

MIDDLESBROUGH COUNCIL

AGENDA ITEM 8 (e)

OVERVIEW & SCRUTINY BOARD

17 SEPTEMBER 2013

HEALTH SCRUTINY – UPDATE

PURPOSE OF THE REPORT

1. To provide members of the Overview & Scrutiny Board with an update on the progress of the Health Scrutiny function.

RECOMMENDATIONS

2. That the Overview & Scrutiny Board notes the progress of the Health Scrutiny function.

CONSIDERATION

Health Scrutiny Panel

3. The Health Scrutiny Panel last met on 4 September 2013, where it hosted a discussion about the Out of Hours Service.
4. The panel had previously reviewed the Out of Hours Service in 2006. More recently the panel had learned in its evidence gathering for the review of Winter Pressures, that there was evidence to suggest that the current Out of Hours provider was quick to call ambulances and seek people's hospitalisation, without having physically examined them.
5. It was due to this evidence, that the panel agreed to invite the provider of the Out of Hours care in Middlesbrough, Northern Doctors Urgent Care (NDUC) to a meeting to discuss their service in further detail and examine how they were implementing the contract. Representatives of the South Tees Clinical Commissioning Group (CCG) were also in attendance.
6. The panel found that in an audit of A&E and 999 calls for the NDUC Out of Hours showed that in the week between 10 June to 17 June there had been 2857 A&E Cases and 922 NDUC cases, of which 25 of those cases had been referrals to A&E/999 from NDUC

7. The panel heard that NDUC were undertaking improvements in the following areas:
 - **Paramedic Support Line** – paramedics can ring for GP advice and are put through to a GP within minutes.
 - **Special Patient Notes** – work with GP practices to get patient plans sent. If the Out of Hours service has access to care plans then it is less likely to admit to A&E.
 - **Access to GP Patient Records** – working with GP practices to get them to use the special patient notes system.
8. It was agreed that the Chair and Vice Chair would undertake a further review of the information presented and make a view on the way forward. As the Out of Hours provider contract was up for renewal in 2016, the panel would take a keen interest in the contract negotiations and the public consultation.
9. Cleveland Police and the North East Ambulance Service have been invited to the panel's next meeting on 25 September. This follows evidence the panel received at their meeting about Winter Pressures on 25 July which indicated that the Police were increasingly been asked to get involved in emergency hospital transportation.

Councillor Eddie Dryden
Chair, Health Scrutiny Panel

BACKGROUND PAPERS

10. No background papers were used to prepare this briefing paper.

Contact Officer:

Elise Pout - Scrutiny Support Officer
Telephone: 01642 728302 (direct line)
Email: elise_pout@middlesbrough.gov.uk