



Minutes of a meeting of the Scrutiny Commission for Health Issues held on 14 July 2009 at the Bourges/Viersen Room - Town Hall

**MEMBERS PRESENT:**

Councillors B Rush (Chairman), P Nash, J Peach, Y Lowndes and N Sandford

**OFFICERS PRESENT:**

Denise Radley	Executive Director – Adult Social and Performance
Chris Wilkinson	Director of Nursing, Peterborough and Stamford Hospitals
Lesley Crosby	Assistant Director – Patient and Public Experience, Peterborough and Stamford Hospitals
Jane Pigg	Company Secretary, Peterborough and Stamford Hospitals
Jacqui Collins	Head of Contracts NHS Peterborough
Jane Freeman	Dental Project Lead, NHS Peterborough
Michelle Abbott	Lawyer
Martin Whelan	Senior Governance Officer

**1. Apologies for Absence**

The Commission noted apologies for absence from Cllr Fower, Cllr Sharp and Cllr M Burton. Cllrs Sandford, Harrington and Lowndes attended as substitutes.

**2. Declarations of Interest and Whipping Declarations**

There were no declarations of interest or whipping declarations.

**3. Minutes of the Meeting Held on 31 March 2009**

The minutes of the meeting held on 31<sup>st</sup> March 2009 were approved as a true and accurate record of the meeting.

**4. New Dental Initiatives**

The commission received a report from NHS Peterborough on Dental initiatives. The report covered specific initiatives designed to raise the numbers of patients accessing dental services in the area.

The commission raised the following points and comments.

- Are there any specific programmes for drug addicts? *The Head of Contracts (NHS Peterborough) confirmed that were currently no specific programmes of support offered to drug addicts in relation to dentistry.*
- Should the aim be 100% coverage rather than 70%? *The Head of Contracts and the Senior Contracts Manager accepted that 100% should be the goal, however with the funding available and the projected uptake 70% would remain.*

- Clarification was sought on what efforts were being made to attract the highest possible quality of dental care providers to the city? *The Senior Contracts Manager outlined the clinical elements of the procurement process, and how these sought to increase the quality of the services being procured.*
- The difference between the standard of treatment provided by the NHS and private providers was raised, and it was asked why certain treatments such as implants were not available on the NHS? *The Dental Project Lead outlined the standard differences between the quality of products offered by the NHS vis a vis the private sector. In respect of implants, the commission was informed that in many instances they were not most cost effective solution.*
- The stability of the funding arrangements was questioned, and assurances were sought. *The Senior Contracts Manager confirmed that the funding was ring-fenced, and there was a commitment to maintain all committed funding for the next 3/5 years.*
- The location of new Bretton centre was requested, and clarification on what happened to the Children's Dentist previously provided in the area. *The Senior Contract Manager confirmed that the new service would be provided at Bretton Medical Centre, and that the Children's Dental Services had been re-located to Midgate House.*
- Members highlighted the importance of engaging with Children Centres. *It was confirmed that Children Centres were an integral part of the strategy.*
- The location of the Minor Oral Surgery centre was requested. *The Dental Project Lead advised that the specification included different options including providing a new facility or using existing facilities such as Paston Health Centre.*
- An explanation of the services offered by the proposed Minor Oral Care Centre was requested. *The Dental Project Lead advised that the treatments would include things like complicated extractions, complex root treatments and similar types of treatments.*

## 5. Hospital Complaints Process

Lesley Crosby presented a report to the commission on the hospital complaints process. The current performance figures in relation to accolades and complaints within the hospital trust.

The commission raised the following issues;

- The definition of corporate – *The Assistant Director confirmed that corporate included communications, HR, finance, infection control, postgraduate services and other support services.*
- How are patients and visitors made aware of the complaints process – *The Assistant Director outlined the mechanisms in place to support patients that wished to complain, or have support through that process.*
- Clarification was sought on the design and layout of the standard letters – *The Assistant Director confirmed that complainants would receive personalised letters, but these are produced from standard templates with some standard text.*

- The representative of LINK outlined serious concerns in relation to the length of time it took for complaints to be resolved – *The Assistant Director agreed to liaise with LINK outside of the meeting and resolve the concerns.*
- The commission noted ongoing efforts and initiatives to reduce the level of cancelled appointments.

The commission requested a further update on hospital complaints to see whether the concerns raised were justified or not.

Cllr Peach left the meeting at the end of the item.

## 6. Swine Flu

The NHS Peterborough Medical Director presented a report updating the committee on the latest position in relation to Swine Flu.

- What is the advice if a member of the family is diagnosed with Swine Flu? *The Medical Director outlined the main transmission methods, and to only keep away from or isolate people with symptoms.*
- Are football matches or other large gatherings going to be allowed to continue unaffected? *The Medical Director confirmed that at this stage there were no plans to restrict large gatherings.*
- Concerns were raised about initiatives to reduce absenteeism could encourage ill people to feel forced to come into work. *The Medical Director acknowledged the concerns and agreed that whilst absence management was important, safety of the wider workforce should take priority. The commission was also advised that if the pandemic reached the next stage, the rules on self certification would be altered to reduce the pressure on General Practice.*
- The commission raised concerns about potential delays in the licensing and availability of the vaccination. *The Medical Director advised the commission of the likely approval timeline for the drugs. It was also confirmed that due to the nature of the drug, that the National Institute Clinical Excellence would not be involved in the approval process, which would significantly expedite the process.*
- Concerns were raised about how individuals without close friends and family would be able to access the collection centres – *The Medical Director advised that whilst it was not recommended that members of the public with symptoms attended the collection centres, there would be facilities in place to isolate them on arrival and reduce the risk of further transmission.*
- Would it be appropriate to distribute “tamiflu” on a wide spread basis? – *The Medical Director advised that this could lead to the development of a resistant strain of the virus.*
- What additional pressures would be put on the health service through the pandemic – *The Medical Director and the Director of Nursing both advised that it may not be possible to offer some routine services if the pandemic escalates. The commission was advised that where possible additional resources such as recently retired medical professionals would be enlisted.*

Cllr Sandford left the meeting at the end of the item.

## **7. Peterborough Safeguarding Adults Report - February 2009 to May 2009**

The Executive Director – Adult Social Care and Performance presented a report on adult safeguarding, and provided an overview of recent activities.

- Clarification was sought on the nature of the training provided as outlined on page 57 of the committee report – *The Executive Director – Adult Social and Performance explained that the safeguarding training was offered to a wide range of organisations and groups. It was noted that the previous Scrutiny Panel had received one of the training courses.*
- A representative of Link sought clarification as to how individuals with Learning Disabilities were involved in the process – *The Executive Director Adult Social and Performance highlighted the work undertaken by the Learning Disability Partnership Board.*

## **8. Forward Plan of Key Decisions**

The commission noted that the Older Peoples Accommodation Strategy would be added to the agenda for September.

## **9. Work Programme**

The commission agreed to add the following items to the work programme;

- Green Paper – Future of funding residential care
- Outcomes of the work being commissioned by the “Creating Opportunities Tackling Inequalities Scrutiny Committee” in relation to disability.

## **10. Date of Next Meeting**

Tuesday 8 September 2009

CHAIRMAN  
19.00 – 21.15