

## **HEALTH SCRUTINY AND PERFORMANCE PANEL**

27 APRIL 2010 AT 6PM

**Panel Members Present** Councillor C Ault (Chair)  
Councillor V Woodruff (Vice-Chair)  
Councillor I Robertson

**Officers Present** Nick Alamanos - Partnership & Performance Officer  
James Avery – General Manger to Medical Director (Walsall Hospitals Trust)  
Mike Browne – Medical Director (Walsall Hospitals Trust)  
Paul Davies – Executive Director (Social Care)  
Nikki Ehlen – Scrutiny Officer  
Sue Hartley - Director of Performance (Walsall Hospitals Trust)  
Lloyd Haynes - Accountant  
Ham Patel - Divisional Commander (WMAS)  
Andy Rust – Head of Vulnerable Adults Joint Commissioning  
Yvonne Thomas - Director of Partnerships (NHS Walsall)  
Margaret Willcox – Assistant Director (Social Care)

### **74/09 APOLOGIES**

Apologies were received on behalf of Councillors: K Aftab, A Paul, C Creaney and Dr Desai

### **75/09 SUBSTITUTIONS**

There were no substitutes for the duration of the meeting:

### **76/09 DECLARATIONS OF INTEREST AND PARTY WHIP**

Councillor V Woodruff declared an interest as an employee of Walsall Hospitals Trust.

### **77/09 MINUTES**

**RESOLVED:**

**That the minutes of the meeting held on 15 March 2010, copies having previously circulated, be approved as a true and accurate record.**

#### **78/09 WEST MIDLANDS AMBULANCE SERVICE (WMAS) RESPONSE TIMES**

The panel agreed to receive agenda items 6, 7, and 8 prior to agenda item 5.

#### **79/09 LOCAL AREA AGREEMENT QUARTER 3 MONITORING REPORT**

The Local Area Agreement (LAA) quarter 3 monitoring report informs the panel of progress against the performance of LAA targets for quarter 3 2009/10. This report set out the current position of the indicators relevant to the Health Scrutiny Panel.

The panel discussed the position of each of the four indicators relevant to the Health Scrutiny Panel, and the reasons why they were red rated. Members were concerned that NI 56 (childhood obesity) was red rated, due to previous assurances received by members. The limitations of considering a single indicator, without considering other supporting information was acknowledged.

#### **RESOLVED:**

##### **That:**

**Target action plans for NI 008, NI 56, NI 112, and NI 120 are taken to the Health Scrutiny and Performance Panel in the next municipal year.**

#### **80/09 PERFORMANCE INFORMATION ON WALSALL HOSPITAL - COMPLAINTS**

A key priority for the hospital is improving the patient experience. To measure this, the Manor Hospital uses a range of mechanisms to gain patient feedback, including the six C's (clean, communications, courtesy, can do attitude, care, control of infection), PALS contact, and complaints. The panel considered the categories of complaints including the volume of complaints and contacts.

Officers agreed to consider the suggestion that the PALS service should open out of hours. The panel were assured that improvements had been made and this was reflected in data collected.

Members asked if there were procedures to ensure people were able to find their way around the new hospital site. The Head of Risk and Assurance explained that this was in hand, and presentations would be given to staff to ensure that the new signage system, which is based on colours, is understood. Members expressed concern that people who were colour blind may not be able to read the new system. Officers stated that they would take this back to management at the hospital.

The panel were assured that communication systems between specialists and

G.P's were being improved. The Chair of the panel suggested that the hospital should be promoting its good news stories.

### **81/09 PERFORMANCE INFORMATION ON WALSALL HOSPITAL – SERIOUS INFECTIONS**

The panel received a presentation from the Medical Director on serious infections. The progress of the hospital in reducing infections was detailed. Members were informed that during those conditions where infections thrived, action had been taken to reduce them and prevent a steep rise in infections. The national project 'Matching Michigan' was discussed; members were informed that it had been successful. The panel were also informed that the region had been considered to have dealt with the swine flu outbreak well. The hospital had managed business as usual during this outbreak, which was due to successful partnership working. The Hospital and NHS Walsall have been working jointly on eliminating MRSA carriers in care homes and nursing homes.

### **82/09 NHS WALSALL COMPLAINTS**

NHS Walsall has established a Customer Care Team which brings together the work previously dealt with by the former Patient Advice and Liaison Service (PALS) and the Complaints Department. The Customer Care Team deal with a wide range of contacts from simple enquiries to complex formal complaints. The panel were informed that there had been a drop in the number of complaints from the previous year.

The panel were informed that NHS Walsall operates a conciliation process where lay people assist complainants to explore responses and how to take this forward.

Members agreed that a report on complaints to the Dudley and Walsall Mental Health Trust should be requested.

<b>RESOLVED:</b>
<b>That:</b>
<b>A report on complaints to the Dudley and Walsall Mental Health Trust is circulated to members of the health scrutiny panel.</b>
<b>83/09 WEST MIDLANDS AMBULANCE SERVICE (WMAS) RESPONSE TIMES</b>
Members received a description of categories for response times. The panel were informed that the ambulance service were considering how resources were managed in Walsall, and that in terms of activity Walsall was a busy area, with cross border activity. The Divisional Commander explained that the tough winter had had a detrimental impact on performance, and the ambulance service were considering strategies for winter planning now.
Following member queries regarding areas of low performance, the panel were informed that in areas where small numbers of call outs were made,

missing targets from a small number of calls can affect figures and very often targets are missed by seconds.

**84/09 UPDATE AND PROGRESS OF DEMENTIA WORK GROUP**

The progress of the dementia work group was noted by the panel, who agreed that it should be recommended as a potential item for inclusion in next years work programme.

**RESOLVED:**

**The dementia work group is suggested as a potential item for inclusion in next years work programme.**

**The meeting terminated at 7.25pm**