

Agenda Item:

15

Dorset Health Scrutiny Committee

Dorset County Council



Date of Meeting	10 September 2014
Officer	Director for Adult and Community Services
Subject of Report	Dorset Health Scrutiny Committee Annual Report 2013/14
Executive Summary	<p>The Dorset Health Scrutiny Committee (DHSC) was set up in 2003 under the provisions of the Health and Social Care Act 2000. It is made up of 12 elected councillors, six representing Dorset County Council and one from each of the District and Borough Councils.</p> <p>The DHSC met four times during the year April 2013 to March 2014: 30 May 2013, 13 September 2013, 19 November 2013 and 10 March 2014. The meetings included a wide range of formal reports, presentations and briefings from organisations such as NHS Trusts and Commissioners, the Care Quality Commission, Healthwatch Dorset and Dorset County Council.</p> <p>In addition, Task and Finish Groups met three times to consider Quality Accounts produced by the local NHS Provider Trusts and the Committee held a workshop in March 2014 to plan their work programme for the coming year.</p> <p>This report presents an overview of the work of the DHSC for the year 1 April 2013 to 31 March 2014, looking at some of the key agenda items that were scrutinised and the outcomes achieved.</p>
Impact Assessment:	<p>Equalities Impact Assessment:</p> <p>Not applicable.</p>

	<p>Use of Evidence:</p> <p>Minutes of Dorset Health Scrutiny Committee meetings for the municipal year 1 April 2013 to 31 March 2014.</p>
	<p>Budget:</p> <p>Not applicable.</p>
	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk LOW</p>
	<p>Other Implications:</p> <p>None.</p>
Recommendation	That the Committee endorse the Annual Report for 2013/14.
Reason for Recommendation	The work of the Committee contributes to the County Council's aims to protect and enrich the health and wellbeing of Dorset's most vulnerable adults and children.
Appendices	None.
Background Papers	<p>Minutes of the Dorset Health Scrutiny Committee for the year 1 April 2013 to 31 March 2014:</p> <p>http://www1.dorsetforyou.com/Council/COMMIS2013.nsf/MOC/Dorset%20Health%20Scrutiny%20Committee?OpenDocument</p>
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1. The role of the Dorset Health Scrutiny Committee

- 1.1 The Dorset Health Scrutiny Committee (DHSC) was set up in 2003 under the provisions of the Health and Social Care Act 2000. It is made up of 12 elected councillors, six representing Dorset County Council and one from each of Christchurch Borough Council, East Dorset District Council, North Dorset District Council, Purbeck District Council, West Dorset District Council and Weymouth and Portland Borough Council.
- 1.2 The terms of reference for the Committee have recently (September 2014) been revised in the light of changes to the Regulations for Health Scrutiny and the issuing of new Guidance by the Department of Health¹. However the broad remit of the Committee continues to be that it:
- Works in partnership with local health service providers and the public to improve health and wellbeing in Dorset;
 - Makes constructive recommendations for improvement;
 - Looks at areas or groups of people in the community who suffer from worse health than others and considers how this inequality can be improved;
 - Considers and comments on major developments or changes (substantial variations) by the local NHS that will affect people in Dorset.
- 1.3 This report provides a summary of the work undertaken by DHSC over the year 1 April 2013 to 31 March 2014. Given the breadth and quantity of issues considered, the report does not attempt to cover everything, but rather to present an overview and to reflect on what has been achieved.

2. Dorset Health Scrutiny Committee meetings

- 2.1 The Dorset Health Scrutiny Committee met four times during the year April 2013 to March 2014: 30 May 2013, 13 September 2013, 19 November 2013 and 10 March 2014. The meetings considered a wide range of formal reports, presentations and briefings from organisations such as NHS Trusts and Commissioners, the Care Quality Commission, Healthwatch Dorset and Dorset County Council. Some of the key items are highlighted below.

2.2 Dorset Healthcare University NHS Foundation Trust – Governance and operational issues and changes to services

Throughout the year DHSC received reports regarding governance and operational issues at Dorset Healthcare University NHS Foundation Trust (including actions following inspections by the Care Quality Commission and interventions by the NHS regulator Monitor), and regarding changes made to services, particularly mental health urgent care and crisis support services. Concerns about the Trust have been expressed by DHSC in previous years and during 2013/14 scrutiny of progress against action plans continued, alongside scrutiny of changes which members felt were not always in the best interests of service users and their carers. Representatives of the Trust updated the Committee at each of the four meetings, outlining the rationale behind decisions made and highlighting major governance

¹ Local Authority Health Scrutiny: Guidance to support Local Authorities and their partners to deliver effective health scrutiny:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/324965/Local_authority_health_scrutiny.pdf

changes, including the replacement of the Chief Executive and Chairman of the Board. Unfortunate delays in a review of mental health urgent care services and a failure to provide all the information members requested in a timely fashion (whilst recognising that some information is subject to confidentiality restrictions) led to on-going requests for reports to DHSC. By March 2014 the Trust was continuing to provide up to date progress reports on improvement plans and further comment will be included in the DHSC annual report next year.

2.3 Non-emergency patient transport services

May 2013 saw the first reference of the year to non-emergency patient transport services, with an update report to the DHSC from NHS Dorset Clinical Commissioning Group (CCG). The CCG reported that, following a procurement exercise, a new provider had been chosen, but there would be a delay in announcing who this would be. In November DHSC were briefed that the new provider (E-zec Medical Services Ltd) had now taken over the contract, but problems had arisen due to an “unprecedented level of calls” to the service, which the provider was unable to manage. Members subsequently requested a more detailed report on the matter for their next meeting in March 2014, the contents of which raised sufficient concern that an additional dedicated Committee meeting was convened on 24 June 2014. The report had highlighted failures in the planning and handover of the services, leading to inconvenience and stress to patients and their families and carers. The resolutions following the dedicated meeting will result in further reports to DHSC during 2014/15.

2.4 Pathology services at Dorset County Hospital NHS Foundation Trust

In November 2013 Dorset County Hospital Foundation Trust reported to the Committee that they were looking for a service model for pathology services which would be high quality, cost effective and financially sustainable. To this end, the Trust would be offering the service out to tender, but would not necessarily award the tender if it was found that the current in-house model offered the best service at the best price. An update to the Committee provided in March 2014 outlined progress and timescales, but members questioned why the in-house service had not been allowed to tender. Further updates were requested at that point and recent concerns about what is seen as the potential privatisation of the service has resulted in a call for DHSC to have an opportunity to debate the matter further during 2014/15.

2.5 Healthwatch Dorset

Dorset Health Scrutiny Committee have built on their relationship with Healthwatch Dorset over the last two years, and during 2013/14 were pleased to welcome a representative from the organisation to every meeting. In addition Healthwatch Dorset presented a report detailing their development and progress in November 2013. The report focussed on the activities that had been carried out across a wide range of health and care services and outlined the main themes emerging from the many contacts initiated by members of the public: the quality of services, information about services and access issues. Members sought clarification regarding possible confusion as to who the public should contact regarding concerns about health and care services, and the Healthwatch Dorset representative emphasised the importance of an independent channel such as theirs being available.

2.6 NHS Dorset Clinical Commissioning Group – Engagement and Strategy

NHS Dorset Clinical Commissioning Group have provided a number of reports on specific health issues to DHSC in the year 2013/14, but have also had the opportunity to present wider aspects of their work including their public engagement strategy and their overall five-year strategy and delivery plan. Members were interested in the range of ways in which the CCG engages with the public and also (in relation to the five-year strategy) how the CCG engages with local councillors to illicit their views. The Head of Engagement at the CCG highlighted the opportunities available and the embedding of relationships which the organisation was building.

2.6 The Francis Inquiry recommendations

The Francis Inquiry into failures in care by Mid-Staffordshire NHS Foundation Trust led to a total of 290 recommendations for action by those involved in the commissioning, delivery and scrutiny of health services. The DHSC considered three reports on this matter during the year, two looking at lessons for health scrutiny and one looking at work being undertaken by the CCG and the Provider Trusts. With regard to health scrutiny, in May 2013 the members debated and agreed an action plan setting out key tasks for the year ahead. They also received an update paper confirming that the Head of Legal and Democratic Services was satisfied that the minutes of DHSC met with required standards, as recommended by the Francis Enquiry. With regard to the CCG and Provider Trusts, in November 2013 the CCG provided an overview of the ways in which they had strengthened their oversight of the services they commission and of the implementation of recommendations by each of the Provider Trusts.

2.7 Presentations

In addition to formal reports and briefings, DHSC received a number of presentations providing information about health services and important organisational changes. In September 2013 a presentation about a review of Urgent Care Services from the CCG highlighted the pressure on local resources and the work which was being done for this to be tackled. The following meeting in November saw a presentation from the Care Quality Commission (CQC) regarding the new process by which they would be regulating, inspecting and monitoring the quality of health and care provision. In March 2014 Dorset Advocacy set out the independent NHS complaints advocacy service (Help with NHS Complaints) that they are contracted to provide and explained how they support individuals in this respect. Whilst time pressure on agendas sometimes preclude presentations purely for information, the value of these to members is clear.

3. Quality Accounts

- 3.1 Task and Finish groups met three times during the year to consider Quality Account reporting by the two main provider Trusts operating within the County: Dorset Healthcare University NHS Foundation Trust and Dorset County Hospital NHS Foundation Trust. These meetings offer an informal opportunity for the Trusts to share information and to report progress against national and local performance targets. Ultimately the Trusts are required, under the Health Act 2009 and under amendments within the Health and Social Care Act 2012, to submit their Accounts to the Secretary of State (Department of Health) and the submission must be shared with local Scrutiny Committees, who are invited to comment. In May 2013 the DHSC

received a report regarding the final submissions and sharing with the Committee the commentary provided by the Task and Finish Groups. The content of that report and the full commentary can be found at:

[http://www1.dorsetforyou.com/Council/COMMIS2013.nsf/41A10F0B627EACDB80257B730053B053/\\$file/Item%2013%20300513.pdf](http://www1.dorsetforyou.com/Council/COMMIS2013.nsf/41A10F0B627EACDB80257B730053B053/$file/Item%2013%20300513.pdf)

- 3.2 In addition to meeting with the two main provider Trusts, DHSC members received a presentation from the Weldmar Hospicecare Trust in November on their Quality Account. The Account highlighted for members the services provided by the Trust and noted their recent achievements, including improved joint working and a stronger service for carers. Challenges were also noted, and included monitoring of quality in every setting and the provision of 24 hour responsive care.

4. Annual Workshop and Work Programme for 2013-14

- 4.1 In March 2014 DHSC members held their annual workshop. The workshop provided: an opportunity to review the action plan drawn up 10 months previously to address learning for health scrutiny following the Francis Inquiry; an update on new regulations for health scrutiny; and a session within which to agree a programme of work for the coming year. The final version of the programme was agreed by the Committee at their meeting on 23 May 2014, and can be found at:

[http://www1.dorsetforyou.com/Council/COMMIS2013.nsf/838C38E5F6F961C280257CD900524028/\\$file/Item%2013%20-%20DHSC%20Work%20Programme.pdf](http://www1.dorsetforyou.com/Council/COMMIS2013.nsf/838C38E5F6F961C280257CD900524028/$file/Item%2013%20-%20DHSC%20Work%20Programme.pdf)

5. Minutes, agendas and Committee membership

- 5.1 The minutes for all Dorset Health Scrutiny Committee meetings can be found at:

<http://www1.dorsetforyou.com/Council/COMMIS2013.nsf/MIN?OpenView&Count=1000&id=0B770E9D6FA85CCA62840575DE848DF3>

- 5.2 Details of the current membership of the Committee and terms of reference can be found at:

<http://www1.dorsetforyou.com/Council/COMMIS2013.nsf/MOC/Dorset%20Health%20Scrutiny%20Committee?OpenDocument>

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