

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL	Agenda Item No. 7
31 MARCH 2009	Public Report

Report of the Deputy Chief Executive

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FEEDBACK AND UPDATE REPORT

1. PURPOSE

- 1.1 This report provides feedback on items considered or questions asked at previous meetings of the Health and Adult Social Care Scrutiny Panel. It also provides an update on matters which are of interest to the Panel or where the Panel have asked to be kept informed of progress.

2. RECOMMENDATIONS

- 2.1 That the Panel notes the report.

3. KEY ISSUES

3.1 Annual Health Check Submissions

At the last meeting the Panel agreed to delegate to the Chairman and Group Representatives development of the final responses to the declarations by local health care organisations to the Healthcare Commission's core standards.

The responses were signed off by the Chairman and Group Representatives and submitted to the relevant Trusts. Copies of the submissions are attached for information at Appendix 1.

3.2 Budget 2009/10 – Out of Area Placements

During the Panel's consideration of the budget report on 22 January 2009, members requested further information in relation to the number of care placements outside of Peterborough. The Director of Adult Social Services and Performance has now provided the following information:

- 13 out of area placements of people with physical disabilities
- 59 out of area placements of older people
- 58 out of area placements of people with learning disabilities

Out of area placements arise for many different reasons. Often (especially for older people) this is to be near to family or friends. Some of these placements will be on the boundaries of Peterborough but just outside the official local authority area so are still close to the area. Sometimes these placements are made because of the need for a very specialist resource and it can also be that we do not have appropriate resources in Peterborough – we are trying for example to deliver more learning disability provision in Peterborough in order to provide services more locally.

4. EXPECTED OUTCOMES

That the Panel notes the report.

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

Minutes of the Meeting held on 22 January 2009

6. APPENDICES

6.1 Third Party Commentaries for Inclusion with Trusts Self Declarations

**STANDARDS FOR BETTER HEALTH
PETERBOROUGH CITY COUNCIL HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL**

**THIRD PARTY COMMENTARY FOR INCLUSION WITH SELF DECLARATION OF NHS PETERBOROUGH AND PETERBOROUGH
COMMUNITY SERVICES**

<p>For the development of this year's annual health check submission a workshop was held for the Health & Adult Social Care Scrutiny Panel and the former members of the PPI Forums. This workshop involved NHS Peterborough and Peterborough Community Services and allowed an open discussion on the Trusts submissions and the work they had done over the year.</p>	
Core Standard	Comment
<p>C4b Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.</p>	<p>NHS Peterborough has advised that whilst they will be declaring full compliance, there is insufficient evidence relating to the management of medical devices. Following questioning at the workshop, Panel members have been reassured that:</p> <ul style="list-style-type: none"> • Significant progress has been made this year • Processes are now in place • There is now a comprehensive list of all equipment • A formal contract for testing equipment is now in place
<p>C11c Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.</p>	<p>Panel members have been reassured that:</p> <ul style="list-style-type: none"> • An education contract is in place with Anglia Ruskin University. • There is a training and development budget in place • Personal Development Review are held for all staff • There is now an in-house training department.
<p>C13c Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where</p>	<p>Following a number of issues highlighted in the media about patient confidentiality, the workshop sought clarification as to what NHS Peterborough were doing to ensure information remained confidential. Panel members have been reassured that:</p>

	<p>authorised by legislation to the contrary.</p>	<ul style="list-style-type: none"> • A lot of work has been done to map patient information flows • An audit has been undertaken, and corrective action undertaken, to ensure that portable media is encrypted. • All old memory sticks have been removed and replaced by encrypted memory sticks. Staff have also been issued with the relevant policy. • All laptops have been encrypted with an instruction that staff are not to use their own laptops.
<p>C14</p>	<p>Healthcare organisations have systems in place to ensure that patients, their relatives and carers:</p> <p>a) Have suitable and clear accessible information about, and access to, procedures to register formal complaints and feedback on the quality of services,</p> <p>b) Are not discriminated against when complaints are made:</p> <p>c) Are assured that the organisation acts appropriately on any concerns and where appropriate, make changes to ensure improvements in service delivery.</p>	<p>The Scrutiny Panel is advised of the complaints procedure and receives an annual complaints monitoring report showing a detailed breakdown of community health complaints by subject and speciality. Two members of the Scrutiny Panel have been working with the Trust to review the report to ensure that it meets the needs of the Panel to ensure effective scrutiny.</p> <p>NHS Peterborough has advised that leaflets are available and that information is also published on the website on how to make a complaint.</p>
<p>C22a</p>	<p>Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by co-operating with each other and with local authorities and other organisations.</p>	<p>There has been regular liaison and exchange of information between NHS Peterborough and the Health & Adult Social Care Scrutiny Panel. This also involves members of the former PPI Forums who have a standing invitation to attend and contribute to Scrutiny Panel meetings. Senior officers from NHS Peterborough attend panel meetings and respond promptly to all requests for information either from individual members of the panel or the panel as a whole. The input of NHS Peterborough is invaluable in helping to plan an effective work programme.</p> <p>In 2008/09 NHS Peterborough consulted/advised on:</p>

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| | <ul style="list-style-type: none">• New Primary Care Centre• Progress and developments relating to the Peterborough Adult Protection Service, including the number and type of suspicions and allegations reported• Improving minor illness and injury services• Provision of medical services at Newborough• Performance of adult social care services in Peterborough• Development and implementation of a refreshed Falls Prevention Strategy• Future organisational arrangements for Peterborough Community Services• NHS Peterborough 5 Year Strategic Plan• Partnership agreement between the Council and NHS Peterborough• Review of the Council's Charging Policy for Adult Social Care• Budget 2009/10• Annual Review of Adult Social Care Performance by CSCI• No Secrets Review• NHS Peterborough Budgetary Monitoring Report |
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**STANDARDS FOR BETTER HEALTH
PETERBOROUGH CITY COUNCIL HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL**

**THIRD PARTY COMMENTARY FOR INCLUSION WITH SELF DECLARATION OF PETERBOROUGH AND STAMFORD HOSPITALS
NHS FOUNDATION TRUST**

Core Standard	Comment
<p>C22a Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by co-operating with each other and with local authorities and other organisations.</p>	<p>There has been regular liaison and exchange of information between the Trust and the Health & Adult Social Care Scrutiny Panel. This also involves members of the former PPI Forums who have a standing invitation to attend and contribute to Scrutiny Panel meetings. Senior officers from the Trust attend panel meetings and respond promptly to all requests for information either from individual members of the panel or the panel as a whole. The input of the Trust is invaluable in helping to plan an effective work programme.</p> <p>The Trust have also arranged for members of the Scrutiny Panel to visit the new development at the Edith Cavell Hospital.</p>

**STANDARDS FOR BETTER HEALTH
PETERBOROUGH CITY COUNCIL HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL**

**THIRD PARTY COMMENTARY FOR INCLUSION WITH SELF DECLARATION OF THE CAMBRIDGESHIRE AND PETERBOROUGH
NHS FOUNDATION TRUST**

For the development of this year's annual health check submission a workshop was held for the Health & Adult Social Care Scrutiny Panel and the former members of the PPI Forums. This workshop involved the Cambridgeshire and Peterborough Foundation Trust and allowed an open discussion on the Trust's submission and the work they had done over the year.

Core Standard		Comment
C22a	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by co-operating with each other and with local authorities and other organisations.	There has been regular liaison and exchange of information between the Trust and the Health & Adult Social Care Scrutiny Panel. This also involves members of the former PPI Forums who have a standing invitation to attend and contribute to Scrutiny Panel meetings. Senior officers from the Trust attend panel meetings and respond promptly to all requests for information either from individual members of the panel or the panel as a whole. The input of the Trust is invaluable in helping to plan an effective work programme.

**STANDARDS FOR BETTER HEALTH
PETERBOROUGH CITY COUNCIL HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL**

THIRD PARTY COMMENTARY FOR INCLUSION WITH SELF DECLARATION OF EAST OF ENGLAND AMBULANCE SERVICE NHS TRUST

Core Standard	Comment
<p>C22a Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by co-operating with each other and with local authorities and other organisations.</p>	<p>There has been regular liaison and exchange of information between the Trust and the Health & Adult Social Care Scrutiny Panel. This also involves members of the former PPI Forums who have a standing invitation to attend and contribute to Scrutiny Panel meetings. Senior officers from the Trust attend panel meetings and respond promptly to all requests for information either from individual members of the panel or the panel as a whole. The input of the Trust is invaluable in helping to plan an effective work programme.</p> <p>In 2008/09 the Trust has consulted on its Patient and Public Involvement and Engagement Strategy.</p>