

96/3 MATTERS ARISING

1 95/4.4 Cardiac Surgery

Mr Loughran congratulated Council staff on the success of the public meetings which gave cardiac surgery patients and their relatives an opportunity to air their views about the service and how it could be improved.

2 95/3 - 94/10 Transfer of Services and Clinical Management from South Tyrone Hospital – Minor Injuries Unit

Mr Cummings asked for an update on the minor injuries unit at South Tyrone Hospital. The Chairwoman read a letter from the Chief Executive of Craigavon Area Hospital in which he explained that a business case for the minor injuries service had been submitted to the Southern Board and it was now for the Board to decide on which option to invest. The letter also explained that due to Dr Wallace's approaching retirement the Trust has made a decision to advertise for temporary medical cover for the unit for six months. Mr Brannigan expressed concern about the position of the 'No A & E' sign at South Tyrone Hospital and said it was very off putting for patients arriving at the hospital.

96/4 CHAIRMAN'S BUSINESS

1 Craigavon and Banbridge Carers' Forum

The Chairwoman referred members to a Carers' Health Forum scheduled for Craigavon Civic Centre on Wednesday 21 March 2001 from 10.00 to 1.00 pm. She encouraged members to support the event.

2 Joint SHSSB / SHSSC Meeting

The Chairwoman informed members that the annual joint SHSSB/SHSSC meeting would take place on Friday 30 March in a venue to be arranged. Members were asked to identify issues for inclusion on the agenda.

3 Retention of Organs

The Chairwoman informed members that the four Health and Social Services Councils had written jointly to the Minister for Health, Social Services and Public Safety regarding the issue of organ retention. A response to the proposals contained in the letter was awaited.

96/5 SHSSC - REPORT 'RELATIVES' VOICES' - Relatives Views on the Quality of Care Provided to Older People in Nursing and Residential Homes SHSSC 2001/05

The Chairwoman invited the Chief Officer to present the report.

The Chief Officer informed members that the final report of research into relatives' views on the quality of care provided to older people in nursing and residential homes had been printed and would be launched on 26 February 2001. Members were asked to regard the contents of the report as confidential until after this date.

He briefed members on the report's key findings in relation to moving to the home, the staff, personal care, medication, access to services, activities, housekeeping, food, relationship with the home and complaints.

The Chief Officer said the report contained a total of 25 recommendations and it was the Council's intention to work with a number of organisations including the private nursing home sector with a view to having the recommendations implemented.

Mrs Baird asked if there was a requirement for residential homes to include a fully trained nurse on their staff. The Chief Officer said the R & I Unit set standards in terms of the number and qualifications of staff and these standards had to be adhered to. Mrs Foster said residential homes were no longer used to the same extent as people were now staying at home longer with the support of domiciliary packages. When they reached the stage where they required nursing care they moved into a nursing home.

In relation to the staffing of homes, Mr Cummings said he had a particular interest in the relationship between the R & I Unit and the homes. He was aware that the R & I Unit was very careful in making sure that the required number of staff were employed in each home. He said the R & I Unit also had concerns about the turnover of staff in homes. Mr McCammick congratulated the staff of the Council on an excellent report. He suggested that target dates should be set for the

implementation of the recommendations and the Council should be kept informed of progress.

Mrs Foster said additional funding needed to be made available to the homes to cover increasing costs which had not been anticipated. Mrs Gray expressed concern that there was a fear amongst residents and relatives about being open in expressing their views about homes. Mrs Allister emphasised the need for more activity staff.

Mr Smyth and Mr Frazer joined the meeting at 10.40 am

It was agreed to address the need for a timeframe for implementation of the recommendations.

The Chairwoman congratulated the staff on the report which would be circulated widely throughout Northern Ireland.

96/6 'WOMEN'S VOICES' - Women's Experiences of Maternity Services at Craigavon Area Hospital SHSSC 2001/06

The Chairwoman invited the Chief Officer to present paper SHSSC 2001/06.

The Chief Officer updated members on the position regarding the implementation of the recommendations made by the Council in the 'Women's Voices' report. He informed members that some progress had been made in addressing the recommendations but a significant number of issues were still outstanding and only limited progress had been made.

He expressed disappointment that there had been no discussion between the Southern Board, the Trusts, key stakeholders or users regarding the report. The only discussions had been with the Council and this was at the request of the Council. He confirmed that the Trust was involved in an audit of caesarean section rates but the differences in the experience between women who receive private antenatal care and those who receive NHS care had not been progressed.

Mr Cavanagh said there was no point in the Council obtaining the views of service users and making recommendations to improve services if they were not addressed by service providers.

It was agreed to advise the Board and Craigavon Area Hospital Group Trust that the Council was dissatisfied with progress to date and expected recommendations outlined in the report to be taken seriously and addressed accordingly.

96/7 SHSSC - WORK PROGRAMME 2001/02 SHSSC 2001/07

The Chairwoman invited the Research Officer to present paper SHSSC 2001/07.

Miss McCoy outlined progress on the current work programme and advised members that research into relatives' views of the quality of care provided to older residents in nursing and residential homes; women's experiences of maternity services at Craigavon Area Hospital following transfer from South Tyrone Hospital; access to healthcare services for single homeless people in Northern Ireland; complainants' views of the services provided by the Council and work on needs assessment with the Armagh Primary Care Commissioning Group had been completed. Work in respect of the prosthetics service and views on breast cancer screening in the Newry and Mourne area were ongoing.

She detailed the projects which would be rolled forward to the 2001/02 work programme and highlighted other areas of work which the Council was committed to and which had already been initiated. Members were asked for their views on additional issues for inclusion.

After some debate it was agreed to retain the proposed mental health project and another looking at the aspirations of children in care. It was also agreed to include a project on why people failed to keep hospital appointments. Projects on community care and the self-help guide to accessing health information were dropped from the work programme.

Mr McCammick left the meeting at 12.05 pm

Miss McCoy said the Council's work programme for 2001/02 would be agreed at the joint Board / Council meeting on 30 March 2001.

**96/8 DEVELOPMENTS IN THE SOUTHERN BOARD'S AREA
(presented at 11.00 am)**

The Chairwoman welcomed Mr Brendan Cunningham, the Chief Executive of the Southern Board to update the Council on developments within the Southern Board area.

Mr Cunningham thanked the Council for the opportunity to speak to the members on a number of issues.

He reported that he had recently received a document from the DHSSPS entitled, 'Priorities for Action 2001/02'. He said the document had been based on the programme for Government and the resources available to the HPSS in the next financial year. The increase in funds was just above 7% in Northern Ireland compared with 10% in England and 12 - 13% in Scotland. He said this was disappointing because the Board wished to put money into much needed local services. He said that the document would be considered in detail and a presentation made at a future meeting of the Board. In relation to Trusts' deficits, he reported that the Department had reserved in excess of £30m to clear these.

Referring to the flu vaccination programme, he said there was a substantial uptake this year compared with previous years. He said a considerable amount of planning and effort had been put into the organisation and delivery of services from the GP to community and acute services. Regarding the bed situation at Craigavon Area Hospital he said some elective surgery had to be cancelled since the beginning of February.

Consultation documents currently being dealt with by the Southern Board included 'Investing for Health' and 'The Way Forward in Primary Care'. He said 'Investing in Health' was a very important document and the Board had made every effort to ensure widespread consultation. In relation to the way forward for primary care he said the Board would consult widely before its proposals were put to the Department.

Mr Cunningham addressed a number of issues raised by members.

Responding to Mr McCammick's question in relation to the Board's business plan, Mr Cunningham said it would be presented at the next Board meeting in March. He informed Mr McCammick that he did not have day to day responsibility for the management of the Trusts and matters of concern should be directed to the Chief Executives of the individual Trusts.

Mr Cavanagh left the meeting at 11.25 am

Other issues raised related to the minor injuries unit at South Tyrone Hospital; problems associated with the ambulance service, waiting lists for orthopaedic patients and trolley waits, and the availability in the Southern Board's area of a new drug for rheumatoid arthritis.

Mr Cunningham said that when the budget plans were finalised he would present these to the Council at a future meeting.

The Chairwoman thanked Mr Cunningham and he left the meeting.

**96/9 SHSSC - SUMMARY OF COMPLAINTS FOR THE 6 MONTHS
ENDING 31 DECEMBER 2000 SHSSC 2001/08**

The Chairwoman invited the Chief Officer to present paper SHSSC 2001/08.

The Chief Officer referred members to the complaints summary for the 6 month period ending 31 December 2000. He reported that 29 complaints and approximately 75 enquiries had been handled by the complaints officer. Three complainants had applied for Independent Review. He said the report showed the breakdown of complaints by profession, reason for complaint and organisation. The most frequent reason for complaining remained treatment and care and the profession most complained about was the medical profession.

Craigavon Area Hospital Group Trust had the largest number of complaints. Altogether 163 complaints had been made to the Trust compared with 99 complaints received for the same period last year. He said the reason for the increase was not yet clear. However, he emphasised that numbers alone were not a good measure of how well an organisation was performing and other factors also had to be taken into account.

Mrs Campbell and Mr Loughran left the meeting at 12.15 pm.

The Chief Officer informed members that research into the NHS complaints procedures was nearing completion and there was a possibility that the complaints procedure would be reviewed.

The Complaints summary was noted.

**96/10 MENTAL HEALTH SERVICES ACUTE TREATMENT SERVICES
PROJECT - SHSSB SHSSC 2001/09**

The Chairwoman invited the Chief Officer to present paper SHSSC 2001/09.

The Chief Officer said members would recall a presentation at a previous Council meeting when Mr Bryce McMurray, Programme Planner at the Southern Health and Social Services Board outlined details of the mental health acute treatment services project.

He advised members that the project was in three stages. Stage 1 included a review of literature, a profile of current acute treatment services, an analysis of inpatient activity, consultation with key stakeholders and a definition of the type of services necessary. Stage 2 – would consider how the service should be provided and Stage 3 would consider implementation.

The Chief Officer informed members that three workshops were being held - two in Dungannon and one in Newry and if any member wished to attend they should contact the office. He said the Board would be consulting at a later date.

**96/11 CARDIAC SERVICES REVIEW - FEEDBACK FROM PUBLIC
MEETINGS SHSSC 2001/10**

The Chairwoman invited the Chief Officer to present paper SHSSC 2001/10.

The Chief Officer reported that the Council, in response to a request from the Department of Health, Social Services and Public Safety, had organised three public meetings in order to provide an input into the ongoing review of cardiac surgery. The meetings held in Newry, Craigavon and Dungannon were advertised in local newspapers, churches and GP practices. In total 111 people attended the meetings which lasted approximately 2 hours in each area. Participants were open about their personal experiences and raised many important and valid issues. A summary of the issues has been submitted to the DHSSPS for consideration by the review group.

Members agreed that the meetings were very worthwhile and they had given patients and their relatives an opportunity to speak out about their experiences and how services could be improved.

In the absence of Mrs Baird, the Chief Officer, said he had been asked to congratulate Mrs Foster for the efficient manner in which she chaired the Craigavon meeting.

96/12 TRUSTS' BUSINESS

SHSSC 2001/11

1 Armagh and Dungannon HSS Trust

Minutes of Trust Board meeting held on 29 November 2000

2 Craigavon Area Hospital

Minutes of Trust Board meeting held on 19 December 2000 and agenda for 16 January 2001

96/13 FOR INFORMATION

- 1 NHSSC - Minutes of meeting held on 3 January 2001
- 2 SHSSB - Minutes of Board meeting held on 9 January 2001
- 3 WHSSC - Minutes of meetings held on 7 December 2000 and 11 January 2001
- 4 CAHGT - GP Trustlink - January 2001
- 5 C/B Comm HSS Trust - District Nursing Newsletter - February 2001

96/14 ANY OTHER BUSINESS

1 Rural Transport Symposium

The Chairwoman drew members attention to a flyer which had been tabled advertising a Rural Transport Symposium organised by Armagh and Dungannon HAZ. This would be held in Glenavon House Hotel, Cookstown on 9 March. Members were asked to support the event.

2 Camphill Communities

Mr Cummings asked if it was possible to receive further information in relation to Camphill Communities and the issue of preserved rights. It was agreed to provide Mr Cummings with a copy of the information.

3 Armagh City and District Council

The Chairwoman again thanked the Armagh City and District Council for the use of its Council Chamber and for the hospitality provided.

4 Council Members

The Chairwoman said the Council was in need of new members and she asked the existing members to encourage people in the community, with an interest in health matters, to put their name forward.

96/15 DATE OF NEXT MEETING

Tuesday 20 March 2001 in Quaker Buildings

Signed: _____

Date: _____