



SOUTHERN HEALTH AND SOCIAL SERVICES COUNCIL

**The One hundred and Eleventh Meeting held in Quaker Buildings on
Tuesday 15 October 2002 at 10.00 am**

111/1 PRESENT: Mrs Rosin Foster, Chairman
Mr Sydney Anderson
Mr Pat Brannigan
Mrs Mary Ferris
Mr Isaac Hanna
Mrs Nazy Harris
Mr Clive Henning
Mr Brendan Montague
Mr Peter Murray
Mr John McArdle
Mr Adrian McKinney
Mr Charles Rollston
Mr David Simpson

IN ATTENDANCE: Mrs Delia van der Lenden, Chief Officer
Mrs Nancy Downard, Office Manager
Ms Karen McCoy, Research Officer
Ms Colette Hart, Complaints Officer
Mr Sean McKeever, Director of Resources
and Contracting, SHSSB [for part of the
meeting]

APOLOGIES: Mrs Lynne Cairns
Mr Jim Cavanagh
Mr John Coulter
Mr Wilfred McFadden

111/2 MINUTES OF THE PREVIOUS MEETING

Minutes of the previous meeting, which were circulated, were agreed and signed.

111/3 MATTERS ARISING

1 110/3.1 Green Park Healthcare Trust

Mrs Ferris asked if a further request could be made to the Green Park Healthcare Trust for a full set of papers to be sent to her prior to each Board meeting. It was agreed to write to the Chief Executive of the Trust regarding the matter.

2 110/3.11 Ceara School

Mr Anderson expressed concern at the lack of funding available to employ a nurse to care for 5 children with special needs at Ceara School. He asked if it was possible to get more detail regarding the matter. The Chief Officer said that she understood that the matter had been resolved, and will seek to have this confirmed for members.

3 110/11 Portadown Health and Social Services Centre

Mr Murray referred to the research undertaken by the Council with regard to the Clanrye Surgery in Newry and suggested we share the research with Craigavon and Banbridge Community HSS Trust in order that it might take on board some of the recommendations in terms of the design and quality of a new health centre.

It was agreed to provide a copy of the report to the Craigavon and Banbridge Comm HSS Trust.

111/4 CHAIRMAN'S BUSINESS

1 Death of Mrs Deeny

The Chairman advised members of the death of Mrs Fionnuala Cook's mother and expressed sympathy to her and all the family. She said a letter of sympathy had been sent to Mrs Cook and she herself had attended the funeral.

2 Death of Mrs McNally's Husband

The Chairman also expressed condolences to Mrs McNally whose husband died during the month of August. She said a letter of sympathy had been sent to Mrs McNally on behalf of members and staff.

3 Resignation of Mrs Imelda Clarke

The Chairman informed members that Mrs Imelda Clarke had tendered her resignation as a member of the Council due to health reasons. A letter has been sent to Mrs Clarke thanking her for her contribution to the Council during her membership.

4 The Council's Media Strategy

The Chief Officer referred members to the draft media strategy which had been prepared by Mr Coulter and circulated to members for comment. She said that in the absence of Mr Coulter she felt that it would be better to defer the matter until he was available. She said one of the recommendations made by Mr Coulter was the formation of a sub group to take forward the implementation of the strategy. Members who agreed to be involved in a sub group comprised, Mrs Harris, Mrs Ferris, Mr McArdle, Mr McKinney and Mr Montague. It was agreed to arrange for Mr Coulter to be at a future meeting or alternatively to meet with the sub group at an arranged time.

5 Casualty Watch

The Chief Officer informed members that the Council carried out a Casualty Watch at Craigavon and Daisy Hill Hospitals on Monday 23 September at 4.30 pm. She said that while there were no major problems at Daisy Hill Hospital there were significant pressures on Craigavon Area Hospital with 19 patients waiting on trolleys at the time of the survey. A number of these patients had waited in excess of charter standards.

She said consideration had been given to the usefulness of continuing the exercise and asked members for their views on whether or not it would be more appropriate to ask the Trust to

provide the information on a regular basis. Mr McKinney expressed the view that it was important for the Council to be present and see at first hand the situation. If the Council discontinued the physical exercise it would be taking the watch out of 'watchdog'. Mr Murray indicated that there were complaints about the delays in A&E at Daisy Hill Hospital but complaints did not seem to be effective. Mr Simpson felt that the waiting times in A & E should be highlighted in the press because the longer it continued the more pressure was put on staff. Mr Hanna said the pressure was being put on the ground staff rather than at top management. It was agreed to give further consideration to the strategy for monitoring waiting times at A&E departments. The Council's appreciation of the quality of care being provided by staff in these difficult circumstances would be emphasised in any public statements on the issue.

6 Misuse of Disabled Car Parking Spaces at Craigavon Area Hospital

The Chairman informed members that the Craigavon Area Hospital had made the Council aware of problems relating to the misuse of disabled car parking spaces at the hospital. The idea of a survey at Craigavon Area Hospital and other facilities was discussed.

Ms Hart, the Council's Complaints Officer said she had been invited to a meeting with the complainant and members of the hospital staff on 22 October to consider what approach should be taken. She would put the suggestion of a survey to the group.

Ms Hart indicated that porters at the hospital were available on occasions to inspect the use of the parking spaces but this was putting staff in a confrontational position. Members felt that the issue should be highlighted in the press in order to raise public awareness and help change people's attitude. It was also suggested that the hospital might consider displaying a slogan at the disabled spaces. Ms Hart agreed to take members' comments to the meeting on 22nd. Members would be kept updated.

7 A Strategic Vision for Health and Social Care Services for Older People 2002 – 2007

The Chief Officer advised members that as part of the consultation process, the Southern Board had engaged Help the Aged to arrange focus groups with older people within the southern area. The Council had been invited to nominate officers/members to attend a focus group in each of the areas. Members were asked to inform the office if they wished to participate in any of the groups. Full details of venues etc would be provided.

8 General Dental Council's Appointing Body

The Chairman referred members to a letter from the General Dental Council seeking lay members for its Appointing Body. She said any member who was interested should contact the General Dental Council directly.

111/5 DRAFT STANDING ORDERS

SHSSC 02/30

The Chief Officer referred members to the Council's draft Standing Orders and proposed a number of minor amendments in relation to providing members with the agenda and papers, Standing Orders for the election of Chairman and Vice Chairman, committees and sub committees, public access to meetings; deputations to meetings; minutes available to the public; and minutes and reports of committees. She said the amended Standing Orders had to be agreed by the Department of Health, Social Services and Public Safety following approval by the Council.

The amended Standing Orders were proposed by Mr Murray and seconded by Mr Hanna and formally accepted by the members.

111/6 SHSSB – UPDATE ON DEVELOPMENTS (Presented at 11.30 am)

The Chairman welcomed Mr S McKeever, the Southern Board's Director of Resources and Contracting to the meeting to brief members on the role of his department.

Mr McKeever thanked the Council for the invitation. He provided members with a comprehensive and detailed explanation of how the flow of funds from Government was divided up in Northern Ireland.

He said Northern Ireland's proportion of the funds was paid to the Executive and then it decided what proportion was allocated to each of the 10 departments. Each Board was allocated its funds through the Capitation formula. Trusts were paid according to the agreed levels of activity. In some areas there would be over performance and others under performance but one would be set against the other. The Central Services Agency, on behalf of the Boards, paid GPs, pharmacists, opticians and dentists.

He said the Southern Board's share of the budget was about £300 million and this increased year on year. This year there would be a 10% increase in funding for health. However, because of pressures that the Board had no control over, for example, increases in wages and National Insurance, free nursing care etc, in real terms the increase amounted to approximately 1%. Next year the Board would have about 1% growth which would mean a lot less flexibility. He envisaged that new drugs would be the greatest expense next year.

Relating to the Capitation Formula Mr McKeever said the Southern Board made up about 17.5% of the population (18.1 in the new Census) in the Province but did not receive that proportion of funding. While it had a greater number of over 85s the population of 65s to 85s was smaller than other Board areas. Children under 18 in the inner City areas attracted a higher level of funding than in the Southern Board areas.

Mr McKeever responded to a number of questions from members in relation to whether or not the weighting of needs factors looked at rurality; the extent of under funding in the last 10 years; the waiting lists; the problem of funding in relation to cross border residents and workers; and the public's expectation regarding the extra funding being made available for health during the time of the Assembly.

The Chairman thanked Mr McKeever for his excellent presentation and he left the meeting.

Mr Simpson and Mr Anderson left the meeting at 12.00 noon.

111/7 DEVELOPING BETTER SERVICES

SHSSC 02/31
(Paper tabled)

The Chief Officer referred members to the Council's draft response to 'Developing Better Services – Modernising Hospitals and Reforming Structures'. Comments made by members at the previous meeting had been incorporated into this second draft of the response.

She said that in the second round of consultation regarding the structures the Council would be recommending that there should be a separate strand of consultation about consumer representation. She said she understood that the political situation had no bearing on the deadline for responses.

Responding to Mr McArdle's point about the location of a fracture services unit, the Chief Officer informed him that the Department was making the proposal for a local fracture service based in Craigavon Area Hospital. She said that the Council's response could be amended to support the proposal for a local fracture service in the Southern Board's area without indicating where it should be based. Mr Murray said he welcomed the good news this week that Kilkeel was to get a new health centre.

Regarding a regional authority, the Chief Officer said the Council's response included the suggestion that this should not necessarily be based in Belfast. She said both the regional authority and regional consumer organisation could be located elsewhere.

The response was approved and would be forwarded to the DHSSPS prior to the closing date of 31 October.

111/8 COMPLAINTS FOR THE 6 MONTH PERIOD ENDING 30 SEPTEMBER 2002

SHSSC 02/32

The Complaints Officer reported that in the six-month period ending 30 September 2002 the Council assisted 29 complainants. The medical profession was most complained about, followed by general management, and nursing, midwifery and health visiting.

Craigavon and Banbridge Community HSS Trust had the largest number of complaints (7) followed by Craigavon Area Hospital Group Trust with 6 and Newry and Mourne HSS Trust with 4. The most frequent causes of complaint were treatment and care, staff attitude and behaviour, and communication.

Ms Hart then provided members with an overview of the complaints procedure and highlighted some examples of the type of enquiries and complaints that she had to deal with and the process followed in trying to resolve them.

It was agreed to provide members with a copy of the presentation overheads and the draft letter of complaint. While members had an important role to play in making the public aware of the Council's support service for complainants, Ms Hart recommended that members should refer complainants to the office for advice or assistance.

The Chairman thanked Ms Hart for presenting the report.

Mr Hanna and Mr Brannigan left the meeting at 12.30 pm

111/9 MULLINURE DAY UNIT – THE VIEWS OF USERS

Ms McCoy introduced the Council's research report entitled, 'Mullinure Day Unit - The Views of Users'. She said the key functions of Mullinure Day Unit were to enhance and maintain quality of life, to restore physical, psychological and social functioning and to prevent disease and illness.

The focus of the research was to examine the views of older people on the service they received at Mullinure Day Unit. The objectives were to detail older people's experiences and views of assessment, planning and implementation of care. To identify benefits gained, aspects which were valued or not valued and identify any areas of unmet need.

With regard to the methodology used Ms McCoy said this included 40 users of the service, both current and past, being interviewed and their views recorded. The participants ranged in age from 60 to 90 years of age.

She outlined the findings from the report in relation to the reasons for referral to the Unit, the information provided to users of the service, a typical day's programme, and the contact users had with staff. She highlighted some of the quotes from users in relation to the benefits gained from having treatment by the physiotherapist or the occupational therapist; and the benefits of activities. In relation to the social aspect all of the patients said they enjoyed meeting other patients. Less than half of the patients had been involved in making decisions about their care and 13 said they had no say in their discharge from the Unit.

Ms McCoy said the report contained 13 recommendations which had been discussed and agreed with the Armagh and Dungannon HSS Trust. The report would be published shortly and copies circulated to all interested parties.

The Chairman thanked Ms McCoy for the interesting presentation on a very positive report and she looked forward to the recommendations being implemented.

111/12 TRUSTS' BUSINESS

SHSSC 02/33

Armagh and Dungannon HSS Trust

Minutes of Trust Board meeting held on 7 August and agenda for meeting on 2 October 2002

Craigavon Area Hospital

Minutes of Trust Board meeting held on 20 August and agenda for meeting on 17 September 2002

Minutes of Trust Board meeting held on 17 September and agenda for meeting on 15 October (tabled)

Craigavon and Banbridge Comm HSS Trust

Minutes of Trust Board meeting held on 29 August and agenda for meeting on 30 September 2002

Newry and Mourne HSS Trust

Minutes of Trust Board meeting held on 20 August 2002.

111/13 FOR INFORMATION

SHSSB – Minutes of Board Meeting held on 10 September 2002
Armagh and Dungannon HSS Trust – Annual Report (tabled)
Newry and Mourne HSS Trust - Annual Report (tabled)
Armagh and Dungannon HSS Trust – All Told Magazine – Autumn
2002
NHS Confederation – Nexus Background – Issue September 2002

111/14 ANY OTHER BUSINESS

1 Members' Development Workshop

The Chairman informed members that the report of the development workshop prepared by Mrs Ferris would be brought to the December meeting.

111/15 DATE OF NEXT MEETING

Tuesday 19 November in Quaker Buildings