

# WESTERN HEALTH AND SOCIAL SERVICES COUNCIL

**Minutes of One Hundred and Twenty-second meeting of the  
Western Health and Social Services Council  
held in the Committee Room, Library Headquarters  
Spillar's Place, Omagh, Co Tyrone  
on Thursday 2 October 2003  
at 3.30PM**

Present:	Mr R Rogan, Chairman Mr H Andrews Mrs V Brown Miss M Burke Mr J Campbell Mr P Gilgunn	Mrs M Hamilton Mr J Kerr Mr P McGowan Mr McIvor Mr V McKelvey Mr W Page
Apologies:	Mrs M Devlin Mr G Keown Mr I Maguire Mr B McAleer Mr R McKelvey	Mrs H Quigley Mrs F Robson Mr D Sutherland Ms M Trimble
In Attendance:	Ms M Reilly Mrs L Preston	Mrs K Loughran
Presentation:	Mr Eugene Gallagher, Head of Primary Care and Family Practitioner Support Services, WHSSB Mrs Charmaine O'Donnell, Senior Manager, Family Practitioner Services Unit, WHSSB	

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**C62/03 Joint meeting of WHSSB/WHSSC (2.15pm-3.30pm):**

The Annual Meeting between the Western Health and Social Services Board and the Western Health and Social Services Council took place immediately before the Monthly meeting of the Council. The Chair of the Western Health and Social Services Board Ms Karen Meehan and the Chief Executive Mr Steven Lindsay were present.

**C63/03 Chairman's Business:**

The Chairman said he had recently attended the official opening of Altnagelvin's New Children's Transitional Care Unit which was opened by the Minister Ms Angela Smith. Mr Rogan said the new Unit was an important and essential development not only for the children who use the unit but for the parents and carers. On behalf of the Western Health and Social Services Council he congratulated Altnagelvin for its foresight and vision in ensuring that such an important service is now available .

Mr Rogan reported that the Minister had a hectic schedule in Derry as she had also been present the day before at the launch of “Targeting Oral Health Inequalities” at St Peter’s School, Creggan. He said that this was a new innovation in the sense that it was the establishment of a complete dental surgery in St Peter’s Secondary School, the hope being that this could eventually be achieved in every major town throughout the Western Board area. The Chairman said that this was a big step forward and everyone attending the launch clearly recognised the value of having such a facility within the school grounds.

The Chairman also reported on the launch of the Foyle Underage Drinking Initiative which took place in the Millennium Forum on 1 October 2003. The issue of underage drinking he said was very close to the heart of the Western Health and Social Services Council and was launched to tackle the problem in the Western area. The launch was attended by Community Groups, Alcohol and Drug Strategy Group members, Vintners and children from the local schools.

The Chairman thanked the Members, Chief Officer and Staff who attended the three Trusts’ Annual Public Meetings, Sperrin Lakeland Trust on 22 October 2003, Altnagelvin Trust and Foyle Trust both held on 23 October 2003.

Mr Rogan explained that there would be a new format to the minuting of future meetings with action points which would act as a prompt for matters arising. He said Ms Reilly would explain the new format in her report.

C64/03 **Presentation:**

***New GMS Contract:***

The Chairman introduced and welcomed to the Meeting Mr Eugene Gallagher, Head of Primary Care and Family Practitioner Support Services, WHSSB and Mrs Charmaine O’Donnell, Senior Manager, Family Practitioner Services Unit, WHSSB.

Mr Rogan said as Head of Primary Care at the Board Mr Gallagher was extremely well placed to provide the Western Health and Social Services Council with an overview of the New GMS Contract and what it will mean for patients.

Mr Gallagher explained that there were two dimensions to the Contract and they were clearly interrelated. The first one he said would bring a new method to the way in which GPs would be paid. The second dimension which runs parallel with the first will give an opportunity to redesign services for patients.

The Objectives of the Contract are:

- To improve patient care/experiences;
- The recruitment and retention of GPs’
- To improve quality of service;
- To achieve fuller integration of primary, community and secondary care;
- To reduce bureaucracy and simplify GMS Payment System.

There are certain principles which underpin the Contract. The first one is going to be a Practice based Contract. Up to now GPs have got individual lists so patients sign on with the Doctor and that will not be disturbed but when the Western Board commission services in the future it will be with a Practice. Mr Gallagher explained that there are currently 188 GPs and 59 Practices in the Western Board area and to

begin with the Board will contract with the 59 Practices but he said that from a patient point of view the patient/doctor relationship will not change.

Patients will in future register with a Practice rather than a GP but they will still be able to request to be seen by the GP of their choice.

Mr Gallagher explained that part of the Contract was about what comes through the door of Primary Care and how that workload, the very important needs of the community, could be met differently but appropriately, e.g. the role of Community Pharmacists working with Practices, the role of District Nursing/Health Visiting will all be part of the one general redesign of services. Another part of the Contract will be a high trust monitoring contract.

All Practices will provide essential services with the option of providing a range of additional services and also a range of enhanced services. They will receive funding through a global sum distributed fairly in line with the weighted needs of the patients to reflect GP and practice workload. Where Practices are experiencing difficulties such as recruitment problems they will be able to opt out of the provision of additional services, either temporarily or permanently. GPs can decide what skills and staff they need to deliver the outcomes required.

If a Practice opts out their global sum will be reduced and the Board will use the money to secure alternative services from other Practices, Trusts or Boards ensuring that patients continue to get access to the range of primary medical services available.

Practices may also opt out of providing out-of-hours services and this will then transfer to the Board who will become responsible for commissioning and where necessary providing the out-of-hours services.

The Board will be responsible for funding the purchase, maintenance, future upgrades and running costs of computers. Funding for premises will also be the responsibility of the Board.

The Implementation Plan will include:

- Awareness Sessions (September and ongoing);
- Training (Ongoing);
- ICT Assessment (November 2003);
- Premises Assessment (January 2004);
- Out-of-hour arrangements (in place by December 2004);
- Practices Visits (December 2004);
- Set Global Sum (before March 2004)
- Framework for Enhanced Services (priorities by March 2004 and ongoing).

Issues raised by members included people with alcohol problems, Mental Health users rights, Patient experiences, Patient Satisfactory Survey/Questionnaires, Focus Groups, Disease management, GPs acceptance of Scheme, Resources and Small Practices.

The Chairman thanked Mr Gallagher for a very informative presentation and said that he was sure he would be back at a later Council meeting to discuss the various

stages of implementation and the proposed new Primary Care Strategy which is currently in its early stages of development.

C65/03 **Minutes of Previous Meeting:**

Minutes of the previous meeting held on **Thursday 11 September 2003** having been previously circulated were agreed and signed by the Chairman.

C66/03 **Matters Arising from Minutes:**

***C65/03 Response to Actions 1-11:***

**Action 1 (*Donemana Branch Surgery*):**

The Chief Officer met with Dr Rawdon, GP at Bridge Street Practice Strabane, the Practice Manager and Mr Eugene Gallagher Family Practitioner Services Unit, WHSS Board. She said that CSA Guidelines on Branch closure had been followed and a number of supporting initiatives would be put in place with the assistance of the WHSS Board to patients who might be affected by the decision.

**Action 2 (*Response Time to Council Questions*):**

A copy of the legislation 'The Health and Social Services Councils Regulations (Northern Ireland) 1991' has been sent to all members.

**Action 3 (*Department's Business Plan*):**

A letter has been sent to the Department.

**Action 4 (*Consultant Posts*):**

Following on from the concern about Haematology Consultant posts and other 'difficult to fill' Consultant posts a letter has been sent to all Trusts requesting details of the current status of Consultant led specialities with a particular emphasis on unfilled posts.

**Action 5 (*Assisted Feeding*):**

The Chief Officer has spoken with Mrs Margaret Kelly, Chief Nurse, WHSS Board. She has agreed to facilitate a meeting with Ms Reilly and the Trust Directors of Nursing. The purpose of this meeting will be to highlight the continuing concern for patients especially elderly or disabled people who may require assistance at meal times. They will look at possible ways of assessing the need at ward level and implementing a measurable protocol for this service provision.

**Action 6 (*Human Organs Inquiry Report*):**

A copy of the Progress Report on the Implementation of the Human Organs Inquiry Recommendations has been sent to all members.

**Action 7 (*Respite Care – Learning Disabled*):**

The Chief Officer will request a meeting with Professor Dominic Burke WHSS Board to look at assessed need and current provision.

**Action 8 (*Ambulance Services*):**

Ms Reilly has issued an invitation to Mr Alan Cahill, Western Division NI Ambulance Trust to meet with the Council to discuss the growing concerns about the level of ambulance cover in the Western Board area. It is expected that Mr Cahill will be available to address the full Council meeting.

**Action 9 (*Ophthalmic Appointments*):**

The Chief Officer gave details of the waiting times for Ophthalmic Clinics which has one of the longest waiting lists:

There are currently 5.5 Consultants based in Altnagelvin. Between them they provide:

11 sessions at Altnagelvin Hospital

1 session at Roe Valley

2 sessions at Tyrone County Hospital

2 sessions at Erne Hospital and

2 sessions at the Mid Ulster.

During October and November there will be an attempt to reduce the waiting lists by running four all day Saturday sessions. They hope to see between 160-170 patients.

There are currently 904 patients on the waiting list. Within Altnagelvin there is a full review ongoing with the Consultants on how to tackle this waiting list problem. The Trust will update the Council when plans have been drawn up.

**Action 10 (*Care for People with Mental Health Needs*):**

This issue was deferred.

**Action 11 (*Review of Western Health and Social Service Council Work*):**

This issue was raised at an earlier meeting.

***Litigation Costs:***

The Chief Officer explained to the meeting that claims for litigation can be made within three years or from time of knowledge of something being wrong. She said there was no time limit for Mental Health claims.

The Western Health and Social Services Board are responsible for claims pre 1996 i.e. covering all of the Western Board area which was before Trusts were introduced. After 1996 the relevant Trust is responsible for the claim.

***Western Health and Social Services Board:***

1999-2000 - 485,503      2000-2001 - £1,850,857      2001-2002 - £2,095,674

***Altnagelvin Area Hospital:***

1999-2000 - Nil      2000-2001 - £23,000      2001-2002 - £416,000

***Sperrin Lakeland Trust:***

1999-2000 - 181,500      2000-2001 - £63,167      2001-2002 - £40,912

***Foyle HSS Trust:***

1999-2002 - Nil

Ms Reilly explained that she understood that 99% of claims are made against Acute Care and Foyle is a Community Services Trust.

The Chief Officer explained that the claim for each year only relates to the year of payment. Therefore in reality the original claim could go back much further. Anything from 3-7 years is not unusual for resolution.

Ms Reilly said the figures for the Western Health and Social Services Board represent 10-11 claims per year. She said when interpreting the figures it was important to note that the closure of some complex and long running cases occurred during these periods, one of which was for £1,000,000 relating to a birth injury.

The Chief Officer said that each year there had been between 31-41 closed cases which might be either to do with time or people withdrawing.

Mr Kerr said considering the present claim culture he was surprised the amounts paid out was not more.

Mr McGowan asked if the figures for out of court settlements were included in the above figures.

### **Action 1**

Chief Officer to contact Western Health and Social Services Board for clarification.

#### **C67/03 Equality and Human Rights Business:**

The Western Equality and Human Rights Forum (WEHRF) plans to bring equality and human rights training to members of staff within Health and Social Care. One of the ways in which they are trying to do this is by producing e-learning packages that people can access via a computer. WEHRF have commissioned a body to produce e-learning materials and they are currently been piloted.

#### **C68/03 Trusts' Business:**

The Chief Officer having attended the three Annual Public meetings gave her observations of them. She said that the Sperrin Lakeland Trust meeting had been reasonably well attended by the public and that there had been at least eight public representatives who asked questions as well as service users. Over an hour was given for questions and answers. The Trust Annual Report which was in a tabloid format was distributed to every household in the area 1-2 weeks before the meeting. At the Altnagelvin Trust meeting there appeared to be very few members of the public or public representatives present. Most of those attending were made up of staff and college students. There were two questions from staff members. The Annual Report was not distributed publicly before the meeting.

The Foyle Trust meeting had a small number of the public attending with one public representative who asked one question. The Annual Report was not distributed publicly before the meeting.

1. ***Altnagelvin Hospitals Health and Social Services Trust:***

- Minutes of a Trust Board meeting held on 5 June 2003.

2. ***Foyle Health and Social Services Trust:***

- Minutes of a Trust Board meeting held on 22 August 2003 and an Agenda for a meeting to be held on 26 September 2003 were noted.

3. ***Sperrin Lakeland Health and Social Care Trust:***

- The Trust Newsletter 'Spotlight' September 2003 was acknowledged.
- A copy of the Trust Core Brief September 2003 was acknowledged.
- An agenda for a meeting of the Trust Users Association to be held on 23 September 2003 along with a notice of a Diary Date for an event to be held on 22 October 2003 on Developing a Strategy for User Involvement was noted.
- The Chief Officer said she was involved with Sperrin Lakeland Trust on a review of their Patient/Client advocacy model. She said the survey had a 25% rate of response and that there was a generally high level of satisfaction with the complaints system.

Ms Reilly said that few people knew of the Patient/Client advocate although this was not surprising as the survey covered the first three months of the model.

The Chief Officer said she was involved in a User Group meeting which was reviewing advocacy and there had been good outcomes from this meeting with an undertaking by the Trust to ensure that their comments would be taken on board.

4. ***Royal Hospitals Health and Social Services Trust:***

- Minutes of a Trust Board meeting held on 7 August 2003 and an Agenda for a meeting to be held on 4 September 2003 were noted.

5. ***NI Ambulance Service HSS Trust:***

- A copy of the Trust Annual Report 2002/03 was acknowledged.

6. ***Belfast City Hospital Trust:***

- Minutes of a Trust Board meeting held on 25 July 2003 and an Agenda for a meeting to be held on 26 September were noted.
- A copy of the Trust Bi-monthly Report for complaints from 1 July 2003 – 31 August 2003 was acknowledged.

7. ***Green Park Healthcare Trust:***

- Minutes of a Trust Board meeting held on 7 August 2003 and an Agenda for a meeting to be held on 29 September were noted.
- A copy of the Trust Annual Report 2002/03 was acknowledged.

C69/03 **Members Issues:**

Members raised a number of issues at the earlier joint WHSS Board/WHSS Council meeting and these were noted for actioning.

C70/03 **Correspondence:**

The Chairman invited the Chief Officer to review particular items of correspondence received during the month of September 2003:

- **DHSSPS Briefing Paper and Appendix.** Developing a Primary Care Strategy.
- **Investing for Health Press Release.** Investing for Health Research Grants Programme has been announced by the Western Investing for Health Partnership. Each Action Research Grant will focus on one of the seven key themes which underpin the Investing for Health initiative established in 2002 to take forward the NI Public Health Strategy “Investing for Health” across the Western area.
- **Derry City Council Letter.** Monthly meetings of Derry City Council and its Committees.
- **Relatives’ Reference Group (RRG).** RRG Newsletter, Volume 1, Issue 3, September 2003.
- **Dr A Gavin, Director, N Ireland Cancer Registry, Queen’s University Poll.** Should smoking be banned in public places in Northern Ireland. Responses can be made to [www.bbc.co.uk/sundaysequence](http://www.bbc.co.uk/sundaysequence)

C71/03 **Chief Officers Report:**

The Chief Officer said that the four Health and Social Services Councils hoped to organise a joint members conference sometime in the New Year to debate the issues surrounding the role of future Health and Social Services Councils and public involvement.

The Chief Officer said she would be meeting formally with the Local Health and Social Care Groups Managers for an update on their work on 6 October 2003.

The Chief Officer informed the meeting that the costing for a Western Health and Social Services Council Website had been approved and she was now working on this.

The Developing Better Services has now moved on from a Steering Group to a Service Redesign Group and will shortly be sending leaflets to all households in the Western Health and Social Services Board Area introducing the changes/implementation and follow ups.

In Community Development Ms Reilly said she was involved with the Western Health and Social Services Board taking forward the issues of engaging the public on health and social care issues and devising a manual and tools for engagement which can be used as a reference for anyone involved in this process.

The Chief Officer said she had attended a Primary Care Strategy Workshop on 26 September 2003 which 85 people from across Northern Ireland had attended. The Workshop focused on issues such as What is Primary Care? and What should it be?

Ms Reilly said that All Trusts had responded to a Department initiative baseline assessment of where they are at in Clinical and Social Care Governance. She said that the Ulster Hospital has been chosen to pilot as the site for a C.H.I. inspection.

The Chief Officer drew the Members' attention to the Press Release from Altnagelvin Area Hospital on TB and welcomed the addition of the Question and Answer Briefing on TB.

Ms Reilly said that as a Council there was often very specific areas which the Council wished to pursue e.g. Services for Mental Health/Learning Disabled/Elderly Care but that equally there was a need to know about major changes e.g. Developing Better Services, Regional Strategy and New GMS Contract.

Previously in order to be kept up to date the Council had no option but to have 2-3 presentations at one meeting. She said that this was not an effective method, often and frustratingly there was not enough time to hear the information or to assimilate it.

The Chief Officer said she was proposing to make some changes:

- (1) To drive the local WHSS Council agenda;
- (2) To attempt to action some of the concerns arising from these;
- (3) Engage service users/carers/community/voluntary organisations.

She said that each year the Council work to an annual work programme usually highlighting certain themes e.g. Learning Disability/Mental Health. She proposed that the Council set up working groups on such themes with at least four members who have a Skill/Knowledge/Interest in the area agreeing to sit on the working group. Each group she said would have at least 3-4 members of the public who have an interest or are affected by the subject e.g. user/carer/family/support organisation.

The remit will be to analyse the situation locally including hearing from service providers or commissioners and identifying one-two local actions.

These working groups would be sub-committees of the Council and could only act through the Chair and Chief Officer (although neither would have to be present at the meetings) e.g. invite speakers and deciding actions.

The Chief Officer suggested that a Council member with the most appropriate knowledge in the area covered would act as a facilitator for the working group and would report back to the Council.

It was also suggested that at the end of the year one Council meeting would be given to all working groups doing a report (also the public members would attend) and what success if any they had. This she said would not only will push the Council agenda but would encourage involvement from the public in the work of the Council. It would also mean that Council time would be used more effectively and efficiently.

Members agreed to the proposal.

C72/03 **Any Other Business:**

The Chairman asked Members to consider attending events during the month of October 2003:

**Date:** 13 October 2003  
**Meeting:** Nurse Prescribing Group  
**Venue:** WHSSB Headquarters, Gransha Park, Londonderry  
**Nominated:** Mrs Brown

**Date:** 13 October 2003  
**Workshop:** Have You been Affected by the Troubles  
**Venue:** Enniskillen, Co Fermanagh  
**Nominated:** Mr Gilgunn

**Date:** 15 October 2003  
**Meeting:** Chief Executive/Head of Consumer Services WHSSB  
**Venue:** WHSSB Headquarters, Gransha Park, Londonderry  
**Nominated:** Mr Rogan

**Date:** 15 October 2003  
**Meeting:** Omagh Inter Agency Group for Older People  
**Venue:** Strabane Enterprise Centre  
**Nominated:** Mr McKelvey

**Date:** 17 October 2003  
**Workshop:** Ante-natal Screening  
**Venue:** Hilton Hotel, Templepatrick  
**Nominated:** Ms Trimble

**Date:** 20 October 2003  
**Meeting:** Developing Better Services – Public/Staff Engagement  
**Venue:** Intec, Enniskillen, Co Fermanagh  
**Nominated:** Mr Andrews                      Mrs Brown                      Mr Gilgunn

**Date:** 23 October 2003  
**Meeting:** Sperrin Lakeland Trust Board  
**Venue:** Share Centre, Lisnaskea  
**Nominated:** Mr Andrews

**Date:** 23 October 2003  
**Meeting:** Developing Better Services – Public/Staff Engagement  
**Venue:** Junction, Bishop Street, Londonderry  
**Nominated:** Mrs Hamilton

**Date:** 23 October 2003  
**Meeting:** Developing Better Services – Public/Staff Engagement  
**Venue:** Strabane Enterprise Agency  
**Nominated:** Mr V McKelvey

**Date:** 31 October 2003  
**Training:** Records Management  
**Venue:** Glenavon Hotel, Cookstown  
**Nominated:** Mrs Loughran

**Meetings and Events attended by Chief Officer**

**Date:** 6 October 2003  
**Meeting:** Northern and Southern LHSCG Managers and Chairs  
**Venue:** Trillick Enterprise Centre

**Date:** 7 October 2003  
**Meeting:** WIFH (J McVey)  
**Venue:** Wellington Park Hotel

**Date:** 8 October 2003  
**Meeting:** Freedom Of Information  
**Venue:** Eastern Health and Social Services Council Offices

**Date:** 10 October 2003  
**Meeting:** Integrated Service Redesign Group  
**Venue:** WHSSB Headquarters, Gransha Park, Londonderry

**Date:** 13 October 2003  
**Meeting:** Chief Officers  
**Venue:** Eastern Health and Social Services Council Offices

**Date:** 13 October 2003  
**Meeting:** Closure of Branch Surgeries  
**Venue:** Arney Hall, Florencecourt

**Date:** 15 October 2003  
**Meeting:** CSF Team  
**Venue:** WHSSB Headquarters, Gransha Park, Londonderry

**Date:** 15 October 2003  
**Meeting:** Public and Staff Engagement Group  
**Venue:** WHSSB Headquarters, Gransha Park, Londonderry

**Date:** 15 October 2003  
**Meeting:** Chief Executive/Head of Consumer Services WHSSB  
**Venue:** WHSSB Headquarters, Gransha Park, Londonderry

**Date:** 16 October 2003  
**Meeting:** Complaint/Solicitor (LC)  
**Venue:** Manchester

C73/03 **Next Meeting:**

**Date:** 6 November 2003  
**Time:** 2.00pm  
**Venue:** The ARC Healthy Living Centre  
 116-122 Sallyswood  
 Irvinestown  
 Co Fermanagh

**The meeting ended at 5.30pm**