

HEALTH SCRUTINY ACTION PLANS

The table below refers to the health scrutiny action plans that should have been implemented by October 2007.

Report Title	Total Number of Recommendations	Executive Actions Complete	Executive Actions Partially Complete	Executive Actions not implemented	Target Date not Yet Reached	Not Approved
Dental Health May 2004	6	5		1 Ref: 23/01 (Target Date – 30/06/2006) That the Local Education Authority (LEA) work with the PCT to incorporate dental and other healthcare facilities in schools under the "Building Schools for the Future" and "Extended Schools" programmes. Response – No information provided.		
Tobacco Control within Enclosed Public Places March 2006	6	3			3	
Out of Hours Services August 2006	4		3 Ref: 06/13/01 (Target Date – 30/09/2007) Incorporate a review in triage arrangements associated with the specification requirements for revised commissioning arrangements. Response - It is recognised that the number of steps in the patient journey during out of hours periods is a source of frustration to patients. This is largely due to the way that national quality requirements framed by the DH define the services to be provided. The undesirability of unnecessary 'hand offs' are now fully recognised both the Commissioner and the provider. The PCT continues to press Primecare to minimise these occasions whenever possible. The PCTs and Primecare are working within the current contract to ensure that the number of recalls and hand overs are reduced to a minimum and where they are required to ensure that they are accomplished as quickly as possible with only the minimum repetition for patients. Smoothing out the patient pathway will be central to any changes to the patient journey in the OOH service. The PCT has set a clear 'marker' down with Primecare that the process of managing patients throughout the call and treatment will be a key criteria for assessing future providers of the service.	1 Ref: 06/13/03 (Target Date – 30/09/2007) That the PCT, together with partner organisations, proactively engages with the Patients Forum, its successor body and other appropriate groups to get their input in relation to the criteria needed for a successful bid for the Out of Hours contract when it is renewed in 2007. Response - Both Martin Phillips and David Randall have met with the patients forum and will continue to do so. Patient engagement and involvement is a key part of any successful service and will form part of any 2007/2008 planning. In keeping with the principles of creating a patient led NHS the PCT will engage with stakeholders in the design and assessment of the OOH service.		

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<p>Out of Hours Services CONT....</p> <p>August 2006</p>			<p>Ref: 06/13/02 (Target Date – 31/10/2007) That the OOH provider develops proposals for a system which when a patient with a chronic condition calls that their condition can be known to the OOH provider. Response - The PCT encourages Primecare and the GP practices to work closely together to assist those patients suffering from multiple long term conditions.</p> <p>Established protocols exist to manage patients long term conditions through the in and out of hours periods. This involves information being shared between providers and measures are in place to facilitate this. Where patient information has not been shared and this compromises patient care this is brought to the attention of the GP, the OOH provider and the PCT through the clinical incident process. This process is managed and overseen by the clinical governance organisation of the PCT and the provider.</p> <p>Improving all patient journeys, especially those in these groups is a key concern for service developments in 2007 and beyond.</p> <p>Ref: 06/13/04 (Target Date – 31/10/2006) To ensure that views of patients/public are sought in relation to the services provided by the OOH provider together with levels of satisfaction. Response – - Complaints are reviewed bi-monthly and reports provided - A Review of the OOH service over Christmas was carried out by a GP practice (In the Eston area though!) - Review of OOH contract to include patient involvement. This work will take place in the first half of 2007/08.</p> <p>(Note: Involvement of Patient Forum representatives in the procurement of revised urgent care dental services Out of Hours took place in December 2006. A service has now been commissioned and will be up and running from April 1st 2007 across the Tees area).</p>			
<p>Respite and Palliative Care Services for Children with Life Limiting Illnesses</p> <p>March 2007</p>	4	2			2	
<p>Choose and Book</p> <p>March 2007</p>	3	1			2	

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<p>Healthcare Associated Infections</p> <p>March 2007</p>	5	4	<p>1</p> <p>Ref: 07/08/05 (Target Date – 30/06/2007)</p> <p>That the South Tees Trust, together with partner PCTs, publishes an explicit statement of the rights of the patients (and families), of the information they are entitled to and the treatment they can expect when an infection is diagnosed.</p> <p>Response – Infection prevention and control information has been included in the trust revised internet site due for launch in July 07. As above.</p> <p>Liase with PCT's regarding GP practices (Life Channel) - to be completed.</p> <p>Meeting with SHA 9 July 07 - Completed.</p>			