

NORTH YORKSHIRE COUNTY COUNCIL

SCRUTINY OF HEALTH COMMITTEE

Minutes of meeting held at Ripon Community House, Ripon on 20 November 2009.

PRESENT:-

County Councillor Gareth Dadd in the Chair.

County Councillors:- Val Arnold, Andrew Backhouse, Keith Barnes, John Blackie, Tony Hall, Shelagh Marshall and Heather Moorhouse.

District Councillors:- David Heather (Craven), Bridget Fortune (Hambleton), Ian Galloway (Harrogate), Rob Johnson (Richmondshire) and Eileen Vickers (Scarborough).

Officers:- Bryon Hunter (Scrutiny Support) and Jane Wilkinson (Legal and Democratic Services).

Present By Invitation:-

Yorkshire Ambulance Service:- Simon Worthington, (Finance Director & Deputy Chief Executive), Vince Larvin, (Director of Operations), and Peter Somerfield.

Harrogate and District NHS Foundation Trust:- Dr Sylvia Wood, (Clinical Assistant in Governance and Medical Informatics).

Stroke Association:- Julia McCleod.

North Yorkshire Local Involvement Network (LINK) – Leo McGrory and Hazel Chatwin.

COPIES OF ALL DOCUMENTS CONSIDERED ARE IN THE MINUTE BOOK

The Committee stood in a minute's silence for John Wren a former member of the Committee who died on 2 November 2009.

10. MINUTES

RESOLVED –

That the Minutes of the meeting held on 28 August 2009, having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

11. CHAIRMAN'S ANNOUNCEMENTS

Extended Hours Primary Care in Scarborough

The Chairman gave a brief summary of the consultation event meeting held on 28 September 2009.

Centre for Public Scrutiny – Joint Working Between Care Quality Commission and Scrutiny of Health Committee

The Committee noted that the Care Quality Commission would no longer be seeking commentaries from third parties as part of their work providing health check/performance ratings on all NHS Trusts. Further advice on how these changes

would affect Scrutiny of Health Committees was to be provided at an event organised by the Centre For Public Scrutiny in Leeds on 24 November 2009.

Telehealthcare Workshop

It was reported that NHS North Yorkshire and York were to host an event on 26 November 2009 in Harrogate promoting Telehealthcare.

Telehealthcare is a means of delivering tailored health and social care to patients with long term conditions in their own homes.

NHS Dentistry, Scarborough

Following his attendance at an event hosted by North Yorkshire Local Involvement Network (LINK) on 1 September 2009, County Councillor Andrew Backhouse briefed the Committee. Topics discussed included procurement and future commissioning plans.

Members raised a number of concerns regarding the provision of NHS Dentistry in North Yorkshire and the Chairman gave an assurance that the Committee would revisit this topic in the near future.

12. PUBLIC QUESTIONS OR STATEMENTS

The Democratic Support Officer reported that no advance notice had been received of any public questions or statements to be raised at the meeting.

13. YORKSHIRE AMBULANCE SERVICE (YAS) – PERFORMANCE AND RESPONSE TIMES

The Committee received a presentation from Simon Worthington, (Director of Finance and Deputy Chief Executive Yorkshire Ambulance Service). A copy of the presentation slides was placed in the Minute Book. The presentation focused on the following areas:-

- Care Quality Commission Rating 2008/09.
- Care Quality Commission Rating 2009/10 (Forecast).
- North Yorkshire 999 performance.
- Workforce profile of Yorkshire Ambulance Service.

Simon Worthington described the priorities and challenges facing the Yorkshire Ambulance Service both locally and nationally. The Committee was guided through the Care Quality's Commission's assessment of the performance of Yorkshire Ambulance Service for 2008/09. At that time Yorkshire Ambulance Service was judged as being 'Good' for Use of Resources but 'Weak' in terms of Quality of Services. With regard to the Quality of Services assessment, Simon Worthington emphasised that both Core Standards and National Priorities had been judged as being met, only Existing Commitments had not been met. Existing Commitments included response times to Category A calls (life threatening situations dealt within 8 mins) where a performance level of 69% against the national target of 75% was assessed as 'Not Met'. Consequently the overall performance for Quality of Services was judged as Weak. In response to a request, Simon Worthington agreed to provide Members with the detailed statistics for non-compliance on response times to Category A calls.

The Committee noted that the forecasted results for Care Quality Commission's ratings in 2009/10 were:-

- Use of Resources: Good.
- Quality of Services: Fair.

During the course of his presentation Simon Worthington said that North Yorkshire had seen the biggest demand nationally for the Service. The number of Category A calls had increased by around 9%. In October 2009 this figure had risen to 14.4%. The reasons for the increase were not clear. At present the Service was able to meet demand however there would come a point when the available resources would no longer be sufficient. The level of increased demand for the Service varied across localities with the urban areas around York and Selby seeing the biggest increase. It was noted that this increased demand was currently outstripping local demographic growth.

The Committee noted that sickness levels within the Service were above average. Members were advised that a concentrated effort was being made to reduce sickness levels with the Service. The most common causes of absences were stress and muscular/skeletal problems. One possible cause was the increased overtime hours being worked by staff. A programme to reduce staff overtime levels was now in place but this was impacting on performance.

Members commended Yorkshire Ambulance Service on its recent performance in the Stokesley area.

RESOLVED –

- (i) The Scrutiny of Health Committee thanks the representatives of Yorkshire Ambulance Service for their attendance, the information they provided to the Committee and for responding candidly to questions raised.
- (ii) The Scrutiny of Health Committee welcomes the year on year improvements in performance by Yorkshire Ambulance Service but notes there is still some way to go in order to obtain a satisfactory score in terms of the Care Quality Commission's 'Quality of Services'.
- (iii) The Scrutiny of Health Committee considers that the significant levels of sickness in the Yorkshire Ambulance Service needs to be urgently addressed by a robust management strategy.
- (iv) The Scrutiny of Health Committee notes the varied response times by Yorkshire Ambulance Service across the localities in North Yorkshire and would wish to see a continued improvement maintained particularly in the Hambleton and Richmondshire locality.
- (v) The Scrutiny of Health Committee would wish to support the Yorkshire Ambulance Service in its negotiations with NHS North Yorkshire and York to establish a cost and volume contract to take account of the significant increase in demand for the Service.
- (vi) The Scrutiny of Health Committee invites Yorkshire Ambulance Service and NHS North Yorkshire and York to participate in an informal meeting with the Chairman and Lead Members of the Committee to explore the reasons for the increased demand for the ambulance service in North Yorkshire and to discuss future commissioning plans.

- (vii) That the information supplied to Lead Members at the informal workshop referred to above be circulated to all Members of the Committee.

14. **QUALITY ACCOUNTS**

County Councillor Keith Barnes declared a personal interest in the following item as a Governor at Harrogate Hospital.

CONSIDERED –

The report of the Head of Scrutiny and Corporate Performance briefing the Committee on the recently announced Department of Health initiative 'Quality Accounts'. 'Quality Accounts' effective from 1 April 2010 are annual reports to the public from NHS providers of healthcare, on the quality of the healthcare services they provide. A key aim of Quality Accounts is to improve public accountability and to encourage the boards of NHS Trusts to drive improvements in the quality of care their organisations provide.

The Committee received a presentation from Dr Sylvia Wood, (Harrogate & District NHS Foundation Trust) who highlighted the priorities the Trust was planning to include in the first year of the initiative. A copy of the presentation slides was placed in the Minute Book.

The Committee commended Harrogate & District NHS Foundation Trust on its proactive approach to Quality Accounts and endorsed the priorities the Trust was setting itself around patient experience, infection control, staff experience and standardised Mortality Rate. Members suggested that priorities around the quality of catering for in-patients, including nutritional content and portion size were also included.

The Chairman thanked Dr Sylvia Wood for her attendance and for the information she had provided to the Committee.

RESOLVED –

- (i) That a workshop to prepare a draft response to the National Consultation on the content of regulations to underpin Quality Accounts be organised to which all Members of the Committee be invited.
- (ii) That the Chairman takes into account the discussion at the Quality Accounts Workshop and be delegated authority to respond to the consultation on behalf of the Committee by the closing date of 10 December 2009.
- (iii) That arrangements be made for the Committee to contribute to the Quality Accounts of all NHS Trusts serving North Yorkshire.
- (iv) That the priorities identified in the presentation by Harrogate & District NHS Foundation Trust for inclusion in its Quality Account be approved by the Committee.
- (v) That Harrogate & District NHS Foundation Trust be congratulated on its proactive approach to Quality Accounts.

15. “STROKE AWARENESS” – SCRUTINY REVIEW

CONSIDERED –

The report of the Head of Scrutiny and Corporate Performance seeking approval of the scope, methodology and timescale of the Committee’s work contributing to the development by NHS North Yorkshire and York of a local Stroke Strategy. The focus of the review was to raise stroke awareness. The work was being led by County Councillor Tony Hall.

A workshop for task group members was planned for 25 November 2009 at 2.00 pm at County Hall, Northallerton. The workshop would be attended by Julia McCleod from the Stroke Association. It was envisaged that the scrutiny review would take approximately a year to complete during which time the Task Group would consult local stroke clubs, and cardiovascular clinical networks across North Yorkshire. A survey using the County Council’s citizen’s panel was also planned. .

Members supported the approach outlined in the report and looked forward to receiving regular progress reports from the Task Group Members.

RESOLVED –

That the scope methodology and timescale for the stroke awareness scrutiny review as shown in Appendix 1 of the report to be approved.

16. 2008/09 CARE QUALITY COMMISSION’S NHS PERFORMANCE RATINGS

CONSIDERED –

The report of the Head of Scrutiny and Corporate Performance presenting the 2008/09 results of the Care Quality Commission’s NHS Performance Ratings for NHS Trusts serving North Yorkshire.

Members noted the improvement in the performances of NHS North Yorkshire and York and Scarborough and North East Yorkshire Healthcare NHS Trust.

The Committee agreed however to continue to closely monitor the performance of Scarborough and North East Yorkshire Healthcare NHS Trust in view of its continued poor score.

RESOLVED –

That the 2008/09 Performance Ratings for NHS Trusts serving North Yorkshire be noted.

17. CHILDREN’S UNIT AIREDALE NHS TRUST

CONSIDERED –

The report of County Councillor Shelagh Marshall on the opening of a new Children’s Unit at Airedale Hospital in October 2009.

The Chairman stated that he welcomed the inclusion in future agenda, reports from other Members of the Committee on topical local healthcare events.

RESOLVED –

That the content of the report be noted.

18. WORK PROGRAMME

CONSIDERED –

The report of the Head of Scrutiny and Corporate Performance inviting the Committee to review the content of its Forward Work Programme.

District Councillor Ian Galloway undertook to keep the Committee informed of events at Mowbray Square Medical Centre, Harrogate.

The Chairman referred to the GP branch surgery closure in Swainby and undertook to review at a future meeting the protocol for GP surgery closures.

It was reported that the Scrutiny Support Officer together with the Chairman and Lead Members of the Committee had arranged to meet with Richard Sunley, Chief Executive of the Scarborough and North East Yorkshire Healthcare NHS Trust on 7 December 2009. Topics to be discussed would include the Pain Clinic and maternity unit at Scarborough General Hospital.

A copy of a letter dated 16 November 2009 from Scarborough and North East Yorkshire Health Care NHS Trust concerning the Midwifery Led Unit at Scarborough General Hospital was tabled at the meeting and a copy placed in the Minute Book. Members were concerned at the delays outlined in the letter in establishing a new mid-wife led unit and the Chairman agreed to pursue the matter further at his meeting with the Chief Executive on 7 December 2009. Members were especially disappointed that maternity facilities at Scarborough General Hospital had been closed as the Trust was unable to recruit midwives. The Chairman said that at the previous meeting of the Committee, the Director of Planning at Scarborough and North East Yorkshire Healthcare Trust had invited the Committee to visit Scarborough Hospital to see development taking place in the Trust, against the background of the Strategic Review. It was likely therefore that the venue for the January meeting of the Committee would be Scarborough.

The Committee noted the position regarding the Wheelchair Service in Harrogate and asked the Scrutiny Support Officer to undertake further research/investigation and report the findings back to a future meeting.

RESOLVED –

- (i) That the content of the report be noted.
- (ii) That a project on dignity in healthcare be added to the Committee's Work Programme.

JW/ALJ