

HEALTH SCRUTINY PANEL

A meeting of the Health Scrutiny Panel was held on 27 March 2006.

PRESENT: Councillor Dryden (Chair); Councillors Biswas, Lancaster, Mawston and K Walker.

OFFICIALS: J Bennington, E Chicken, P Dyson and J Ord.

**** PRESENT BY INVITATION:** B Robinson, Patient & Public Involvement Forum, Middlesbrough Primary Care Trust.

**** APOLOGIES FOR ABSENCE** were submitted on behalf of Councillors Mrs H Pearson and Regan.

**** DECLARATIONS OF INTEREST**

No declarations of interest were made at this point of the meeting.

**** MINUTES**

The minutes of the meeting of the Health Scrutiny Panel held on 6 March 2006 were submitted and approved.

STRATEGIC PLAN 2006/2007 TO 2009/2010 – PROMOTING HEALTHIER COMMUNITIES – EFFECTIVE SOCIAL CARE FOR ADULTS

The views of the Panel were sought on the proposed content of the 'Promoting healthier communities for all and effective social care for adults' sub-section of the Strategic Plan 2006/07 – 2009/10 as outlined in a report of the Executive Director for Social Care. It was intended that the Overview and Scrutiny Board would consider the full Strategic Plan at its meeting scheduled for 25 April 2006.

Specific reference was made to the key achievements in 2005/06 against strategic priorities and planned action in 2006/07 to address the strategic priorities.

Members emphasised the importance of including the Council's strategic aims in respect of the specific health and social care issues of children and young persons, and the BME community within the above Section of the Strategic Plan.

AGREED that the content of the 'Promoting healthier communities for all and effective social care for adults' sub-section of the Strategic Plan 2006/07 be endorsed but that assurance be sought that the links to the specific health and social care issues of children and young persons and the BME community are clearly identified.

OUT OF HOURS SERVICE – MIDDLESBROUGH PRIMARY CARE TRUST

The Scrutiny Support Officer submitted an introductory report regarding the evidence to be sought from Middlesbrough PCT Patient & Public Involvement Forum. Patient Forum's had been created by statute and were attached to each Trust to represent the views of patients and to ensure that patients were informed of the day to day running of the Trust.

The Chair welcomed Brian Robinson, Chairman of the Patient and Public Involvement Forum, Middlesbrough Primary Care Trust who addressed the Panel and focussed on the work of the PPI Forum and evidence which had been received in respect of the Out of Hours service.

The PPI Forum was managed by voluntary organisations and run by volunteers. As part of the arrangements for obtaining patient's views visits were undertaken including to doctors surgeries.

Evidence gained from the PPI Forum following visits to doctor's surgeries and meetings in public had shown that no adverse comments had been received so far regarding the current OOH service. The service had also been found to be satisfactory from a staffing perspective with particular regard to Carter Bequest Community Hospital.

An indication was given of the questions asked and the methods used to obtain information which included the use of questionnaires and one to one discussions on a confidential basis. Such information would be analysed and a report compiled a copy of, which would be forwarded to the PCT and ultimately the Strategic Health Authority. A formal response from the PCT was required within 21 days. It was confirmed that the majority of proposals emanating from the PPI forum were taken on board and reasons given for those not implemented.

Members gave an indication of recent difficulties in respect of the overall process especially when dealing with patients with prolonged complex needs. It was suggested that in such circumstances the protocols should facilitate an earlier outcome especially when it was likely to result in hospitalisation thus avoiding the need to call a doctor, ringing the emergency number or going straight to A & E.

Although the PPI's had not been operational at the time of the tendering process for the current OOH contract the Panel suggested their involvement in the compilation of the tender specifications of the OOH contract for 2007.

It was also suggested that it would be helpful if further information could be obtained possibly by means of a sample survey regarding patient's experiences of the OOH service.

AGREED as follows: -

1. That Mr Brian Robinson be thanked for the information provided which would be incorporated into the overall review.
2. That further consideration be given to obtaining patient's views of the current OOH service.
3. That as part of the compilation of evidence information be sought from a representative of the Local Medical Committee.

**** OVERVIEW AND SCRUTINY BOARD UPDATE**

In a report of the Chair of the Health Scrutiny Panel, Members were advised of the key matters considered and action taken arising from the meeting of the Overview and Scrutiny Board held on 28 February 2006.

NOTED