



# Southern Health & Social Services Council (SHSSC)

Update October 08

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## Patient Client Council Update

Earlier this year, the Southern Health & Social Services Council consulted with various community groups on the Health & Social Care Reform Bill. As you are probably aware, the Minister recently made decisions based on the outcome of the consultation. These decisions will affect not only the Health & Social Care Councils but also set out plans for the Regional HSC Board, the Regional Agency for Public Health & Well Being and the Regional Support Services Organisation.

The HSSCs were pleased with the decision made on the structure of the PCC, which we feel not only reflects the preferred option of HSSC members and staff but also the views of the majority of our stakeholders.

The Minister's statement said:

"In relation to Health & Social Services Councils, the great majority of responses were in favour of the option to establish a single, regional, independent body along the lines previously suggested for the Patient & Client Council with five committees

operating within the same geographical areas as the five integrated Trusts and I have decided to proceed on this basis. The membership of the Patient & Client Council, its committees and other details will now be worked up."

The press statement issued by the DHSSPS went on to say that the Patient & Client Council would have 'five local offices operating in the same geographical areas as the existing Trusts, to provide a strong voice for patients, clients and carers."

The SHSSC believes that such an arrangement will allow the PCC to be locally informed and responsive whilst having a strong, co-ordinated approach to regional issues.

Following on from the second reading of the Bill, the subordinate legislation is being drafted. This will set out more detail as to how the PCC will function.

The SHSSC would like to thank all those groups which shared their views and experience with us during the consultation phase. We aim to keep our stakeholders informed on developments and

involved in any further consultation opportunities. If you would like any further information or discussion at

any time, please contact Eleanor Doherty on 3834 9900 / edoherty@shssc.n-i.nhs.uk.

### **‘WHAT’S ON THE MENU’ – Survey of Patient Satisfaction with Food at Craigavon Area Hospital and Daisy Hill Hospital, launched 16<sup>th</sup> September.**

17 June 61 patients were interviewed at Craigavon Area Hospital whilst 41 were interviewed at Daisy Hill Hospital on the 3 and 18 June.



The SHSSC undertook the survey to find out what patients thought of food and catering services in Craigavon Area Hospital and Daisy Hill Hospital and to determine whether the nutritional standards for patient food were being adhered to. A questionnaire was designed to reflect the indicators put forward by the New Nursing Care Standards for Patient Food in Hospital. In total 102 interviews were conducted by members and staff of the Council. On the 5 and

Eileen Wright, Chairman of the SHSSC, commented at the launch, "It is widely recognised that ensuring the provision of adequate food and fluids can be as essential to patient care as medication and treatment. The results of our survey shows that the hospital catering services throughout the Southern Area are doing a good job of supporting clinical care. Patients at Daisy Hill Hospital seem to be particularly satisfied with the quality of the meals that they receive."

The report highlights a number of areas for improvement for the Southern HSC Trust's catering service including the need to review the menu to provide foods that do not deteriorate with being kept warm and by expanding vegetarian choice.

### **BUGWATCH**

The SHSSC is planning to carry out another Bugwatch survey at Craigavon Area and Daisy Hill Hospitals during the month of October. Neither hospital will be informed in advance of the actual

dates chosen by the council for this exercise.

Bugwatch is designed to allow the SHSSC to monitor infection prevention and control measures at ward level and to raise public and patient awareness of healthcare associated infection (HCAI).

As with previous Bugwatch surveys the focus will be on practical ways in which HCAI can

be prevented and controlled at ward level.

## **CARDIOVASCULAR SERVICE FRAMEWORK**

A consultation workshop on the Cardiovascular Service Framework was held in the Tullylagan Country House Hotel on 15<sup>th</sup> September.

The Framework sets out what you can expect in the future if you, or someone you care for, suffers from or is at risk of developing, heart disease, stroke, diabetes or kidney disease. It sets out standards for care and targets so that we will know if it is working.

Cardiovascular Health and Wellbeing has been chosen as the first Service Framework because it continues to be one of the biggest causes of death and disability in Northern Ireland. For example, in 2005 cardiovascular disease was the chief cause of death; being recorded as the principal cause of death for 33% of all cases.

The event was designed to be of interest to anyone concerned about heart disease, diabetes, stroke, kidney disease, health promotion and palliative care services as well as anyone interested in the involvement of service users in the development of services. Other frameworks will cover separate but equally important areas of health and wellbeing such as cancer, respiratory illness, mental health and learning disability.

The Health & Social Service Councils are delighted to have been asked to work with the DHSSPS to organise these events.

We believe that the more people get involved in the discussion, the better the service will be and the

easier it will be for service users to find their way through all aspects of treatment and care.



## **'PATIENT PEOPLE' REPORT LAUNCH**

Being admitted to hospital can be a frightening experience for adults with a learning disability and not all nursing staff are confident about how to provide a high quality service to people with special needs, says the Southern Health & Social Services Council (SHSSC).

Speaking after the launch of a report into the experiences of adults with a learning disability as in-patients in Craigavon and Daisy Hill Hospitals, Mrs Stella Cunningham, Chief Officer with the SHSSC, commented, "The general health care offered to people with a learning disability is a national concern and we are pleased to be able to highlight what is happening locally. Our report reveals that the experience of these patients and their carers can range from the very good to the awful within one hospital and indeed during the one admission. However, we also identified aspects of good practice that are in place in the Southern Trust."

The report identifies several areas for action including the need for protocols to aid the admission or treatment of patients with a learning disability, a system for planning in advance for the admission of patients with a learning disability, training for staff, and an audit of information on conditions and medical interventions to identify 'easy read' information.

Siobhan Bogues from the Association for Real Change (ARC) who wrote the report says, "The report contains a wealth of information from adults with a learning disability, their family and carers as well as hospital staff. The main messages coming from the patients were the frightening nature of their admission experiences, the difficulties they faced in understanding what was going on the feeling of not being listened to.

This study should provide a solid foundation for building on the good practice that both Craigavon and Daisy Hill Hospitals are now putting in place".

The project was undertaken by a partnership including the SHSSC, ARC, Prospects Newry Day Opportunities, Mencap and the Southern Health & Social Care Trust. Advising this partnership was the Prospects Newry Day Opportunities Citizenship Group. Eight members of this group shared their experiences as hospital in-patients and suggested improvements that they would like to see for a 'dream admission'.

Eve Carragher, Prospects Day Opportunities Co-Ordinator Said; "Prospects Newry Citizenship Group was delighted to be involved with 'Patient People'. We believe that to achieve the vision of an NHS that gives patients and the public more information and choice, that works in partnership and has quality at its heart; - The care of people with Learning Disabilities as hospital 'in-patients' must improve. It is vital that everyone working with people with Learning Disabilities in the NHS is committed to developing their understanding and skills and is offered the opportunity to do this, in order to support with respect and dignity the often complex health needs of people with Learning Disabilities".

Copies of the report Patient People can be obtained from [www.shsscouncil.net](http://www.shsscouncil.net) or by telephoning 028 3834 9900

## COMPLAINTS UPDATE

### Southern HSSC Trust

In the last edition we reported on changes within the Southern Health and Social Care Trust's system for managing complaints. Since then the Trust has:

- Revised its Complaints Policy / Procedure,
- Issued a new information leaflet for the public
- Drawn up an Action Plan in relation to changes to the Health and Personal Social Services (HPSS) Complaints Procedure in April 2009.

It has been agreed that the Council will meet with the Trust on a quarterly basis to discuss issues around the investigation and management of complaints.

### Watch this Space

The HPSS Complaints Procedure is changing in April 2009. The new procedure will:

### **DHSSPS Targets**

The Service Delivery Unit at the DHSSPS has asked the HSSCs to gather patient views on 'Priorities for Action targets'. We propose to do this by speaking to a range of community groups in the Southern Area this autumn. The aim is to feed this information into forthcoming decisions on future PFA targets.

- Place greater emphasis on the first stage, Local Resolution
- Do away with the second stage, Independent Review.

This means that (1) Trusts and practices (GP, dental, pharmacy and opticians) will have to improve their systems for resolving complaints at Local Resolution, and (2) complainants can go straight to the Ombudsman if they are unhappy with the response to their complaint.

### Need Advice or Help?

The Council continues to offer advice and help to people who wish to make a complaint about healthcare services. This service is independent, confidential and free. For more information contact the Council's complaints office, Colette Hart, on 028 3834 9900 or [cmhart@shssc.n-i.nhs.uk](mailto:cmhart@shssc.n-i.nhs.uk).

### **NHS Dental Registration**

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.

If you would like any further information please contact:  
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Information is also available on our website at [www.shssCouncil.net](http://www.shssCouncil.net)