

SOUTHERN HEALTH & SOCIAL SERVICES COUNCIL

Minutes of the One Hundred and Thirty First Meeting held in Newry & Mourne District Council on Tuesday 19 October 2004 at 10.00 am

131/1 PRESENT: Mrs Lynne Cairns, Chairman
 Mr Sydney Anderson
 Mr Patrick Brannigan
 Mr Brendan Curran
 Mrs Nazy Harris
 Mr Clive Henning
 Mr Peter Murray
 Mr John McArdle
 Mr Jim McCart
 Mr Wilfred McFadden
 Mr Charles Rollston
 Mrs Eileen Wright

IN ATTENDANCE: Mrs Stella Cunningham, Chief Officer
 Mrs Nancy Downard, Office Manager
 Ms Colette Hart, Complaints Officer
 Dr A M Telford, Director of Public
 Health, SHSSB, [for part of the meeting]

APOLOGIES: Mrs Annie Burrell
 Mr Peter Kearns
 Mrs Pat Mallon
 Mr Andy Moffett

131/2 MINUTES OF THE PREVIOUS MEETING

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

131/3 MATTERS ARISING

1 Banbridge SEC

The Chairman informed members that Craigavon and Banbridge HSS Trust's Planning Manager, Janet McConville, had agreed to provide minutes of the Day Care Services Group's meetings on a monthly basis, in order to update the

Council on developments regarding the Banbridge SEC. Members agreed to the arrangement.

2 Newry SEC

The Chairman referred members to a further update from Newry & Mourne HSS Trust in relation to the progress on the business case for Newry Social Education Centre. She said the Trust had been advised by the DHSSPS that its revised Outline Business Case submitted on 28 May 2004 had been considered by their advisors and a number of issues had arisen which had to be addressed before submission to the Department of Finance. The Trust had to respond by 3 November 2004.

Members felt that progress in relation to the Banbridge and Newry SECs was very slow. However, it was agreed to await further progress reports from each.

131/4 CHAIRMAN'S BUSINESS

1 Resignation

The Chairman reported that a letter had been received from the DHSSPS advising that Mr Cecil Shaw had tendered his resignation from the Council. It was agreed to write to Mr Shaw thanking him for his interest in the Council.

2 Non-attendance at Meetings

The Chairman expressed concern at the poor attendance at the meeting and asked how members could be encouraged to attend regularly. Members highlighted the need for remuneration for members. It was agreed to write to all members.

3 Future Strategy for Health & Social Services Councils

The Chief Officer reported that the Future Strategy Group consisting of Chief Officers, Chairs, 2 members from each Council, and Mrs Foster our outgoing Chairman, met on 13 October to discuss the way forward. It was arranged that the group will meet bimonthly and provide feedback to the 4 Councils' meeting.

She said a meeting had been convened with Mr Gowdy for 11 November and it was intended that Councils would put forward a proposal for employing a project worker to enhance the role of the Councils, and hopefully receive support from the DHSSPS to finance the initiative. The Councils' strategy group would meet again on 19 November. Members would be kept updated.

4 Pain Clinic – Daisy Hill Hospital

The Chairman referred to a letter sent to Council members by Dr P Wright, Consultant in Pain Management at Daisy Hill Hospital. It highlighted his concerns in relation to the low priority given to the relief of pain by service commissioners and in particular, the lack of pain services funded by the Southern Board for patients in the Newry and Mourne District.

Members felt that it was important to have equality of provision throughout the acute hospitals and after much discussion it was agreed to write to Dr Wright and invite him to the November meeting to make a presentation.

Mr Curran joined the meeting at 11.05 am.

During the discussion, Dr Telford, the Southern Board's Director of Public Health, arrived to make her presentation and while waiting was aware of the discussion regarding the pain clinic. She asked if she could put forward a few points from the Board's perspective and was granted the opportunity.

Dr Telford explained that Dr Wright was likely to be aware of only part of the service developments in the SHSSB relating to pain management. Over the past 3 years plans had been made and finances set aside to further develop pain management services. In response to a specific issue regarding cancer related pain she said management of pain in cancer patients was led through the palliative care team. Through co-operation with the NOF funded specialist Pharmaceutical team it was hoped that terminally ill patients would experience better pain management in the future.

She indicated that the Medical Director of Newry & Mourne HSS Trust, to whom Dr Wright has also written, did not accept Dr Wright's perceptions on the management of acute pain. Both the Trust and the Board agreed that chronic pain management

was an area which should be further developed pending available resources. She pointed out that the funded consultant sessions for chronic pain management per head of population was greater for the catchment population of Daisy Hill Hospital than for Craigavon Area Hospital. She added that Dr Wright may not be aware of proposals to further strengthen pain management services for the SHSSB population.

Dr Telford expressed disappointment that Dr Wright had not waited for her response to his letter before writing to Council members.

Whilst they appreciated and respected Dr Telford's points members agreed that it was important to hear what Dr Wright had to say. It was agreed to request a briefing paper from the Board, and to get details of pain clinics in acute hospitals throughout Northern Ireland prior to the November meeting. The Chairman thanked Dr Telford for her information.

5 Speakers at Monthly meetings

Members were asked for suggestions for speakers for future meetings. Mrs Harris suggested that the number of presentations should be reviewed although it was important to hear from the Board and Trusts. It was agreed to consider suggestions at the November meeting.

6 Invitations

(a) It was agreed that Mr Henning and Mr McArdle would attend the HPA's seminar, 'Removing the Smoke Screen' on 12 November in Rosspark Hotel, Kells.

(b) Mr Brannigan agreed to attend the Armagh & Dungannon HAZ's launch of the document, 'Engaging Communities' on Friday 5 November in Parkanaur College, Dungannon

131/5

SHSSB – EMERGENCY PRESSURES

The Chairman welcomed Dr A M Telford, the Southern Board's Director of Public Health to make a presentation in relation to Emergency Patient Flows in the Southern Board's area.

Dr Telford commenced by explaining that targets set by the DHSSPS for 2004/05 included the requirement to reduce

trolley waits of 2 hours plus by one third, and delayed discharges by 10%. A detailed plan was required by the DHSSPS by 31 August 2004. The outline of the Board's plan covered - requirements addressed, new measures, level of investment, and challenges. She said it was important how patients flowed through the system and there was a need for better understanding of the systems and where efforts should be focused.

She said it was a compulsory requirement by the DHSSPS that the Board undertakes a snapshot survey of the emergency care pathway and detailed mapping exercises/patient flows. In light of this requirement a major exercise was conducted across all hospitals – acute, rehabilitation, and also primary care in the Board's area on 14 September 2004. The Board worked in partnership with the Newry and Mourne HSS Trust and the Craigavon Hospital Trust in the exercise which involved 500 questionnaires being completed in the acute hospitals, 150 in rehabilitation, and 75 in primary care. The objective was to try and identify where patients were in the system. It is hoped that a report on the findings will be available shortly.

Plans for 2004/05 looked at alternatives to admission, streamlining hospital services, and discharge issues. Outside hospital intermediate care had been strengthened, care management in the Armagh and Dungannon Trust had been redesigned, and there were innovative pilots in the Craigavon and Banbridge Trust in relation to IV fluids at home.

Reporting on new developments in Daisy Hill Hospital, Dr Telford said that last year the hospital led the way in surgical management. It had a discharge lounge which freed up beds for patients, and which was funded by the Board on a recurring basis. It also appointed an additional surgeon and a hospital liaison team had been established with social work, physiotherapist and OT involvement.

Developments at Craigavon Area Hospital from July 2004 included the appointment of a DVD nurse, commencement of a surgeon of the week scheme in August, appointment of an additional Consultant in A&E, funding additional private transport, a pharmacist to facilitate the IV home scheme, 4

early November. It was hoped that a briefing paper would be available from the Southern Board prior to the meeting.

131/7

SHSSC – COMPLAINTS SUMMARY FOR THE SIX MONTH PERIOD FROM APRIL TO SEPTEMBER 2004

SHSSC 04/24

Ms Hart, the Complaints Officer was invited to present a summary of complaints for the period April to September 2004.

She reported that during the period April to June 2004, 27 complaints had been received, the majority of which related to treatment and care; staff attitude and behaviour, and clinical diagnosis. Organisations most complained about were Craigavon Area Hospital and Family Health Service Practitioners. Professional groups most complained about were medical staff and GPs; and programmes of care with most complaints were primary care and adult community, medical, and surgery. One application for independent review which was granted in September was still ongoing. Miss Hart provided members with an insight into the process of applying for Independent Review.

In respect of the second quarter, July to September 2004, the Council dealt with 33 complaints, most of which concerned treatment and care, staff attitude and behaviour, and professional assessment. Organisations most complained about during this period were Craigavon Area Hospital and Craigavon & Banbridge Comm HSS Trust. Eight were about services outside the Southern Board's area – 7 related to Belfast City Hospital and 1 to Green Park Healthcare Trust. Programmes of care most complained about were medical, mental health, and surgery, whilst professionals with most complaints were medical staff, and general management.

Three complaints were referred for Independent Review. During the quarter 2 are awaiting the Convenor's decision and the other has been referred back to ASADOC for further consideration.

Mrs Harris said she appreciated the information but would like more detail on whether or not a complaint has been resolved.

Ms Hart responded by saying that this information was not always available to the Council.

The Chairman thanked Ms Hart for the comprehensive update.

Mr Curran left the meeting at 12.15 pm and rejoined at 12.30 pm.

131/8 EQUALITY UPDATE

Miss Hart, Complaints Officer provided members with an Equality update in relation to the Disability Discrimination Act – compliance. She reported that the Southern Board had produced a DDA Policy Statement which the Council had endorsed, and a Disability Etiquette Booklet had been produced for the benefit of the Board, Trusts and Council staff.

In respect of the DDA audit she said a lot of work was being done in the Southern Board area. In respect of the Council's audit, which was carried out at the end of 2001, action had been taken on a number of points but the main priority was the erection of a ramp at the back entrance to the building. There was some indication at the last meeting of the DDA group that there may be some funding from the DHSSPS but details are not yet available.

She advised that a Southern Area Equality Showcase event would be held in the Armagh City Hotel on 8 December. Anyone wishing to attend should advise the office.

It was agreed to keep members updated.

131/9 SHSSB – RESPONSE TO NEW TSN – ANTI POVERTY STRATEGY SHSSC 04/25

The Chief Officer referred members to the Board's response to Targeting Social Needs. She said the consultation document on TSN – Anti Poverty Strategy aimed at targeting resources on particular issues especially disadvantage and poverty.

In light of the recent changes the Council has not responded to the consultation document but members should be aware of the Southern Board's response.

The paper was noted.

131/10 HSSC RESEARCH – USERS’ VIEWS ON INTERMEDIATE CARE

The Chief Officer informed members that the evaluation report on ‘Intermediate Care Services in the Southern Board’s area’ conducted by the Council in conjunction with the Southern Board, was discussed and endorsed at the Board meeting on 12 October 2004.

The Board has agreed to finance the printing of a full report and summary report, and the Council intends to plan a launch of the report at a future Council/Board event. Members will be kept informed.

131/11 TRUSTS’ BUSINESS

1 Craigavon & Banbridge Comm HSS Trust

Minutes of Trust Board meeting held on 23 August and agenda for meeting on 27 September 2004

2 Craigavon Area Hospital Group Trust

Minutes of Trust Board meeting held on 17 August and agenda for meeting on 28 September 2004

3 Newry & Mourne HSS Trust

Minutes of Trust Board meeting held on 17 August 2004 and agenda for meeting on 19 October 2004

131/12 FEEDBACK FROM MEETINGS

1 HAZ - Healthy Breakfast for schools

Mr Brannigan reported that he had attended the launch of the healthy breakfast pilot which was being introduced in 4 schools in the Armagh area. He said there was a demonstration of the types of healthy food that will be served to the pupils. He felt that it was a very good scheme as a lot of children go out to school without a proper breakfast. The project is grant aided

and will run for 3 years. He will continue to monitor the project to see the outcome.

2 Media

The Chairman reported that she had been introduced to the Belfast News Letter's South Down Correspondent, Mr Philip Bradfield, at a reception in Banbridge on 13 October. She said he hoped to meet with the Council on a monthly basis.

Mr Brannigan reported that a new correspondent was being appointed in the Armagh area also.

3 Parking at Daisy Hill Hospital

Mr McArdle expressed concern at the lack of car parking facilities at Daisy Hill Hospital. Mr Curran said a multi-storey car park was not the answer and a new hospital should be considered.

131/13 FOR INFORMATION

- 1 SHSSB – Minutes of Board meeting held on 14 September 2004
- 2 A/D HSS Trust – Annual Report 2003/04
- 3 C/B HSS Trust – Annual Report 2003/04
- 4 N/M HSS Trust – Annual Report 2003/04
- 5 A/D HSS Trust – 'All Told' Newsletter – Autumn 2004
- 6 CAHGT – Bed Management

131/14 ANY OTHER BUSINESS

131/15 DATE OF NEXT MEETING

Tuesday 16 November 2004 in Quaker Buildings.

Signed: _____ Date: _____