

**SOUTH TEES HEALTH SCRUTINY JOINT COMMITTEE**

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

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

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

**OFFICERS:** C Breheny and A Pearson.

**APOLOGIES FOR ABSENCE** None. .

**DECLARATIONS OF INTERESTS**

There were no declaration of interest.

**17/8 URGENT CARE UPDATE**

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 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 remainder 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.

