to DHSSPS.

#### **4.3 Joint Council Activities**

- Participated fully in the facilitating of the HSSC Executive.
- Participated in the May Four Council Forum.
- Planned and hosted October Forum on the subject of the Protecting Life Strategy.
- Attended meeting of HSSC with Minister - July.
- Met regularly with other Chief Officers to co-ordinate HSSCs work in a co-ordinated fashion and without duplication.
- Took forward Review of Access to Advocacy Services for Older People in Care Homes as a four Council project.

#### **4.4 Fulfil Organisational Requirements**

- Completed mapping exercise in relation to work on promoting the inclusion of people with a disability.
- Submitted Annual Equality Report.
- Clarified lease and other arrangements in relation to RPA.
- Put in place records management arrangements.
- Worked towards PCC transition plan.
- Attendance at SHSSB staff briefings in relation to RPA to represent the interests of SHSSC staff as SHSSB employees.

**Presentations/Training:**

- SALT practice improvement event on establishing patient groups - June
- Presentation to SHSCT Board of Directors on the role of the SHSSC - September.
- Stormont - Launch of Annual Review to MLAs from Southern Area/Minister - October
- RQIA Journal Club on findings of Advocacy Audit - October.
- Four Council Forum on RPA - February.

**Appendix 1 - - Member activity over the period**