

**SOUTHERN HEALTH & SOCIAL SERVICES COUNCIL**

**Minutes of the One Hundred and Forty-third Meeting held in Canal Court  
Newry, on Thursday 15 December 2005 at 10.00 am**

**PRESENT:**

Mrs Lynne Cairns, Chairman  
Mr Norman Badger  
Mr Brendan Curran  
Mr John Feehan  
Mrs Mary Ferris  
Mrs Nazy Harris  
Mr Clive Henning  
Mr Peter Kearns  
Mr Jim McCart  
Mrs Florence McMahon  
Mrs Sylvia McRoberts  
Mr Kieran Murphy  
Mr Kenneth Twyble  
Dr Philip Weir  
Mrs Eileen Wright

**IN ATTENDANCE:**

Mrs Stella Cunningham, Chief Officer  
Mrs Nancy Downard, Office Manager  
Mrs Patricia Jordan, Project  
Development Officer  
Ms Caroline McGuigan, Community  
Participation Officer  
Mr Kenneth McMahon, Divisional  
Officer, NIAS [for part of the meeting]  
Mr Mark Cochrane, Paramedic Station  
Officer, NIAS [for part of the meeting]

**143/1**

**APOLOGIES:**

Mrs Annie Burrell  
Dr John Coulter  
Mr Peter Murray  
Mr Wilfred McFadden  
Mr Adrian McKinney  
Ms Sharon Haughey  
Mr William Burns  
Mr Matthew Hagan  
Mr George Savage

**APOLOGIES:**  
(Former Members)

Mr Sydney Anderson  
Mr Patrick Brannigan  
Mrs Pat Mallon  
Mr Brendan Montague  
Mr John McArdle  
Mr David Simpson

**PRESENT:**  
(Members of Public)

Ms Alice Clifford, University of Third Age, Newry  
Ms Angela Nugent, University of Third Age, Newry  
Ms Alice Murphy, Women's Health Initiative, Mullaghbawn  
M/s Dennis & Kathleen Smith, Three Ways Community Association, Newry  
Mr Brian Quinn, Ballymartin Community Association, Kilkeel

**APOLOGIES:**  
(Members of Public)

Mrs Joan Baird, Councillor, Banbridge  
Mr Damien Grant, ROMAL

The Chairman welcomed everyone to the meeting and especially recently appointed members, Mrs Florence McMahon, from the Newry area, who will serve as a member until 31 May 2007, and (in absentia) Mr Matthew Hagan, and Mr Kieran Murphy both from the Dungannon area, who will serve until 31 May 2009.

The Chairman also gave a warm welcome to members of the public who were in attendance. She said the Standing Orders would be waived and members of the public would have an opportunity to ask questions at the end of each agenda item. She invited those present to join the Council for lunch after the meeting.

#### **143/2 MINUTES OF THE PREVIOUS MEETING**

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

#### **143/3 MATTERS ARISING**

##### **1 Avian Flu**

The Chief Officer advised that Dr Tohani had invited a representative from the Council to participate in the Pandemic Flu Multi-disciplinary group. Mrs Burrell accepted and has attended one meeting which she found very interesting.

## 2 Knockeden

Mr McCart suggested that the Council consider arranging another visit to Knockeden Housing Development, Portadown, for the benefit of those who were unable to attend the first visit. Mrs McRoberts said she was aware of the accommodation and it was a very well constructed building with an excellent lay out. She said there was a similar building in Loughgall which was opened recently. It was agreed to consider the visits in the New Year.

143/4

## **CHAIRMAN'S BUSINESS**

### 1 New Staff

The Chairman welcomed two new members of staff to the Council. Mrs Patricia Jordan, Project Officer, and Miss Caroline McGuigan, Community Participation Officer. Patricia was previously employed on a part time basis as Carers' Liaison Co-ordinator with Craigavon & Banbridge Comm HSS Trust. Caroline is employed by the Council on a part time basis (25 hours per week), and is employed part time as Administrative Officer with Armagh & Dungannon Health & Social Care Group (HSCG). She wished them both well in their new posts.

### 2 Meigh Surgery

The Chairman read members a letter from the Board's Director of Primary Care, Mr Eddie Ritson, which stated that the Board had reviewed the financial position and had approved in principle the development of new premises at Bearna Park in Meigh. Outline plans had been forwarded to the Health Estates Department and the Board was awaiting confirmation from Dr Vettiankal regarding the purchase of the site. Members who visited the existing premises said this was good news and asked that they be kept informed of developments.

### 3 GROW – Carer's Programme

The Chairman informed members of a skills based training programme for those in the community who carry out a caring role. The programme is being delivered by Grow Training and Development and anyone interested can be provided with the contact details.

### 4 Christmas Cards

The Chairman advised members that a donation of £300 in lieu of Christmas cards would be given to the Royal National Institute for the Blind (RNID).

## 5 GMC Panel

The Chairman reported that she and Mrs Harris attended a GMC Panel in the Waterfront Hall recently and both had found it a very interesting and informative evening. The panel was made up of people with different interests and included the Chief Officers from the EHSSC and WHSSC. It was chaired by Seamus McKee.

## 143/5 CHIEF OFFICER'S REPORT

- **Daisy Hill Hospital** – Leaflet ‘Hospital at Night Project – Questions and Answers’. Daisy Hill Hospital has established a pilot project to look at medical cover and related issues in the hospital at night. The aim is to minimise the out of hours workload by changing day time and evening practices.
- **Winter Pressures** – A number of initiatives had been put in place at Craigavon Area Hospital and there was increased co-ordination with other Trusts. In light of the fact that there was a very high level of trolley waits in January 2005, it was agreed that the Council should consider a casualty watch exercise.

Mrs Cunningham explained that the new Project Officer would be doing some work on waiting lists. Information on a number of key areas would be identified and an analysis carried out. It was agreed that a sub group be established to consider A & E waiting times.

Mrs Wright asked if (a) it was possible to see the Trusts’ complaints system, and (b) find out how easy it is for patients to access the system and if they are being encouraged to use it. She proposed that the GP/patient experience be reinvented for the hospitals.

- **Bugwatch at DHH** – Following this exercise the Council has been invited to nominate a service user to contribute to an audit exercise and Mr Murray has expressed an interest. It was agreed that Mr Murray should be the representative.
- **Let’s Talk** – The four Councils, in partnership with the Clinical and Social Care Governance Team, have produced a booklet to promote good communication between patients/clients and their health care professionals. A copy was tabled for members. It will be circulated to care homes etc.

- **Guidance on Abortions** – Mrs Cunningham informed members that she had agreed to join a drafting group reviewing the guidance on abortions.
- **Review on NI Breast Screening Service** – Mrs Cunningham reported that she had been approached by the Health and Quality Improvement Authority (HQIA) to join the governance review following the recall of large numbers of women in the other 3 Board areas.
- **Dental Report** – The launch of the dental report took place on 8 December in the Seagoe Hotel. It was attended by a number of Council members, members of the community and representatives from the Northern and Western Councils. A workshop session was conducted and feedback will be used to form the basis of the 4 Councils’ response to the primary care dental strategy which is out for consultation.

Dr Philip Weir joined the meeting at 10.50 am

**143/6**

**RPA FEEDBACK**

**SHSSC 05/06**

Mrs Cunningham referred members to the press release issued on 22 November by the Health Minister, when he announced the biggest ever reform to health and social services in NI. He pledged to put patients first and unveiled radical plans for the health service in order that millions of pounds could be redirected to front line services. The plans include: a smaller government department, a strategic health and social services authority to replace the four Boards, 18 Trusts to be reduced to 5 Trusts, 7 local commissioning bodies, and 1 patient and client Council to replace the existing 4 HSS Councils. Mrs Cunningham said there was a need to ensure there was local awareness in terms of patient and client issues, and the 4 Councils had a lot of work to do on this. Members would be kept updated.

**143/7**

**FOUR COUNCIL CONFERENCE – JANUARY 2006**

Mrs Cunningham reported that the 4 Council conference would be held in the Radisson Roe Hotel, Limavady, on 24 and 25 January 2006. The aim of the conference is to consider the local perspective following the decision by the Minister to replace the 4 Councils with a single powerful healthcare users’ body – A Patient and Client Council (PCC).

Mr Curran joined the meeting at 10.55 am

In June 2006 the Department will meet with the stakeholders and commence writing the legislation for the new PCC. Therefore it is very important for the HSS Councils to be clear on what is being written.

Members were reminded that confirmation of attendance at the conference must be with the office by 21 December.

**143/8                      BUGWATCH REPORT                      SHSSC 05/07**

Mrs Cunningham drew members' attention to the report entitled, 'NI Bugwatch Pilot' which was developed by the 4 HSS Councils to support the Councils' lay visiting activity in relation to Healthcare Associated Infection (HCAI) and to promote patient/public input into the NI strategy. She said the Bugwatch which was conducted in 8 hospitals across Northern Ireland was a very useful exercise which raised the profile of healthcare infection control. It is an exercise the Councils would like to repeat - with the proviso that they could do it on an unannounced basis. The report has been circulated to all interested parties.

**143/9                      MAKING SERVICES SAFER IN SPERRIN LAKELAND TRUST                      SHSSC 05/08**

Mrs Cunningham referred members to the Council's response to the consultation document, 'Making Services Safer in Sperrin Lakeland Trust'. She said the suspension of services at Sperrin Lakeland Trust was likely to impact on Craigavon Area Hospital. Following concerns expressed at the Council's November meeting it was decided to submit a response. The response was noted.

**143/10                      TRUSTS' BUSINESS**

**1                      Craigavon & Banbridge Comm HSS Trust**

Minutes of Trust Board meeting held on 7 November 2005

**2                      Craigavon Area Hospital Group Trust**

Minutes of Trust Board meeting held on 15 November and agenda for meeting on 13 December 2005 (tabled)

**143/11                      FOR INFORMATION**

- 1                      SHSSB – Minutes of Board meeting held on 8 November 2005
- 2                      SHSSB – Annual Report 04/05
- 3                      SHSSB - Monthly update on Care Management Pressures
- 4                      N/M HSS Trust – Hospital at Night Project – Questions and Answers

- 5 Children's Services Planning – News – Issue 7
- 6 CAHGT – Bed Management Information – 19 November to 3 December 2005
- 7 CAHGT – Snapshot Survey 2005
- 8 DHSSPS – Pandemic Flu Leaflet
- 9 SHSSB – Avian Flu – frequently asked questions

## 143/12 ANY OTHER BUSINESS

### 1 Press Release Topic

It was agreed to issue a press release on the Ambulance Service.

### 2 SECs in Newry & Banbridge

Mr McCart asked for this topic to be a recurring agenda item with an update each month.

### 3 No Smoking Policy

Mr Curran said the 'no smoking policy' in the Southern Board was to be welcomed.

### 4 CAHGT – Mayor's Awards for Excellence in Nursing and Midwifery

The Chairman reported that she was involved in an interview panel to judge projects submitted by nursing staff for the Mayor's Awards for Excellence, at Craigavon Area Hospital. All the interviewees, with the exception of an auxiliary nurse, gave power point presentations on their project. The auxiliary nurse from South Tyrone Hospital said she wasn't able to do a power point presentation. Although she did not get an award she gave a very impressive demonstration of how she has made a difference to the lives of some older patients in South Tyrone Hospital. She said involved patients in baking each morning instead of activities like scrabble and monopoly.

The Chairman said an invitation had been extended to Council members to visit the A Floor in South Tyrone Hospital. It was agreed to arrange a visit in the springtime.

### 5 Mr Brian Quinn – Issues of concern

- Concern that dental practices in Kilkeel and Warrenpoint were closed to NHS patients. This is an up and coming problem.
- Global Health Service - difficulties older people have in understanding the dialect of foreign doctors. Suggested that there should be someone to assist the patient in interpreting what has been said.

- Consultants meeting with patients – in a local hospital a patient on long term treatment had not seen the consultant for 3½ years but was passed on to a junior doctor on each visit.
- Health Promotion Agency – Cookery programme – 75 recipes which would be beneficial to low income families and diabetics but HPA will not release them because they are not delivering the whole training programme.

6 Migrant Workers

Mr Curran referred to the large numbers of migrant workers coming in to the area and suggested that a survey be conducted to find out if they are availing of health services.

**143/13 NI AMBULANCE SERVICE**

The Chairman welcomed Mr Kenny McMahon, Divisional Officer, and Mr Mark Cochrane, Paramedic Station Officer, NIAS, Craigavon Depot to update members on developments in the service in the Southern Area.

Mr McMahon thanked the Council for the invitation and Mr Cochrane commenced by providing a brief overview of the Ambulance Service. He said the Trust was established in 1995 and its status remains unaffected by the recent changes announced by the Minister for Health. The Southern Division's performance areas are Armagh, Banbridge, Craigavon, Dungannon, and Newry. Within the Division there are 6 stations, 1 satellite centre and 1 control centre. There were 13,000 emergency calls responded to in 2004/05 – an increase of approximately 10%. Other calls totalled 63,500. The service operates to ORCON standards ie 50% of calls are responded to within 8 minutes and 95% within 21 minutes. However, new standards define clinical need and are categorised. Category A which are life threatening calls – 75% should be answered within 8 minutes. Category B which is non life threatening/urgent, and Category C can be referred to another service. This allows the service to identify calls that they do not need to respond to.

With regard to performance, Mr Cochrane said outcomes were most important and at present the service was looking at the Banbridge area which stretches from Dromore to Rathfriland, and Gilford to Ballyward. He said this was the fastest growing area in Northern Ireland with a population of 51,000. The greatest risk in the area was the dual carriageway carrying 19,000 vehicles per day.

Resources currently available in Banbridge included one ambulance station, 16 staff, 2 vehicles, and emergency cover between 8.00 am and midnight each day. At other times the area is covered by neighbouring stations.

With regard to the Rathfriland area, he confirmed that there were no plans for a permanent base in the area. However, consideration was being given to a satellite station. There was also the potential for the development of First Responder in the area but this must be community driven.

In relation to cover in the Kilkeel area, Mr McMahon said the Ambulance Service was committed to providing a service in the Kilkeel area and there were no plans to change this.

With reference to service developments for staff, Mr Cochrane said they were working towards a 50% balance of paramedic and 50% technician staff. Additional training is provided for staff in a dedicated training centre at Trust Headquarters.

He said the Southern area fleet was considered to be the most modern of all the divisions with 30 A & E Vehicles and 21 PCS vehicles all of which had improved levels of health and safety features ie lifting devices, and new moving and handling equipment. A & E vehicles are only allowed to carry one patient at a time and therefore 2 – 3 ambulances may be on the scene of an accident.

Finally, in terms of technology, there is a new AMPDS system in the control room. Within the control centre there is a virtual control system.

In concluding, Mr McMahon said they were always striving to improve services. The biggest change this year will be the centralisation of control to Belfast for A & E and Londonderry for PCS.

He extended an invitation to the Council to visit the Craigavon Depot. It was agreed to arrange a visit in the New Year.

Mr McMahon and Mr Cochrane responded to a number of questions from members regarding cover in the South Armagh area, the use of defibrillators, the ECG/telemetry facility, and the first responder scheme. The Chairman thanked them for their presentation and invited them to join the Council for lunch.

**143/14      DATE OF NEXT MEETING**

Tuesday 17 January 2006 in Quaker Buildings

**143/15      PRESENTATION TO FORMER MEMBERS**

The Chairman presented small gifts to former Council members, Mr Andy Moffett and Mr Charles Rollston, for their contribution to the work of the Council during their term of office. She wished them well in the future. Unfortunately a number of other former members were unable to be present through sickness or busy work schedules. Gifts will be forwarded to them.

Mr Rollston and Mr Moffett thanked the Council and said they felt the Council was doing good work for the community and was getting results and that it should continue to keep this up.

The Chairman wished everyone a Happy Christmas and a prosperous New Year and the meeting closed.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_