

WESTERN HEALTH AND SOCIAL SERVICES COUNCIL

Minutes of One Hundred and Thirty-second meeting of the
Western Health and Social Services Council
held in the Glenshane Business Park,
50 Legavallon Road, Dungiven, Co Londonderry
on Wednesday 6 October 2004
at 3.00PM

Present: Mr P McGowan, Chairman
Mr J Campbell
Mr M Carten
Mr P Gilgunn
Mrs M Hamilton
Mr J Kerr
Mr I Maguire
Mr M McIvor
Mr V McKelvey
Mrs H Quigley
Mrs F Robson
Mr R Rogan
Mr D Sutherland

Apologies: Mr H Andrews
Mrs V Brown
Miss M Burke
Mr E Friel
Mr B McAleer
Mr W Page
Ms M Trimble

In Attendance: Ms M Reilly
Mrs L Preston
Mrs K Loughran

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C49/04 Chairman's Business:

The Chairman welcomed everyone to the meeting and thanked them for their attendance.

Mr McGowan welcomed and introduced Mrs Frances McReynolds the Principal Executive Officer of Co-operation and Working Together (CAWT). He said that this was the first formal opportunity the Council had to hear about the work of CAWT and members were looking forward to her Presentation.

C50/04 Presentation:

Co-operation and Working Together (CAWT):

Ms McReynolds thanked the Western Health and Social Services Council for the invitation to make a presentation on the work of CAWT. She began by explaining

that CAWT comprised the four border Boards, the North Eastern and North Western Health Boards from the Republic of Ireland and the Western and Southern Health and Social Service Boards in the North, along with the seven Health and Social Care Trusts which straddle the border.

The CAWT Development Centre is based at Administration Buildings, Gransha Park and has a team of seven people.

She said some of the most remote and marginal rural areas in Ireland are in the border area and like many internal EU borders the region had experienced peripherality in both political and economic decision making as well as the associated problems of rurality such as deprivation and a weak infrastructure.

Ms McReynolds said it made sense for health service providers North and South to share ideas and experiences, to pool expertise and in essence, to exploit all opportunities for joint working. She said that CAWT was therefore established in 1992 with the signing of the Ballyconnell Agreement.

CAWT does not have an independent statutory existence but is a partnership based on collaborative working rather than a policy-making organisation. The Management Board comprises the Boards' Chief Executives and Chairpersons with representation from the Trusts. The Secretariat is composed of nominated senior representatives from the four Boards who serve as a link between the CAWT Management Board and the Sub Groups.

Ms McReynolds explained that CAWT initiatives and projects are developed and delivered through Sub Groups. There are thirteen Sub Groups in total spanning the complete health and social care spectrum. They are: Public Health; Health Promotion; Primary Care; Learning Disability; Acute Services; Family and Child Care; Mental Health; Physical and Sensory Disability; Older People; Human Resources; Information Technology; Communications and Finance. The Sub Groups comprise senior personnel who participate in the development of collaborative cross border working, in addition to their main roles and responsibilities within their respective Health Boards and Trusts.

Ms McReynolds outlined the Health Profile of the CAWT Region:

- Circulatory and Respiratory Diseases - 4% more common;
- Malignant neoplasms - 4% less common;
- Injuries and poisonings - 14% more common;
- Road Traffic Accidents - 33% higher.

90% of all deaths in the CAWT region are from one of these four causes.

The number of older people; those aged over 65 years in the CAWT region is predicted to increase by 17% between 2000 and 2010.

The numbers of births to teenage mothers in the CAWT region has increased by 30% between 1995 and 1999 with over 1000 births to teenage mothers per year.

Ms McReynolds said the figures suggested an increase in health and social care needs for the population of CAWT and this has now been reflected in planning and resourcing services for this region.

Ms McReynolds informed members that sources of funding are the DHSSPS and DoHC and the Board's own resources. The main bulk of funding comes from EU Structural Funds namely Interreg IIIA – Measure 3.2: Health and Social Well Being and Peace II – Measure 5.2: Public Sector Co-operation.

CAWT has obtained about one million sterling for a range of mental health allied initiatives under Measure 5.2: Public Sector Co-operation. These are:

- ~ Awareness Training in Cognitive Therapy;
- ~ Needs Assessment of those who care for people with a mental health problem;
- ~ Examination of the clinical, demographic and social predictors of past suicide behaviour;
- ~ Personal development through art, for young people who have been traumatised.
- ~ Research study to examine the potential for the development of cross border community care services.
- ~ Strategic approach to developing cross border mental health promotion initiatives for young people.

Ms McReynolds said that these diverse initiatives bring together professionals, parents and young people from both sides of the border and from different communities thus contributing to the Peace and Reconciliation Agenda.

CAWT in partnership with the Centre for Trauma and Transformation are providing training for front line staff to increase knowledge and understanding in Cognitive Therapy which is now recognised as a proven treatment of choice for a large number of psychological problems.

CAWT has been selected as the initiative to deliver the Interreg 3.2 Measure, Health and Social Well Being. Ms McReynolds said this means that after a very vigorous application process, CAWT will receive approximately 9.5 million Euro. She said one of the most exciting Interreg projects will be the cross border GP Out-of-Hours Pilot Initiative. This initiative she said will improve access to health services, specifically GP out-of-hours services for people located in geographically isolated communities

within the CAWT region. Other Interreg projects will look at cross border emergency services as well as the development of foster care services for marginalised young people.

Ms McReynolds said that CAWT was not just about funding and projects. She said a large part of CAWT's energies are directed towards building strategic relationships. In the area of hospital services they support a partnership between Altnagelvin Hospital in the Western Health and Social Services Board region and the Letterkenny Hospital in the North Western Health Board. They share cardio catheterisation, neo-natal intensive care and a cross border oral maxillo facial service will soon be established. There is also a Partnership between Monaghan Hospital in the Republic of Ireland and Craigavon Hospital in Northern Ireland. These strategic partnerships share expertise and planning procedures which involve patients travelling from both directions.

CAWT also host workshops, training events and seminars on a range of initiatives and are facilitating cross border master classes on e.g. teleneurology.

A wide range of issues raised by members included:

Work on Forensic Services - Ms McReynolds will bring this to the Family and Child Care Sub Group.

Raising Profile of Psychology - She said this is a Policy issue but it can be raised through the Chief Executive of Western Health and Social Services Board who can bring it to the CAWT Management Board.

Monitoring implementation of training for front-line staff on Cognitive Behaviour Therapy - Process has been ongoing for past nine months and will be evaluated by Project Manager after the Project has been completed as required by Peace11.

Teenage Pregnancies - Health Promotion Sub Group are working with Teachers and Schools to develop sexual health programmes. One of these programmes will be launched on 7 October 2004. They will take a selection of schools from the four Boards and will train the teachers to work with young people.

Effect/Impact on cross border ambulances - Currently working on developing a cross border First Responder scheme, developing cross border emergency plans between hospitals and training around EMART emergency rescue teams.

Providing funding to local groups - Provides funding to local mental health groups e.g. art therapy group, Centre for Trauma and Transformation, suicide work and also small grants ranging from £2-5,000 for training initiatives and seminars.

Public Awareness - Through the CAWT Website, Newsletter, Communications Officer, Advertisements in Newspapers and through the Boards.

Roads/Accidents - Project called Steering to Safety (3 year Project) – PSNI, Gardai, Health Board Consultants on both side of the border who lobby Politicians and Departments.

Involvement of Community Groups - Community Groups are involved through the various Sub Groups.

Accountability - Accountable to Chief Executives of the Boards. Finance Officer of CAWT reports to Finance Board (four Directors of Finance from the four Boards who meet on a quarterly basis) who then report to Chief Executives of the Boards.

Fluoridation:

CAWT are carrying out research on behalf of the Western Health and Social Services Board to compare a non fluoridated region to a fluoridated region. Invites have been sent to Universities or interested schools to apply to carry out the research. 16 year olds will be screened and they will be asked general lifestyle questions in relation to what they eat and what their sweet intake is. Tenders are being opened on 6 October 2004. It is hoped the research will be completed by the end of the summer.

Mr McGowan thanked Ms McReynolds for her very enlightening and interesting presentation.

C51/04 **Minutes of Previous Meeting:**

Minutes of the previous meeting held on 16 September 2004 were adopted on the proposal of Mr Raymond Rogan and seconded by Mr Joe Campbell.

C52/04 **Matters Arising from Minutes:**

Response to Action Point AP: a/09/04:

Action AP: a/09/04: Fluoridation.

It was agreed to invite speakers on the issue of Fluoridation to a future Council meeting as soon as it can be arranged. Their views along with the results of CAWT's research should make for a better informed debate.

C53/04 **Equality and Human Rights:**

Ms Reilly drew Members attention to an Equality Fair to be held on Wednesday 20 October 2004, 10.30 am – 1.30 pm, in the Large Lecture Theatre, MDEC, Altnagelvin Hospital.

The event has been organised by the Western Equality and Human Rights Forum, for all staff in the Western area, with the purpose of:-

- Giving staff a chance to meet a cross-section of people in the community;
- Helping staff to understand the needs of various people when they are using services;
- Enabling service users to share their experiences of services.

The Fair has been arranged on a "Drop In" basis, so that staff can call in at a suitable point during the morning, to meet participants. The Chief Officer encouraged members to attend.

C54/04 Trusts' Business:

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

- Minutes of the Trust Board meeting held on 2 September 2004 and Agenda for a meeting to be held on 7 October 2004 were noted.

2. *Royal Group of Hospitals and Dental Hospital HSS Trust:*

- Notice of Trust Board Meeting to be held on 4 November 2004 was received.

3. *Green Park Healthcare Trust:*

- A Copy of the Trust's Newsletter 'Grassroots' October 2004 was received.

C55/04 Members' Issues:

Ambulance Service:

A number of concerns were raised about ambulance availability when on occasions recently it was suggested there was only one ambulance to cover all of the Western Health and Social Services Board area and on another occasion only one available to cover all of the Strabane area. A concern was also raised when it was alleged that ambulance staff refused to transfer a seriously ill man to Hospital in Belfast. Ms Reilly said she would raise the concerns at the next Ambulance Liaison Group meeting to be held on 22 October 2004.

Members asked that an urgent meeting should be arranged with the Chief Executive of the Western Health and Social Services Board. It was agreed that Mr Michael McIvor would also attend if he is available.

Action Point: AP a/10/04

Chief Officer to request meeting with Mr Lindsay, Chief Executive, WHSSB.

CS Spray:

Mrs Helen Quigley asked if it could be arranged for Medical Professionals to monitor the affect on people who have been in contact with CS Spray.

Action Point: AP b/10/04

Chief Officer to raise this with Dr McConnell, Director of Public Health, WHSSB.

Hygiene:

Mrs Helen Quigley requested that the issue of hygiene in hospitals should be put back on the agenda.

Ms Reilly informed members that as part of the Joint Councils work programme a major piece of work will be undertaken across the four Councils on the MRSA issue which will incorporate hospital hygiene.

She said that hospitals are expected to have an action plan for dealing with MRSA. The Council will ask for sight of the action plan.

Action Point: AP c/10/04

Chief Officer to include this issue on the Trust liaison meetings agenda.

C56/04 **Chief Officer's Report:**

Trust Liaison Meetings:

The Foyle Trust Liaison meeting will be held on 1 November 2004 from 11.00am – 1.00pm at Foyle Trust Headquarters, Riverview House.

The Altnagelvin Trust Liaison meeting will also be held on 1 November 2004 from 3.00pm – 4.30pm at in the Denis Desmond Room, Trust Headquarters.

The Sperrin Lakeland Trust Liaison meeting will be held on 8 November 2004 from 4.00pm – 5.30pm at the Developing Better Services Headquarters, Tyrone and Fermanagh Hospital.

Members asked for a number of issues to be included on the appropriate agendas.

Trust Annual Public Meetings:

The Chairman thanked Members who attended the recent Trust Annual Public Meetings.

Members raised concerns about location and times of the Annual Public Meetings.

The Chief Officer congratulated the Sperrin Lakeland Trust on the organisation and turnout at their Annual Public Meeting and also on their Annual Report in the form of a Newsletter which is sent to every household in the Trust area before the meeting.

Out-of-Hours Consultation Outcome:

The Chief Officer advised members that the Western Health and Social Services Board had issued a Press Release about the New Out-of-Hours arrangements. She said members would be pleased to know that the Board had clearly listened to and acted on the concerns of patients in the Strabane and Limavady areas. This she said was an example of the consultation process at its best. She shared the main points of the Press Release with the members. The Board's plans will involve keeping 5 Centres open between 6.30 pm – 8.00 am Monday to Friday and during weekends and public holidays. The centres will be in Londonderry, Limavady, Strabane, Omagh and Enniskillen. The plans will also involve developing the roles of nurses and other professional staff to work with GPs in the new out-of-hours arrangements. These changes will take effect from 1 January 2005.

The key decisions taken by the Board were:

The out-of-hours (OOH) service in the Western Board area will be provided from five Centres i.e. Londonderry, Limavady, Strabane, Omagh and Enniskillen.

Calls will be dealt with centrally in Derry by a small team of trained staff who will take basic details and pass these on to the Centre nearest the patient. A nurse or doctor will then ring the patient back. The patient may be given telephone advice, asked to come to a Centre or given a home visit. People who need a home visit will continue to get one.

The OOH Centres in Omagh and Enniskillen will be located on the Tyrone County and Erne Hospital sites. The Derry OOH Centre will be located on the Altnagelvin site as soon as possible. In the interim, the Centre will be located in Great James Street Health Centre.

Over time, it is planned that GPs will work mainly from bases in Derry, Enniskillen and Omagh during out-of-hours. This will ensure a system of care which makes the most effective use of the skills and expertise of doctors, nurses and others. It is planned that all five centres will have access to enhanced diagnostic services, beginning with Strabane and Limavady.

Action: AP d/10/04

Members will be issued with a copy of the Press Release.

Ms Reilly explained that the Western Health and Social Services Board had opted for a Mutuality Organisation to manage the Out of Hours arrangements. This new organisation will have a Steering Group that will comprise members from the Board, GPs, Nurses and Allied Health Professionals associated with Primary Care and Service users.

There will be a Management Team comprising a General Manager, a Medical Director and a Nursing Director.

Other Boards arrangements are:

NHSSB - Mutuality Organisation;

EHSSB - Managed by Trusts;

SHSSB - Managed directly by Board.

Sperrin Lakeland Mental Health Review Update:

The Chief Officer reported that the Trust had assured her that Service Users would be involved in the Review.

Ms Reilly said there was a proposal for primary research to be carried out which would elicit the views of service users asking what type of service provision works and what doesn't. She said that this type of research was missing from other reviews. Members agreed that the Western Health and Social Services Council would strongly support the need for such research which would go a long way towards genuine user involvement.

Foyle Mental Health Review:

There has still been no feedback from the Foyle Mental Health Review. This will be raised at the Liaison meeting.

Action: AP e/10/04

Include on Foyle Liaison agenda.

Regional Review of complaint procedure:

Ms Reilly informed members that there was currently a Regional Review of the complaints procedure.

The Consultation document is expected towards the end of the year.

Review of Public Administration - Press Speculation:

The Chief Officer said she had done an interview with Radio Foyle on the Press speculation about the future of Boards and Trusts and their possible reconfiguration into seven Health Authorities. Members felt strongly that whatever new structures were put in place that these should be matched with independent watchdog Councils.

Working Group Joint Health and Social Services Councils:

The Working Group to take forward 'planning for the future' involving the four Councils will be holding their first meeting on 13 October. Mrs Frances Robson, Mr Eddie Friel, Mr Paddy McGowan and Ms Maggie Reilly will represent the Western Health and Social Services Council.

Work Programme:

The Chief Officer drew members attention to the Work Programme included in their pack.

Sperrin Lakeland Trust - Waiting List Action Plan:

Ms Reilly said that Sperrin Lakeland Trust in line with other Trusts were asked to provide a Waiting List Action Plan for outpatient appointments. She said she had picked up their leaflet regarding this at the Trusts Annual Public meeting She said she had a concern that their policy is to advise patients on their appointment letter that should they fail to attend their appointment without notifying the appropriate department another appointment will not be issued. This will apply to both new and review patients. She said there were some exceptions e.g. children, ante-natal patients, diabetics, pre-malignant conditions, dementia and mental health service users. Other Trusts are also following this type of policy and it has been sanctioned by the Department.

Members agreed that along with the other Councils they should raise this concern. There could be a genuine reason why a patient did not attend without notification, indeed if the patient did not receive their appointment letter due to postal difficulties then this 'one strike and your out' policy could be potentially harmful.

Action: AP f/10/04

Chief Officer to put on the agenda for the next joint Chief Officers meeting and also raise at the Trust Liaison meetings.
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Flu Vaccine - Update:

Ms Reilly drew members attention to the issue of supplies of the flu vaccine. She said that GPs were continuing to have problems with supply. A number of issues were raised by members: Is it appropriate to rely so heavily on one supplier ? How long was this problem known about and how long did it take before GPs were contacted and whether this was a problem with management.

Members agreed that the Chief Officer should write to the Department for clarification on these issues.

Action: AP g/10/04

Chief Officer to write to the Department for clarification.

Chief Officer/Chair meeting with Permanent Secretary:

The Chairman and Chief Officer will be meeting with Mr Clive Gowdy, Permanent Secretary DHSSPSNI on 11 November 2004.

C57/04 **Any Other Business:**

Meetings and Events attended by Members

Date: 17 September 2004
Meeting: NI Screening Programme
Venue: Champion House, Belfast
Nominated: Mrs Robson

Date: 21 September 2004
Meeting: Cancer Unit Development Group
Venue: MDEC, Altnagelvin Area Hospital
Nominated: Mrs Devlin

Date: 21 September 2004
Meeting: Altnagelvin Trust Annual Public Meeting
Venue: Large Lecture Theatre, Altnagelvin Area Hospital
Nominated: Mrs Robson

Date: 22 September 2004
Meeting: Strule/Erne Local Health and Social Care Group
Venue: Mahon's Hotel, Irvinestown
Nominated: Mr Andrews

Date: 23 September 2004
Meeting: Sperrin Lakeland PIP Group (Physical Disability)

Venue: Post Graduate Centre, Tyrone County Hospital
Nominated: Mr Gilgunn

Date: 23 September 2004
Meeting: Oral Health Planning Team
Venue: Borough Council Offices, Limavady
Nominated: Mr McIvor

Date: 27 September 2004
Meeting: Chairman/Chief Officer
Venue: Hilltop, Tyrone and Fermanagh Hospital
Nominated: Mr McGowan

Date: 28 September 2004
Meeting: Allied Health Professionals Team
Venue: WHSS Board Headquarters, Londonderry
Nominated: Mr Maguire

Date: 28 September 2004
Meeting: Sperrin Lakeland Trust Annual Public Meeting
Venue: Great Hall, Tyrone and Fermanagh Hospital
Nominated: Mr Andrews Mr McGowan

Date: 30 September 2004
Meeting: Sperrin Lakeland PIP Group (Learning Disability)
Venue: Omagh Centre
Nominated: Mr Campbell

Date: 5 October 2004
Meeting: Sperrin Lakeland Trust Mental Health CSM (Mental Health Review)
Venue: Fermanagh New Horizons, Enniskillen
Nominated: Mr McGowan

Meetings and Events attended by Chief Officer/Staff

Date: 17 September 2004
Meeting: Fermanagh Inter-Agency Group for Older People (Line Managers)
Venue: Largones Centre, Florencecourt

Date: 20 September 2004
Meeting: Executive Committee Health and Social Services Councils
Venue: Silverbirch Hotel, Omagh

Date: 27 September 2004
Consultation: Community Development Strategy

Venue: Mellon Country Inn, Omagh

Date: 28 September 2004

Meeting: Freedom of Information Update

Venue: Tidal Centre, Toomebridge

Date: 28 September 2004

Meeting: Sperrin Lakeland Annual Public Meeting

Venue: Great Hall, Tyrone and Fermanagh Hospital

Date: 29 September 2004

Meeting: Panel Hearing (MOP)

Venue: Waterfoot Hotel, Londonderry

Date: 29 September 2004

Meeting: Complainant (ST)

Venue: Londonderry

Date: 30 September 2004

Meeting: HSS Councils' Chief Officers

Venue: EHSS Council Offices, Belfast

Date: 30 September 2004

Meeting: Clinical and Social Care Governance

Venue: Castle Buildings, Belfast

Date: 4 October 2004

Meeting: Complaints Forum

Venue: WHSS Board Headquarters, Londonderry

Date: 5 October 2004

Meeting: Sperrin Lakeland Trust Mental Health CSM (Mental Health Review)

Venue: Fermanagh New Horizons, Enniskillen

C58/04 **Next Meeting:**

Date: Wednesday 3 November 2004

Time: 3.00pm

Venue: Strabane District Council Offices
47 Derry Road
Strabane Co Tyrone

The meeting ended at 6.08pm