

4 DECEMBER 2017

SOUTH TEES JOINT HEALTH SCRUTINY COMMITTEE

A meeting of the South Tees Joint Health Scrutiny Committee was held on 4 December 2017.

PRESENT Councillor Dryden (Chair),
Councillors Cooney, Holyoake, Goddard,
O'Brien, McGee, Rooney, Walker, Walters and
Watts.

OFFICIALS C Breheny and A Pearson.

IN ATTENDANCE C Blair – Associate Director, Commissioning and
Operations, STCCG
M Headman – Operational Director, ELM Alliance
Limited

APOLOGIES FOR ABSENCE were submitted on behalf of

1. **MINUTES**

RESOLVED that the Minutes of the meeting held on 2 October 2017 be confirmed and signed by the Chair as a correct record.

2. **URGENT CARE SERVICES**

The Associate Director of Commissioning, Delivery and Operations and the Director of Operations for ELM Alliance Limited provided a further update on the CQC's inspection of the recently commissioned out of hours and urgent care service.

As part of the ensuing discussion, the following points were raised:

- STCCG continued to undertake unannounced assurance and significant improvements have been made.
- Issues of safety had been addressed
- Standard protocols were in place and new ones continued to be developed
- A focussed re inspection by CQC (limited to the warning notices) was undertaken on 9 November 2017.
- The CQC reported that staff were very positive and engaging.
- There was strong evidence of new processes being implemented, in particular Safety First (sign in – huddle – sign out)
- Improvements had been made with respect to patient safety, effectiveness and leadership following the inspection on 11 and 12 July 2017.
- Improvements had been made with regard to effective governance

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and management within the service.

- Further work was needed to improve medicines management – record keeping.
- Further development by documentation of any learning points from significant events or incidents.
- The inspection team found on the evening of 9 November, 2017, that some of the risks highlighted in the warning notices issued to the provider had significantly reduced.
- A full announced inspection would be undertaken by the CQC at the end of January 2018.
- Patient experience was good and the service was highly recommended.
- Accessibility was good and patients were happy to see a different clinician.
- 90% of patients rated the clinician experience as either 9 out of 10 or 10 out of 10.
- More than half would have attended A&E had they not been seen (according to the data).
- A&E waiting times at South Tees Hospitals NHS Foundation Trust remained a national outlier, with 98.2 per cent of patients seen within 4 hours, which helped evidence that the service was working:- **NOTED**

AGREED that a further update be provided to the Committee following the CQC's announced inspection at the end of January 2018.