



Southern Health & Social Services Council (SHSSC)

Update March 08

New Staff

Eleanor Doherty has taken up the post of Project Officer with the Council. The role will involve assisting with research and development projects as well as providing a link between the Council and local voluntary / community groups.

Eleanor previously worked for the SALT Project in the Primary Care department at Southern Board headquarters in Armagh.

We have a student on work placement from the Southern Regional College (Lurgan Campus). Summing up what she is learning from her experience, Amy has written the following:

“My name is Amy Henderson and I am an NVQ Business &

Administration Level 2 student. For this course I had to do 2 days per week work placement, and was placed with the Southern Health & Social Services Council. Here I have learned numerous office skills including photocopying, franking and answering telephone calls. I have also had to help with organising Council meetings, e.g. preparing information packs. I have been allowed to attend some of these meetings which I have found interesting and enjoyable. The Office Manager has been very helpful and has taught me a lot to do with running the office - she has inspired me to work in an office! All the staff has been very helpful. The experience has been very educational and will help me with my future career.”

Casualty Watch

Another Casualty Watch survey was carried out by Council members between 8th and 11th February 2008 at Craigavon and Daisy Hill Hospitals. Again, the aim is to see what it is like for patients going through the system and assess how both hospitals might improve services to become more patient friendly. We will also look at whether any of the improvements suggested after the previous survey have been put in place. The report is being compiled at the moment and should be ready for dissemination in April.

As with the previous Casualty Watch survey, both hospitals were fully co-operative in the matter and found it a useful exercise to get the patients' perspective on using the department.

The Review of Public Administration

Health Minister, Michael McGimpsey has now completed his reflections on the reform of health and social care organisations. The revised proposals are now out for consultation.

The proposals include re-enforcing and strengthening the role of the Health & Social Services Councils (HSSCs) as well as a new Regional Health & Social Care Board with five local

commissioning groups, a Regional Public Health Agency, a smaller DHSSPS and a common services organisation to provide support functions to other HSC bodies. Local government representation on the bodies will add democratic accountability.

The SHSSC will be consulting on the proposals as they impact on the patient/client/carer representation role. If you would like someone to come out to your group, please call Eleanor Doherty on 3834 9900.

Hospital Food

Towards the end of this year, the Council proposes to look at the issue of hospital food in the Southern Trust area. The recent publication '**Get your 10 a day! The Nursing Care Standards for Patient Food in Hospital**' by the Department of Health in conjunction with the Royal College of Nursing (Northern Ireland), has prompted renewed interest in the quality of food served to patients in hospital. Health Minister, Michael Mc Gimpsey, states in the foreword:

"Patients rightly expect that during their stay in hospital they will be provided with food that is both nutritious and appetising. As a result the quality of food and beverages are often cited as a benchmark by which patients and relatives judge the quality of care"

Stella Cunningham, the Council's Chief Officer, feels that it is important to ask the patients themselves whether they think the new standards on food quality are being adhered to.

NHS Dental Registration

Only 1 in 10 dental practices in the Southern Area are registering fee paying adult NHS patients, according to a survey undertaken by the 'watchdog' body, the Southern Health & Social Services Council (SHSSC). They are so concerned about the difficulty of getting an NHS dentist that they are urging the public to make sure their dental registration is up to date.

The survey, which was undertaken in December 2007, reveals the ongoing decline in the availability of NHS dental services, says Stella Cunningham, Chief Officer with the SHSSC. The responses to the survey indicated that some practices will only register certain categories of patients eg children, non-fee paying adults. A number of practices had waiting lists of up to 3

months for an appointment and nearly one-fifth of practices were only registering private patients.

Mrs Cunningham says, "Our evidence confirms that it is getting harder to find a dentist. Many people don't realise that their registration with a dentist will end after 15 months if they have not attended during that period. It is very important to maintain registration by having a regular check up. Children and young people under 18 also need to be registered and can get free treatment."

The Health & Social Services Councils are meeting with senior DHSSPS shortly to raise their concerns about access to dental services.

Access to Advocacy for Older People in Care Homes

The four HSSCs and the Regulation Quality Inspection Authority have produced this review in conjunction with care homes from the private and independent sectors. The review includes an audit of care homes advocacy arrangements and reports from a number of focus groups.

The review is due to be published in April and will be available on the SHSSC's website www.shsscouncil.net The HSSCs hope that it will highlight the need to promote the importance of advocacy and, in particular, independent advocacy. The review puts forward a small number of recommendations to promote advocacy services in the post RPA Health & Social Care bodies.

The Experiences of Adults with a Learning Disability in Acute Hospitals

The SHSSC has commissioned this piece of work with the aim of improving the service offered to this group of patients. It will capture the views of patients, carers and service providers. If you would like to participate, contact Stella Cunningham on 38 349900.

Southern Health & Social Services Council, Quaker Buildings, High Street, Lurgan, BT66 8BB

Telephone: 028 3834 9900

Fax: 028 3834 9858

Email: edoherty@shssc.n-i.nhs.uk

Website: www.shsscouncil.net

Making a Complaint

On 1 February 2008 the **Southern Health and Social Care Trust** introduced a new centralised system for reporting complaints. Complaints should be made to:

SHSCT Central Reporting Point for Complaint & Incidents
Ground Floor
The Maples
Craigavon Area Hospital
68 Lurgan Road
PORTADOWN

Tel: 028 3861 4150

Fax: 028 3861 4151

Email: centralpoint.st@southerntrust.hscni.net

The central reporting point will log the complaint and forward it to the appropriate complaints manager within 24 hours of receipt.

Complaints Managers

Acute Services – Craigavon Area Hospital & Daisy Hill Hospital	Mr David Cardwell
Older People and Primary Care	Ms Caroline Beattie
Children & Young People	Mrs Jacky Kingsmill-Winter
Mental Health & Disability	Mr Tony Black

BELFAST HEALTH AND SOCIAL CARE TRUST

Complaints Management at the Belfast Health and Social Care Trust has been centralised at:

Complaints Department
4th Floor
Glendinning House,
6 Murray Street
BELFAST
BT1 6DP

Tel: 028 9032 7156

Complaints Managers

Belfast City Hospital	Miss Fiona Watters	Ext 4510/4213
Greenpark (including Musgrave Park Hospital)	Miss Fiona Watters	Ext 4510/4213
Mater Hospital	Mr Gerry Konrad	Ext 4214
North & West Belfast	Mrs Christine Jamison	Ext 4207/4201
Royal Group of Hospitals	Mrs Pauline Webb	Ext 4580/4210
South & East Belfast	Mrs Regina Thompson	Ext 4212

Council Meeting Dates / Venues

18 March 2008	Dungannon & South Tyrone Borough Council
15 April 2008	Quaker Buildings, Lurgan
17 June 2008	Venue TBA
16 September 2008	Venue TBA
21 October 2008	Venue TBA
18 November 2008	Venue TBA
16 December 2008	Venue TBA

Members of the SHSSC

District Council Representatives

Ms Sharon Haughey, Cllr AC&DC
Mrs Sylvia McRoberts, Cllr AC&DC
Mr Wilfred McFadden, Cllr BDC
Mr George Savage, Cllr CBC
Dr Phillip Weir, Cllr CBC
Mr Kenneth Twyble, Cllr CBC
Mr Norman Badger, Cllr D&STBC
Mr William Burns, Cllr N&M DC
Mr John Feehan, Cllr N&M DC
Mr Brendan Curran, Cllr N&M DC

Lay Members

Mrs Lynne Cairns, (Waringstown), Chair
Mr Peter Kearns (Newry)
Mr Jim McCart (Warrenpoint)
Mrs Nazy Harris (Tandragee)
Mr Adrian McKinney (Portadown)
Mr Peter Murray (Newry)
Mrs Eileen Wright (Banbridge)
Mrs Florence McMahan (Newry)
Mr Lawrence Donaghey (Aghalee)
Mr Kieran Murphy (Dungannon)
Mrs Annie Burrell (Waringstown)
Mr Clive Henning (Portadown)
Mrs Mary Ferris (Newry)

Staff in the SHSSC

Stella Cunningham is the Chief Officer. Stella's role includes influencing the activities of the SHSSB regarding proposals/plans for ensuring that the views of the general public are taken account of. Stella also monitors the performance of particular services against the standards set out in their charters and provides the public with information about services.

Colette Hart, Complaints and Equality Officer provides advice and support to members of the public wishing to make a complaint

or access information about services / issues.

Nancy Downard is the Office Manager and provides administrative support to the Chairman, Chief Officer and members of the Council.

Eleanor Doherty has recently taken up the post of Project Officer and her role is to assist with research and development projects undertaken by the Council, as well as providing a link between the Council and local voluntary / community groups.

If you would like any further information please contact:

Eleanor Doherty, Project Officer
SHSSC, Quaker Buildings, High Street, Lurgan, BT66 8BB
Telephone: 028 3834 9900 / Fax: 028 3834 9858 or
Email: edoherty@shssc.n-i.nhs.uk

Information is also available on our website at www.shsscouncil.net