

SOUTHERN HEALTH AND SOCIAL SERVICES COUNCIL

Minutes of the One Hundred and Twenty-eighth Meeting held in Quaker Buildings on Tuesday 18 May 2004 at 6.30 pm

128/1 PRESENT: Mrs Roisin Foster, Chairman
 Mrs Annie Burrell
 Mrs Mary Ferris
 Mrs Roisin Foster
 Mrs Nazy Harris
 Mr Clive Henning
 Mr Brendan Montague
 Mr Peter Murray
 Mr Wilfred McFadden
 Mrs Eileen Wright

IN ATTENDANCE: Mrs Delia van der Lenden, Chief Officer
 Mrs Nancy Downard, Office Manager
 Ms Colette Hart, Complaints Officer [for
 part of the meeting]
 Mr Martin Kelly, Director of Planning and
 Information, C/B Comm HSS Trust and
 Mrs Siobhan Hanna, Project Manager for
 Community Health Village, [for
 part of the meeting]

APOLOGIES: Mr Sydney Anderson
 Mr Patrick Brannigan
 Mrs Lynne Cairns
 Mr John McArdle
 Mr Jim McCart

128/2 MINUTES OF THE PREVIOUS MEETING

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

128/3

MATTERS ARISING

1 127/3.4 NI Ambulance Service

In response to Mr Anderson's query regarding the increase in attacks on ambulance vehicles and personnel, the Chairman referred members to statistics provided by the Ambulance Service outlining incidents from 2000 – 2004. At the end of 2003 the overall total for Northern Ireland was 188 showing an increase of 66 on the previous year. To date this year the total is 66 with 4 of these in the Southern Board's area. It was agreed to write to the Trust in support of the valuable service provided and expressing regret at the appalling situation.

2 SHSSB – Health & Wellbeing Investment Plan

The Chairman advised members that the Board's final Health and Wellbeing Investment Plan was now available and if anyone required a copy they should contact the office.

3 SHSSB - Priorities for Action

A copy of this document was available from the Council office on request.

4 127/11.1 MS Drug – Betainterferon

The Chairman referred to a question raised by a member of the public at the April meeting, regarding the availability of the drug used for the treatment of MS. She read a letter from Mr Colm Donaghy, Chief Executive of the Southern Board, which outlined in detail how the programme for treatment was financed, the number of patients expected to be treated, the training of staff to treat patients, and the Board's proposals in its Health and Wellbeing Investment Plan to pay for the costs incurred by starting extra patients on treatment.

The Chairman said this was a positive response from the Southern Board. She informed members that the client had been in touch with the Council's Complaints Officer to confirm that she had been contacted by the MS nurse to arrange a meeting with a view to commencement of treatment. The Chairman thanked the Complaints Officer for her efforts on following up on the matter.

128/4

CHAIRMAN'S BUSINESS

1 Retirement

The Chairman informed members that the Chief Officer had decided to take early retirement from her post with effect from the end of August 2004. The process of recruitment for her replacement had already begun and the post would be advertised shortly. She said she would be seeking a member of Council to sit on the interview panel once dates had been arranged.

The Chairman said Mrs van der Lenden had been a wonderful asset to the Council and would be missed very much but she wished her well in her retirement.

2 June Meeting

The Chairman sought members' approval to change the time of the June meeting from 6.30 pm to 10.00 am. Members agreed. Mr Brannigan was to approach Armagh District Council re hosting the meeting. Dr Tohani would be the key speaker.

3 Dispensing of Drugs – Dr Lennon Practice, Donaghcloney

The Chairman read a letter from Mark Timoney, the Southern Board's Director of Pharmaceutical Services, advising of the opening of PAR HEALTH pharmacy in Donaghcloney, and explaining that Dr Lennon's Practice would cease to dispense drugs.

4 Invitations

- It was agreed that Mrs Harris would attend the Relatives Association information presentation in the Boardroom, Tower Hill, Armagh on 26 May at 3.00 pm.
- Mrs Ferris agreed to attend the Belfast Exhibition 'Seeing Better Ireland 2004' which is organised jointly by the Blind Centre NI and St Joseph's School for the visually impaired in Dublin. The exhibition will take place on 3rd and 4th June in the Grosvenor Hall, Belfast.
- Mrs Burrell agreed to attend the Craigavon & Banbridge Community Trust's Equality Assurance Unit's launch of 'Welcome Pack' for the Portuguese speaking community on Wednesday 9 June from 2.30 pm to 4.30 pm in Craigavon Civic Centre.

128/5 CHIEF OFFICER'S REPORT

➤ Joint HSSCs' Conference

The Chief Officer updated members on the arrangements for the joint Health and Social Services Councils' conference at Lusty Beg in Fermanagh on 17 and 18 June. Accommodation could be available for members who wished to travel to the venue on the evening of 16 June. Anyone requiring this should inform the office. She said the programme for the conference was being organised and full details would be available shortly.

➤ HSSCs' meeting with Clive Gowdy, Permanent Secretary.

The Chief Officer reported that the 4 Councils' Chairmen and Chief Officers met with Mr Clive Gowdy, Permanent Secretary, DHSSPS on 13 May and discussed (a) the future of HSSCs and (b) financial support to the Councils. The likelihood remained that one regional body representing the interests of service users would replace the 4 Councils. The need for strong local arrangements for user representation was emphasised by the Councils. In terms of the timescale significant change was unlikely before April 2006.

In relation to the Councils' submissions for additional funding, the Department had indicated that no additional funding would be made available on a recurring basis, however bids could be made for in-year project funding. Councils are seeking clarification from the Department on the criteria against which applications for project funding will be considered.

Mr Henning left the meeting at 7.45 pm

**128/6 COMMUNITY HEALTH VILLAGE PROJECT – BANBRIDGE
(presented at 6.30 pm)**

The Chairman welcomed Mr Martin Kelly, Director of Planning and Information, Craigavon & Banbridge Comm HSS Trust and Mrs Siobhan Hanna, Project Manager, Community Health Village.

Mr Kelly provided members with an overview of the proposed plan for a New Community Health Village on the former Banbridge Hospital site. He said that in trying to establish a community estate strategy an analysis of existing services was conducted. 27 separate service areas were identified and an exercise carried

out to identify current and future staffing levels in an effort to forecast their space requirements for the future.

During the development process he said the Trust was working with TASSK, the District Council, the District Network and Banbridge Regeneration Network. He said the New Health Village would be an integrated primary and secondary care development. The proposals would include a GP Surgery, Fold Housing dementia centre with residential and day care; Oaklee (supported housing) and a health centre – all of which would complement the services which already existed – Polyclinic, ambulance station, Crozier House, Banbridge SEC and Copperfields.

Services which would be provided within the new Health and Social Services Centre would include; nursing, midwifery, and health visiting; Allied Health Professionals; Child and family health; mental health; elderly services; community based rehabilitation; bookable consulting rooms; a private sector crèche; and a café.

He highlighted on the illustrated plan where the different services would be situated.

In concluding he said this was an important development for the people of Banbridge.

Mr Martin and Mrs Hanna responded to a number of questions from members.

The Chairman thanked both for the presentation and they left the meeting.

128/7 WORK PROGRAMME 2004/05

The Chief Officer informed members that the Council would have to await the outcome of the meeting with the Department before it could consider any further projects in its work programme for 2004/05. With regard to working with other Councils, she said this would be discussed at the joint Conference in June and they would then be in a better position to make progress on the work programme. She said the Department was satisfied that the work programme would be on a different timescale this year.

128/8

**QUARTERLY COMPLAINTS SUMMARY FOR THE PERIOD
JANUARY – MARCH 04 AND ANNUAL REPORT FOR THE
YEAR APRIL 2003 TO MARCH 2004. SHSSC 04/17**

The Chairman invited the Complaints Officer to present the report.

Ms Hart reported that during the quarter ending 31 March 2004 the Council dealt with 35 complaints, the majority of which related to treatment and care, staff attitude and behaviour, and professional assessment. She outlined in detail the organisations most complained about, programmes of care with most complaints for the quarter, and the professional groups most complained about.

She also provided members with an overview of the complaints summary for the year from 1 April 2003 to 31 March 2004. She reported that during the year the Council assisted with 100 complaints - a rise of 16 on the previous year. The most common reasons for complaint were treatment and care, staff attitude and behaviour, and professional assessment. Organisations mostly complained about were Craigavon Area Hospital Group Trust, Craigavon and Banbridge Community HSS Trust, and Family Health Service Practitioners. Programmes of care with most complaints were primary care and adult community, mental health, medical, and outpatient services. Most complaints about professional groups related to medical staff, general management, and General Practitioners.

Applications for Independent Reviews were made by 5 complainants, 4 of which involved Trust services and 1 involved GP services. Of the 5 applications 3 had been turned down by the Convenor, and 2 were awaiting the Convenor's decision. One application had been made to the Ombudsman but was declined on the basis that the complaints procedure had not been exhausted. However, because an application for an Independent Review was subsequently turned down a further application to the Ombudsman had been made and was awaiting a decision.

128/9

QUARTERLY EQUALITY REPORT

The Complaints Officer in her quarterly Equality report updated members in relation to the review of Equality schemes, the proposed merger of the Regional Equality and Human Rights groups, the Regional Equality Strategy, interpreting and

translation projects, the HSSCs' meeting with the Equality Commission and the proposed evaluation of the Multicultural handbook.

The Chairman thanked Ms Hart and she left the meeting.

12/10 SHSSB – OUT OF HOURS PRIMARY CARE MEDICAL SERVICES – Consultation document SHSSC 04/18

The Chief Officer drew members' attention to the Southern Board's consultation document on the future provision of Out of Hours Primary Care Medical Services. She said that as a result of the new GMS contract Boards were now responsible for the provision of the Out of Hours primary care service and new arrangements had to be in place by 31 December 2004. She outlined the current services provided and details of current and future funding.

With reference to the Southern Board's consultation process, she informed members that the consultation document had been presented and approved at the Board meeting on 11 May. The consultation period would end on 6 August, responses would be considered during August / September and the final decision would be agreed at the Board's meeting on 14 September.

Mrs Foster, Chairman left the meeting at 8.30 pm and in her absence the members agreed that the Chief Officer should conduct the remainder of the meeting.

She outlined service characteristics identified by the Board as important in meeting the needs of the population for a modern Out of Hours service, and the key constraints in relation to staffing and funding. Six possible options for locating the Out of Hours service were identified by the Southern Board and were evaluated against service characteristics. A 3 phased approach to the development of services is proposed; (1) consolidation, (2) improving access, and (3) evolution/integration. Integration of Out of Hours services would involve pharmacy, community nursing, mental health, social care, minor injury units, A & E departments and ambulance services.

In order to develop the Council's response it was agreed that a series of public meetings would be held in local communities during June/ early July after which a draft response would be

prepared for discussion at a special meeting of the Council in late July. The final response would be submitted to the Southern Board for 6 August deadline.

128/11 TRUSTS' BUSINESS

- 1 Armagh & Dungannon HSS Trust
Minutes of Trust Board meeting held on 3 March and agenda for meeting Wednesday 5 May 2004.
- 2 Craigavon Area Hospital Group Trust
Minutes of Trust Board meeting held on 20 April and Agenda for meeting on 18 May 2004 (Tabled)
- 3 Craigavon and Banbridge Comm HSS Trust
Minutes of Trust Board meetings held on 23 February and 22 March 2004 (Tabled)

128/12 VISITS

- 1 Appleby SEC
The report prepared by Mr Murray was approved prior to being sent to the facility.

128/13 FEEDBACK FROM MEETINGS

- 1 Mrs Ferris reported on topical issues discussed at the Newry & Mourne Trust Board meeting.
- 2 Mr Montague reported on his and other members' attendance at a very interesting workshop in Craigavon Civic Centre on 'Men's Health'.

128/14 FOR INFORMATION

- 1 SHSSB – Minutes of Board meeting held on 6 April 2004
- 2 Craigavon & Banbridge HSCG – Newsletter April 2004
- 3 Cragiavon Area Hospital Group Trust – Bed Management Information 24 April to 8 May 2004

128/15 ANY OTHER BUSINESS

128/16 DATE OF NEXT MEETING

Tuesday 15 June 10.00 am. Venue to be arranged.

Signed: _____ **Date:** _____