



SOUTHERN HEALTH AND SOCIAL SERVICES COUNCIL

Minutes of the One hundred and Eighteenth Meeting held in Craigavon Borough Council on Tuesday 20 May 2003 at 10.00 am

118/1 PRESENT:

Mrs Roisin Foster, Chairman
Mr Sydney Anderson
Mr Pat Brannigan
Mr Jim Cavanagh
Mrs Nazy Harris
Mr Clive Henning
Mrs Pat Mallon
Mr Peter Murray
Mr Wilfred McFadden
Mr Charles Rollston
Mr David Simpson

IN ATTENDANCE:

Mrs Delia van der Lenden, Chief Officer
Mrs Nancy Downard, Office Manager
Ms Colette Hart, Complaints Officer
Miss Karen McDowell, Research Assistant
Mr Mark Timoney, Director of
Pharmaceutical Services, SHSSB [for part
of the meeting]

APOLOGIES:

Mrs Lynne Cairns
Mr Isaac Hanna
Mr John McArdle

On behalf of the Mayor and Craigavon Borough Council, Mr Trevor Reaney, Chief Executive extended a warm welcome to members and staff of the Council.

The Chairman thanked Mr Reaney for his kind comments and for the hospitality provided. She also thanked Mr Simpson for putting the arrangements in place.

118/2 MINUTES OF THE PREVIOUS MEETING

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

118/3 MATTERS ARISING

1 115/4 New Medical Admissions Unit at CAH

In response to Mr Anderson's question about waiting times at A&E in Craigavon Area Hospital, the Chief Officer advised that a letter had been forwarded to the Chief Executive seeking clarification on the matter and she was awaiting a response.

118/4 CHAIRMAN'S BUSINESS

1 Joint Board / Council meeting

The Chairman reminded members of the joint Board / Council meeting which would be held in the offices of Armagh City and District Council on Tuesday 10 June 2003 at 3.00 pm. Items on the agenda would include the Draft Work Programme 2003/04, the report on Community Fora and the Regional Strategy.

2 New Member of Staff

The Chairman introduced the Council's new member of staff, Miss Karen McDowell, Research Assistant who had been appointed for a nine-month period to work on the 'Intermediate Care Project' which the Council had undertaken in conjunction with the Southern Board. She wished Karen well in her new post.

3 Consumer Councils' Forum - 2nd Annual Event

The Chairman advised members that the Consumer Councils' Forum was holding its second annual event on 23 June in the General Consumer Council's offices at 116 Hollywood Road, Belfast. The theme for the event was 'Levels of Service' and David Livingstone, Chief Trading Standards Officer would talk about the Government telephone helpline plan and the likely timescale. Members planning to attend should contact the office to confirm.

4 Members due to retire from the Council

The Chairman reported that three of the Council's long standing members were due to retire at the end of May – Mr Cavanagh and Mr Hanna who were District Council representatives and Mrs Sue Cunningham, formerly Newry & Mourne Carers' representative. She said the members would be invited back to the June meeting for a formal 'thank you'. Following a meeting with the Public Appointments Unit, the Chief Officer said she hoped to have a full complement of members in post by September.

5 Young at Heart Retirement Exhibition

The Chairman advised that the Council was exhibiting a display of material at the 'Young at Heart Retirement Exhibition' to be held in Canal Court Hotel, Newry on Wednesday 21 May 2003 from 10.00 am to 4.00 pm. Mrs Ferris and Mr Mc Ardle agreed to represent the Council on the stand.

118/5 CHIEF OFFICER'S REPORT

The Chief Officer briefed members on a meeting with representatives of Scottish CHCs and what had been learned about developments in Scotland in relation to public participation in the NHS. The Chief Officers had plans for further contact with CHCs in England and Wales and a report on the outcome will be available for a future meeting.

The Chief Officer and Chairman have met with the Public Appointments Unit to discuss the process for filling appointments to the Council. Reference was made to the Unit's plans to publicise the work of the Councils with a view to encouraging applications for membership.

The Council has become aware through press reports and Trust minutes of discussions in relation to the proposed resiting of the GP out of hours services from Moylinn to the CAH site, but has not been consulted on the proposal. The Chief Officer has written to ASADOC manager expressing an interest in contributing to the discussions but has had no response. She has also drawn the attention of the Board to the lack of consultation. Members

expressed their support for any move to position the service on the hospital site.

118/6 PHARMACY SERVICES – Update

The Chairman welcomed Mark Timoney, the Southern Board's Director of Pharmaceutical Services, to update members on pharmacy issues - in light of the DHSSPS consultation paper, 'Making it Better' – A strategy for Pharmacy in the Community which had been issued.

Mr Timoney thanked the Council for inviting him and said it was important to engage the public in the consultation on pharmacy.

He outlined the issues in relation to supplementary prescribing; the red and amber lists of specialist drugs; the Office of Fair Trading report, and contract control regulations.

In relation to supplementary prescribing he explained that a review undertaken by Dr Crown in 1999 recognised that pharmacists had the expert knowledge to equip them to become skilled prescribers and recommended they play a role in supplementary prescribing. It was the responsibility of the doctor to determine a diagnosis and to draw up a treatment plan. The management of treatments within the plan could be carried out by other professionals i.e. nurses and pharmacists. Legislation in this respect had changed in Northern Ireland and it was expected that supplementary prescribing could be in place in about 18 months time. Supplementary prescribing would only apply to patients with chronic disease including those on warfarin, and patients with conditions such as diabetes.

Mr Henning joined the meeting at 10.25 am

Referring to the DHSSPS recommendations on Red and Amber lists of specialist drugs, he said these were launched on 1 May 2003. The system would provide guidance on where prescribing responsibility should lie in respect of a small number of specialist medicines. It would enhance patient care and promote safety in the prescribing, supply and administration of specialist medicines. Red List drugs would be the responsibility of the consultant; Amber

List drugs would be transferred to the GP and supply arranged by the pharmacist. There would be an agreed approach across Northern Ireland with a network of 7 pharmacies to deal with the regional supply.

Mr Timoney made reference to the findings of the Office of Fair Trading report. He also indicated that prior to Contract Control Regulations 1987 there were 100 to 300 new pharmacies opened per year for each of the previous seven years across the UK but since 1991 there was only 4 per year. Currently there are 509 community pharmacies in Northern Ireland.

It was the view of the Southern Board that the existing regulations though cumbersome, should continue to control entry to the Pharmaceutical List and any reform should take into account the community pharmacy strategy. Planning of the service should be based on patient need.

Current Board initiatives in which pharmacists will play a part include the promotion of a health pharmacy network, immunisation campaigns, and needle and syringe exchange. They will also play a part in the falls prevention strategy, the campaign for the disposal of unwanted medicines, and palliative care programmes. Mr Timoney made reference to the initiative on providing pharmacy services in conjunction with the Moylinn out of hours services and to the work on the community pharmacy partnership.

In concluding he said the Pharmacy Plan for Northern Ireland was 'to maintain, develop and support a stable pharmacy network to provide, in partnership with others, a quality and comprehensive pharmaceutical service, assuring the safe and effective use of medicines, minimising barriers to providing equitable health and social care for all'.

Mr Brannigan joined the meeting at 10.50 am.

Mr Timoney then responded to a range of questions from members. Mr Murray complimented Mr Timoney on his presentation and said he understood a new pharmacy was to be located in the Forkhill area, which he welcomed.

A total of 84 complainants were assisted during the year ending 31 March 2003. In summarising the report Ms Hart said that, of the complaints where the Council was involved, medical staff was the group most complained about, followed by nursing midwifery and Health Visiting, and General Practitioners. Medical staff and GPs had remained in the top three categories for the last 5 years. While treatment and care continued to be the greatest cause for dissatisfaction, there was also a significant number of complaints about staff attitude and behaviour, and communication issues.

Service areas that gave rise to most of the complaints were mental health, primary health / adult community, and sensory impairment / physical disability.

To give members a better understanding of the complaints procedures and the role the Council played in supporting complainants, Ms Hart presented two anonymised case scenarios. She illustrated how these complaints had a positive impact on service provision.

Mr McFadden left the meeting at 11.58 am.

Ms Hart responded to a number of questions from members in relation to the type of complaints, how they were used to improve the services and how the public were encouraged to use the system.

The Chairman thanked Ms Hart for the presentation.

**118/9 CRAIGAVON AND BANBRIDGE LHSCG – PRIMARY CARE
INVESTMENT PLAN 2003/04 – 2005/06 SHSSC 03/20**

The Chief Officer said each LHSCG was required to draw up an investment plan for the coming two-year period. The Craigavon and Banbridge plan with a briefing paper had been circulated for information. The document outlined how the LHSCG intended spending its primary care development budget. Copies of the plans for the Newry and Mourne and Armagh and Dungannon Groups were now with the Council and these would be circulated with the papers for the June meeting.

The document was noted.

118/10 TRUSTS' BUSINESS

SHSSC 03/21

1 Armagh and Dungannon HSS Trust

Minutes of Trust Board meeting held on 5 March and agenda for 7 May 2003

2 Craigavon Area Hospital Group Trust

Minutes of Trust Board meeting held on 18 March and agenda for meeting on 15 April 2003.

3 Craigavon and Banbridge Comm HSS Trust

Minutes of Trust Board meeting held on 31 March and agenda for meeting on 28 April 2003.

118/11 VISIT REPORTS

1 Green Park Healthcare Trust

Report of visit to Regional Disablement Unit (tabled)

2 Edenvilla, Banbridge

Response from Craigavon and Banbridge Comm HSS Trust (tabled)

3 Belfast City Hospital

Report of visit to Haematology and Oncology Day Care Services. (tabled)

4 Launch of website for diabetic services at Daisy Hill Hospital

Mr Henning reported that he had attended the launch and was very impressed with the website. The idea for the address had come from children using the service. The address for anyone wishing to visit the site is: www.nosweetsforme.com

All other visit reports were noted.

118/12 FOR INFORMATION

- 1 SHSSB – Minutes of Board meeting held on 8 April 2003
- 2 SHSSB – Monthly update on Care Management Pressures – March 2003.
- 3 SHSSB – Care Management Pressures Impacting on Hospital Discharge – April 2003
- 4 Waiting List Performance Management Report 2002/03
- 5 Armagh and Dungannon HSS Trust Newsletter – All Told – Spring 2003
- 6 BMJ Article – Smoke Free Hospitals

118/13 ANY OTHER BUSINESS

- 1 Meetings in external venues

Mrs Harris suggested that future visits to community venues should be used to publicise the relevance of the work of the Council for that community. It was agreed to take this into account in arranging meetings for the coming year.

118/14 DATE OF NEXT MEETING

Tuesday 17 June 2003 at 6.30 pm in Quaker Buildings

Signed: _____ **Date:** _____