

SOUTHERN HEALTH & SOCIAL SERVICES COUNCIL



Key Priorities and Outcome for 2008/09 – Progress Report as at

November 2008

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No.	Objective	Tasks	Timetable	Outputs/Outcomes	Progress to date
1.	Patient People. To assess the views and experiences of adults with a learning disability when in-patients in acute hospitals.	To carry out an audit, produce and launch a report (including an easy read version). To ensure service user input is central to the project.	September Ongoing through all stages.	Engage key stakeholders to ensure a partnership approach and pave the way for implementation. Provide capacity building/facilitation for service users to support their engagement. A final summary report. An easy read version of the report aimed at service users.	Report launched Sept 2008 by CNO. DVD produced by User Advisory Group to deliver key messages. Presentation on report at CNO conference in November.
2.	To gather in-patients' views on hospital food in the context of the 10-A-Day nutrition standards.	To undertake a survey of 100+ in-patients at CAH and DHH. To produce a summary report on findings highlighting areas for possible improvement.	June 2008 Sep 2008	Inform SHSSC members on current catering arrangements. Independent view of patients' views. Compare experiences of CAH and DHH. Produce a final report highlighting possible areas of improvement.	Local press coverage. Findings presented to Trust Board. Meeting scheduled with Trust staff to take forward recommendations.
3.	Bugwatch. To undertake an unannounced	To engage with SHSCT in preparation.	Autumn 2008	Report on findings. Press release to local papers on key findings.	Surveys completed. Report being

	Bugwatch exercise in DHH and CAH.	To brief SHSSC members on task. To carry out the survey and prepare a report on findings.			compiled.
4	To establish proactive complaints liaison mechanism with SHSCT.	To participate in Trust Patient Client Experience Group. To comment on/influence Trust complaints arrangements. To establish regular liaison with Trust complaints team. To feed into/support the outcome of the review of HPSS complaints review.	Sept 2008 & ongoing. June 2008 & ongoing. June 2008 & ongoing. Autumn 2008	Clear relationship with Trust complaints team. Clear channels of communication with Trust in relation to complaints and patient client experience. Establishment of a cordial but challenging relationship with Trust in relation to complaints and patient/client experience.	Regular liaison meetings with Trust complaints team. Membership of Trust Patient Experience Group. Membership of HSC complaints process conciliation working group.
5.	To continue robust and iterative engagement with local communities.	To share information with/respond to queries from cty/vol sector. To revise and	Ongoing. Ongoing.	Report on community views of RPA consultation document. Evidence of engagement in terms of number of events/activities.	RPA consultation undertaken and reflected in HSSC response. Activities include – 6 RPA focus

		<p>deliver the community information programme. To facilitate 6 workshops on RPA. To undertake 3 roadshow events. To undertake at least 3 other community engagement events.</p>	<p>May 2008. Sep 2008. March 2009.</p>	<p>Network of informed and engaged individuals and groups aware of the SHSSCs work and advent of the PCC.</p>	<p>groups. Presentation at TADA health fair. Presentation to Ballyward women's group. 2 roadshow events in family support/early years settings. Engaging a range of groups in Cookstown workshop on CVD Service Framework.</p>
6.	To monitor access to dental services.	<p>To maintain a watching brief on access issues included updating survey information etc. To provide information and advice to the public on access and related issues.</p>	<p>March 2009. Ongoing. June 2008.</p>	<p>Current list of practices registering NHS patients. Staff able to advise and information public in relation to NHS dental services and registration. Ability to contribute a current and informed view to discussion with SHSSB, HSSC, and DHSSPSNI.</p>	<p>Maintenance of list of dentists currently registering NHS patients. Signposting members of the public to NHS dentists. Maintenance of watching brief.</p>

		To undertake a dental registration initiative with the SHSSB.			Letters to community groups re registration arrangements, etc.
7.	To maintain a watching brief in relation to funding for up-grades to Social Education Centres.	To continue to monitor the situation in Newry, Crossmaglen and Banbridge. To raise funding and related public interest issues where appropriate.	Ongoing. Ongoing.	SHSSC and public concerns adequately represented. Support offered to SEC service users and their families.	Chair's visit to Ballyward. Situation in Banbridge and Newry appear to be resolved. Maintenance of watching brief.
8.	To implement communication strategy to raise profile and inform the public.	To issue monthly press releases as agreed at each SHSSC meeting. To issue a bi-annual e-bulletin to community and voluntary activists. To respond positively to media requests. To ensure up-to-date web-site maintained.	Ongoing. April and November 2008. Ongoing.	Evidence of regular media engagement. Two e-bulletins produced and circulated.	9 press releases. Statement to local press re bus service to STH. Statements to local papers re Mourne GP OoHs. Interview with BBC re NIAS CSR. Interview with 'Good Morning Ulster' re pest control at CAH. Participation in 'Late and Live' re

					<p>dental services. Talk Back, Radio Ulster re GMC consultation on confidentiality. Community e-bulletin circulated in mid-October.</p>
9	To liaise with the SHSCT.	To establish cordial but challenging relationship with SHSCT.	Ongoing.	<p>Speaking rights at Trust Board. Role of SHSSC reflected in Trust standing orders. Appropriate input of SHSSC into Trust activity. Bi-annual liaison panel. Annual attendance of Chair/CE at SHSSC meeting.</p>	<p>Attendance of Chair and/or CO at Trust Board. Input into review of statutory residential provision and review of domiciliary care and into development of integrated care. Liaison panel with Trust operational directors held in June. Trust Chair/CE attendance at April meeting. Trust speaker on</p>

					A&E at Sep meeting.
10.	To ensure that the administration of the SHSSC is fit for purpose.	To ensure that records management, data protection, risk management, and other legal requirements are met. To ensure that change management arrangements are in place.	Ongoing.	Systems in place and regularly reviewed. Staff training and support in place. Transitional plan in place and reviewed regularly. Contribution made to a joint HSSC change management process. Input provided to DHSSPS arrangements for the PCC as appropriate.	Risk register reviewed. Staff training on First Aid. Publication scheme under review. Members & staff educational visit to Stormont. Transition plan agreed by Council.