

**MINUTES OF A MEETING OF THE
HEALTH AND SOCIAL CARE SCRUTINY PANEL
HELD AT THE TOWN HALL, NELSON
ON 30TH JUNE, 2015**

PRESENT –

His Worship the Mayor Councillor N. Ahmed

Panel Members - Councillors

*S. Benson
W. Blackburn
C. Wakeford*

Also in attendance:

<i>Councillor D. Whalley</i>	<i>Executive Member for Health and Wellbeing</i>
<i>Neil Barnes</i>	<i>North West Ambulance Service</i>
<i>Helen Hedges</i>	<i>Critical Friends East Lancashire</i>
<i>L. Rowland</i>	<i>Committee Administrator (Pendle Borough Council)</i>

(Apologies for absence were received from Councillors K. Hartley, A Mahmood, N. McEvoy, and G. Roach.)



1. APPOINTMENT OF PANEL LEADER

AGREED

That Councillor K. Hartley be appointed as Panel Leader for the municipal year 2015/16.

2. APPOINTMENT OF DEPUTY PANEL LEADER

AGREED

That Councillor W. Blackburn be appointed as Deputy Panel Leader for the municipal year 2015/16.

Councillor W. Blackburn – Deputy Panel Leader (In the Chair)

3. WORK PROGRAMME 2015/16

Committee Services submitted a briefing note and draft work programme for Members to consider what issues to include in the Panel's work programme for the next 12 months. The Scrutiny Management Team of 2014/15 had asked the Panel to consider including reviews relating to activities on mental health wards, investigation of social care provision and social care. The newly appointed Scrutiny Management Team had suggested that, in view of the recent reviews on social care, the Panel place further emphasis on health issues, therefore the following issues were also suggested for consideration –

- Drug and alcohol rehabilitation provision in East Lancashire
- Eye care provision

AGREED

- (1) That the following topics be included in the Panel's 2015/16 work programme –
- Social care
 - Eye care provision
 - Mental health care
 - Drug and alcohol rehabilitation provision in East Lancashire
- (2) That the Lancashire County Council Cabinet Member for Adult and Community Services be invited to the next meeting of the Panel to assist Members in gathering information with regard to the scrutiny review of social care.

4. MINUTES

The minutes of a meeting of the Panel held on 24th February, 2015 were submitted for approval. However, it was noted that none of the Members present at this meeting had been in attendance at the February meeting.

AGREED

That the minutes of the meeting of the Panel held on 24th February, 2015 be noted and resubmitted to the next Panel meeting for approval.

5. NORTH WEST AMBULANCE SERVICE

It was reported that members of the Health and Social Care Scrutiny Panel had recently been consulted on the North West Ambulance Service's (NWAS's) draft Quality Account 2014/15. During the process, the Panel accepted the Trust's offer of a representative attending a meeting of the Panel to present a summary of the Account. The Board of Directors had approved the final Account at its meeting on 24th June, 2015.

Neil Barnes, the Deputy Director of Quality at the North West Ambulance Service (NWAS) began his presentation by reporting the headlines of 2014/15 which included both positives and negatives. He also provided statistics on the response demand; response time performance; quality improvement areas; national ambulance clinical quality indicators; NWAS clinical performance indicators; patient transport services; complaints/compliments; and clinical/patient safety incidents. He provided information on the Trust's five year business plan 'Good2Great' which included three compliance goals of 'Finance', 'Quality' and 'Performance' and three value goals of 'delivering safe care closer to home', 'a great place to work' and 'cause no harm'.

There had been continued focus on listening and learning from patients with increased public engagement through a Communications and Engagement - #Team 999 and 'GoPTS', a creative, multi-channel campaign which had engaged with stakeholders and improved understanding. As a result a number of service improvements had been achieved.

Neil also provided information on a 'sign up to safety' campaign which involved developing a 'safety thermometer' similar to that used for measuring the safety of patients in hospital. This was an 18 month project that had been commenced this year.

He concluded the presentation by reporting on the six additional areas for quality improvement during 2015/16 that had been identified and highlighting the future challenges faced by the Trust.

Throughout the presentation he answered questions from the Panel.

6. SCRUTINY REVIEW OF DISTRICT NURSING PROVISION

The Panel considered an update from the East Lancashire Hospitals Trust (ELHT) and East Lancashire Clinical Commissioning Group (ELCCG) on progress of services as outlined in the scrutiny review of District Nursing provision in Pendle. The report provided background information on the Integrated Neighbourhood Teams (INTs) and the Intensive Home Support Service (IHSS) and gave an update on progress to date. Full implementation of the above services was expected in September, 2015.

Reference was made to a Stakeholder event with Community Service Teams, over 75's nurses, palliative care nurses, social services and Age UK and Members expressed an interest in attending a future event.

7. IMPROVING STANDARDS OF ADULT SOCIAL CARE

In response to the ongoing monitoring of action arising from the joint Care Complaints Scrutiny Review, Committee Services provided an update on progress. An update on the procurement of a reduced number of home care providers was still awaited, as was the outcome of a consultation on a new care home fee structure.

The report also provided details of a new operating structure for the reporting of complaints.

AGREED

That further information be sought on –

- the implementation and success, or otherwise, of the Telecare system
- complaint statistics

8. CLINICAL COMMISSIONING GROUP UPDATE

The minutes of the April meeting of the Pendle Locality Commissioning Steering Group were submitted for information. A discussion was held in relation to a number of the topics that had been considered at the meeting and it was felt that additional information would be useful in some instances.

AGREED

- (1) That Committee Services be asked to request a copy of the final version of the Dementia Booklet referred to at Minute 5.0 of the Steering Group minutes and the Chief Clinical Officer's Report as referred to at Minute 7.01.

- (2) That further information be sought on –
- (a) the work ongoing with the Telemedicine Hub;
 - (b) the Patient Participation Groups across Pendle.

9. HEALTH EQUITY FOR THE NORTH

An Executive summary report of an inquiry commissioned by Public Health England (PHE) in February, 2014, to examine health inequalities affecting the North of England was submitted for information. Members were concerned to read that many people in the North had shorter lifetimes and longer periods of ill-health than in other parts of the country.

The report detailed four high-level recommendations and supporting actions that would build on the assets of the North to target inequalities both within the North and between the North and the rest of England.

AGREED

That the report be noted.

CHAIRMAN _____