

WESTERN HEALTH AND SOCIAL SERVICES COUNCIL

Minutes of One Hundred and Thirty-fourth meeting of the
Western Health and Social Services Council
held in Camowen Room, Silverbirch Hotel,
Gortin Road, Omagh, Co Tyrone
on Thursday 16 December 2004
at 3.00PM

Present:	Mr P McGowan, Chairman	Mrs M Hamilton
	Mr H Andrews	Mr I Maguire
	Mrs V Brown	Mr M McIvor
	Miss M Burke	Mr R McKelvey
	Mr J Campbell	Mr V McKelvey
	Mr M Carten	Mrs F Robson
	Mr P Gilgunn	Ms M Trimble
Apologies:	Mrs A Bell	Mr W Page
	Mrs M Devlin	Mrs H Quigley
	Mr E Friel	Mr R Rogan
	Mr B McAleer	Mr D Sutherland
In Attendance:	Ms M Reilly	Mrs K Loughran

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C68/04 Chairman's Business:

Mr McGowan welcomed everyone to the meeting. He said it had been an extremely busy period since the last meeting. As members were aware Ms Maggie Reilly, Chief Officer had been in hospital since the last meeting and was still off on sick leave but was in attendance to facilitate this meeting. He wished her a speedy recovery and also thanked Mrs Kitty Loughran, Personal Secretary for her work while Ms Reilly was off and Mrs Lorna Preston had been off on Annual Leave. He also thanked the members for their hard work during the past year.

C69/04 Presentation:

Update on Developing Better Services:

Mr McGowan welcomed Mrs Margaret Kelly, Chief Nurse, and Mr Michael Gormley, Head of Consumer Services Western Health and Social Services Board.

Mrs Kelly thanked Mr McGowan for the opportunity to update members on the Developing Better Services. She gave a brief overview of the work that was ongoing.

Ms Kelly reminded the members that Planning for Change is the Board's strategic direction and plan for improving health care and acute services across the Western Board area.

The aim was for:

- ~ high quality services.
- ~ accessible to all.
- ~ delivered by well trained motivated staff in modern settings

These elements are applied to all services that are being looked at.

Report of Ongoing Work:

- ~ designing and agreeing service models.
- ~ planned (elective) care and unscheduled (emergency) care.
- ~ current key areas:
 - ENT
 - Emergency Care
 - Urology
 - Children's Surgery
- ~ Sperrin Lakeland Risk and Governance Review will inform service models and plan for future.
- ~ Outline Business Cases for new hospital and local hospital are being taken forward by Sperrin Lakeland Trust. Stage 1 draft for new hospital currently with Department and Board for consideration.
- ~ Outline Business Cases Primary and Community Care Infrastructure
 - Infrastructure to support all primary and community care services for next 10-20 years. Current Buildings and Equipment.
 - Opportunity to redesign services and workforce.
 - Work to date - review of current services and infrastructure, assessment of future needs, mapping vision for future.
 - Engagement - public and staff.

- Outcomes - description of future model for primary and community services and infrastructure, identify priorities.
- Stage 1 to be completed by January 2005.

Communication:

- ~ Immediate and long term strategy to be developed.
- ~ Key Issues - identify messages.
- ~ Identify target audiences.
- ~ Agree tactics.
- ~ Communication expertise and resource requirements.
- ~ Next steps.

MLA Meeting - Omagh:

- ~ Chaired by H Mullan, input from Department, Board and Trust.
- ~ Purpose - to develop dialogue, to build understanding of issues.
- ~ Emergency care focus - current services and future models.
- ~ Further dialogue planned.

DBS Workshop 26 January 2005:

- ~ Theme emergency services.
- ~ Keynote speaker Sir George Alberti.
- ~ Venue - Omagh.

Mr Gormley said that with regards to the Communications Workshop that took place the key issue was to get the whole system geared up to relaying consistent, clear, relevant messages. He said that the Board had to overcome feelings of public mistrust and lack of confidence in the process. He said they planned to run a second workshop possibly in early February 2005 and the sole focus for the workshop is going to be pinning down the messages, being clear about the audiences and being clear about who needs to be delivering the messages.

Members felt very strongly that the messages they and the public were receiving were very often confusing, unclear and contradictory.

There was a belief that there were too many messengers which had led to the confusion and indeed had allowed claims and counter claims about future service provision to be played out in the local press. All of which had fuelled the public and staff mistrust and lack of confidence in the whole process.

Following further discussion members asked Mrs Kelly and Mr Gormley to provide the following information:

- A full list and description of all of the services currently being provided in each of the local hospitals (Omagh and Enniskillen).
- The proposed service provision for the new Acute Hospital (North of Enniskillen) and the new Local Hospital (Omagh).
- A clear argument and rationale as to why these changes and service re-design are better for patients.
- Where services are removed from Omagh a clear picture of where these will be provided and access to them.
- A detail on all of the services regarding the circumstance and type of provision i.e. whether they are Consultant Led, Nurse Led and/or 9.00am –5.00pm, 24 hour or 7 day access.

Other issues Mr Gormley will look at are:

Key Messages - Workshop on 26 January 2005.

Contingency and Recovery Plan - meeting.

Home Helps.

Sperrin Lakeland Mental Health Review.

C70/04 **Minutes of Previous Meeting:**

Minutes of the previous meeting held on 3 November 2004 were adopted on the proposal of Mr Victor McKelvey and seconded by Mr Michael Carten.

C71/04 **Matters Arising from Minutes:**

Response to Action Point AP: a/11/04 - /11/04:

Action AP: a/11/04: Guidance on reporting untoward incidents.

A copy of guidance on reporting untoward incidents will be circulated to all members.

Action AP: b/11/04: CR Spray.

Awaiting for further information from Dr McConnell.

Action AP: c/11/04: Liaison Meeting with Altnagelvin Trust.

Because of shortage of staff in the office the notes of the Trust Liaison meeting will be available in the new year.

Action AP: d/11/04: Council Response to Foyle Mental Health Review.

Awaiting contact from Mr John Doherty Foyle Trust.

Action Point AP: e/11/04: Change in GP Surgery Hours.

Chief Officer to investigate on return from sick leave.

The Inquiry into Hyponatraemia Related Deaths:

Ms Reilly said she had spoken with Mrs Mae Crawford (mother of Lucy Crawford) to acquaint her with the contents of the Western Health and Social Services Council's press release which was a response to the UTV Insight Programme and the Minister's announced Public Inquiry.

She had also met with Mrs Marie Ferguson (mother of Raychel Ferguson).

The families were very grateful for the support given to them by the Council.

Ms Reilly said that both the Ferguson family and Mrs Crawford were meeting separately with the Health Minister and they had asked her to accompany them to those meetings.

Ms Reilly said she felt that the Minister had listened to the families in an open and sensitive way. She said the families were very forthright in their presentations to the Minister. Even though many of the issues raised by them were, as the Minister pointed out, a matter for Mr O'Hara it was necessary from the point of view of the parents to have been able to convey to her directly their sorrow, dismay, and frustrations over the way they had been treated as they searched for the truth.

Mr Reuben McKelvey said he wished to congratulate Ms Reilly on the work she has undertaken with the families. He said he felt it was very important that the Western Health and Social Services Council were supporting the families through this difficult time. All members present agreed with Mr McKelvey.

Ms Reilly said the Western Health and Social Services Council had received a letter on 4 December 2004 from the Department requesting all files and papers held by the Council concerning Lucy Crawford and Raychel Ferguson should be secured and indexed and delivered to the Inquiry Team in Belfast by 10 December 2004.

Ms Reilly said that on the issue of the Public Inquiry she had met with the three families involved individually and heard from them that they were anxious to meet together. She said she had facilitated a private meeting for them and her understanding was that it had taken place. Ms Reilly said although she was invited to attend she did not feel it was appropriate at this point and it should be for the family members only.

Sperrin Lakeland Trust Liaison Meeting:

Ms Reilly relayed to members that she had been contacted by Mr Mills Chief Executive Sperrin Lakeland Trust on Friday 5 November 2004 regarding the Council's Liaison Meeting with Sperrin Lakeland Trust on 8 November 2004.

Ms Reilly said issues had been raised by Mr Mills regarding the inclusion and minuting of the agenda item, 'Response to the UTV Insight Programme'.

The Chief Officer said following discussions with the Chair Mr Paddy McGowan and having taken further advice they had decided to remove the agenda item from the Liaison Meeting.

Members expressed deep concern and annoyance at the way in which Mr Mills had tried to restrict the way in which the Council carried out its business. A number of members felt that Mr Mills had been wrong to try to persuade the Council to meet his terms for discussing the item. They felt strongly that the Council had to assert its independence and act in a way which did not compromise its integrity.

Members conveyed their approval and support to the Chief Officer and Chair for the way in which they had managed this situation.

Children's Ward – Erne Hospital:

Ms Reilly told members she had received a letter from a staff nurse in the children's ward in the Erne Hospital to make the Council aware of the intense pressures they were facing in the ward since the UTV Insight Programme. More importantly the staff nurse was concerned about low staffing levels on the ward. This coupled with poor morale was in the opinion of the staff nurse something which had to be addressed immediately. (Ms Reilly read the letter to the Council members).

Ms Reilly said she had contacted the nurse and was told by her that she had also sent the letter to the Sperrin Lakeland Trust Management Board and to the Western Health and Social Services Board. Ms Reilly said she had contacted Mrs Margaret Kelly, Chief Nurse at the Western Health and Social Services Board who had discussed it with Mr Steven Lindsay, Chief Executive of the WHSS Board and they are now involved in looking to see what the issues are on the ward and how the Sperrin Lakeland Trust are responding. She said she had then spoken with Mr Eugene Fee, Director of Acute Hospital Services, Sperrin Lakeland Trust and discussed the matter. Mr Fee had assured her that he had had a meeting with the nurse in question and with other staff and that the Trust had provided additional support and an action plan to deal with the issue.

Action Point AP: a/12/04

Chief Officer to contact the nurse in Erne Hospital for an update on the issues raised in her letter.

C72/04 Report of Visit to Altnagelvin Cancer Unit:

Mrs Frances Robson gave a report to members of a visit to the Altnagelvin Cancer Unit. Following which she said she was highly impressed with the work they do. She commended the commitment of the nurses and doctors who work in the Unit. Some of the members who had a knowledge of the work of the Cancer Unit agreed with Mrs Robson and wished to be associated with her remarks.

C73/04 Trusts' Business:

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

- Copies of the Trust's Magazine 'Infusion' December 2004 were received.

2. *Foyle Health and Social Services Trust:*

- A copy of the Trust's Team Brief for November and December 2004 were received.
- A copy of the Ballycann Business Case was received.

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

- Minutes of the Trust Board meeting held on 21 October 2004 and Agenda for a meeting to be held on 16 December 2004 were noted.
- Minutes of the Trust Clinical and Social Care Governance Committee held on 20 May 2004 and an Agenda for a meeting to be held on 16 September 2004 were noted.
- A copy of the Trust's Risk Management Update December 2004 was acknowledged.

4. *Green Park Healthcare Trust:*

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

C74/04 Members' Issues:

Miss Mary Burke raised a concern regarding the Sperrin Lakeland Users Groups where she represents the Council and which meets every quarter. This group was supposed to meet on the 14 December 2004 but was cancelled and with no meeting

scheduled to take place until March 2005 this leaves a gap of six months between meetings which she believes is much too long.

Action Point AP: b/12/04

Chief Officer to follow up.

C75/04 **Any Other Business:**

Mr Joseph Campbell attended a Communications Workshop organised by the Western Health and Social Services Board which was held on 10 December 2004. The aim of the Workshop was to bring key stakeholders together to agree a clear route map for the development of a Communications Strategy that will address both long and short term communications challenges arising from the implementation of Developing Better Services. Mr Campbell said a Strategy Group had been set up from those present.

Meetings and Events attended by Members

Date: 4 November 2004
Conference: Regional Cancer Services Framework
Venue: Hilton Hotel, Belfast
Nominated: Ms Robson

Date: 8 November 2004
Meeting: Complainant (F)
Venue: City Hotel, Londonderry
Nominated: Mrs Quigley

Date: 8 November 2004
Meeting: Sperrin Lakeland Trust Liaison Meeting
Venue: DBS Headquarters, Tyrone and Fermanagh Hospital
Nominated: Mr McGowan Mr Andrews Mrs Brown Mr Gilgunn
Mr Maguire Mr V McKelvey Mr R McKelvey

Date: 11 November 2004
Meeting: Permanent Secretary DHSSPS
Venue: Castle Buildings, Belfast
Nominated: Mr McGowan

Date: 12 November 2004
Focus Group: Primary and Community Care Infrastructure
Venue: Conference Room, Hilltop, Tyrone and Fermanagh Hospital
Nominated: Mrs Brown Mr Campbell Mr R McKelvey Mrs Robson

Date: 16 November 2004
Meeting: Derry Oral Health Planning Team
Venue: Derry City Council Offices
Nominated: Mr Page

Date: 17 November 2004
Meeting: Strule Erne LHSCG Community Partnership
Venue: Enterprise Centre, Trillick
Nominated: Mr Andrews

Date: 18 November 2004
Meeting: Omagh Oral Health Planning Team
Venue: Anderson House, Omagh
Nominated: Mr Campbell

Date: 19 November 2004
Meeting: Draft Standards for Care Services (DHSSPS)
Venue: Glenavon Hotel, Cookstown
Nominated: Mr Andrews Mr Maguire Mr V McKelvey Ms Robson

Date: 19 November 2004
Meeting: HSSCs Working Group
Venue: Glenavon Hotel, Cookstown
Nominated: Mr McGowan Mr Friel Ms Robson

Date: 22 November 2004
Meeting: HSSCs input to SCTs
Venue: Everglades Hotel, L'Derry
Nominated: Mr McGowan Mr Rogan

Date: 23 November 2004
Training: Pharmacy Practices Committee
Venue: Beechhill Hotel, L'Derry
Nominated: Mr McGowan Mrs Brown Mr V McKelvey

Date: 29 November 2004
Training: Panel Training for Chairmen for selection of new members
Venue: Castle Buildings, Belfast
Nominated: Mr McGowan

Date: 30 November 2004
Interviews: EHSS Council Chief Officer
Venue: EHSS Board Headquarters, Belfast
Nominated: Mr McGowan

Date: 3 December 2004
Training: Palliative Care Forum
Venue: Clinical Education Centre, Altnagelvin Area Hospital
Nominated: Ms Robson

Date: 9 December 2004
Meeting: Limavady Oral Health Planning Team
Venue: Borough Council Offices, Limavady
Nominated: Mr McIvor

Date: 10 December 2004
Workshop: Communications
Venue: St Columb's Park House, L'derry
Nominated: Mr Campbell

Date: 15 December 2004
Workshop: Developing Standards for Quality in Health and Social Care
Venue: WHSS Board Headquarters, Gransha Park, L'Derry
Nominated: Mr Campbell

Date: 16 December 2004
Meeting: Sperrin Lakeland Trust Board
Venue: Library Headquarters, Omagh
Nominated: Mr Andrews

Meetings and Events attended by Chief Officer/Staff

Date: 8 November 2004
Meeting: Complainant (F)
Venue: City Hotel, Londonderry

Date: 8 November 2004
Meeting: Sperrin Lakeland Trust Liaison Meeting
Venue: DBS Headquarters, Tyrone and Fermanagh Hospital, Omagh

Date: 9 November 2004
Meeting: Prosthetics Services
Venue: McKinney House, Musgrave Park, Belfast

Date: 9 November 2004
Meeting: HSS Councils' Chief Officers
Venue: Ramada Hotel, Belfast

Date: 10 November 2004
Meeting: Investing For Health Partnership
Venue: Enterprise Centre, Strabane

Date: 11 November 2004
Meeting: HSS Councils' Chief Officers
Venue: Stormont Hotel, Belfast

Date: 11 November 2004
Meeting: Permanent Secretary DHSSPS
Venue: Castle Buildings, Belfast

Date: 12 November 2004
Meeting: Primary and Community Care Infrastructure
Venue: Conference Room, Hilltop, Tyrone and Fermanagh Hospital, Omagh

Date: 16 November 2004
Meeting: Western Area Complaints Forum
Venue: WHSS Board Headquarters

Date: 19 November 2004
Meeting: Draft Standards for Care Services (DHSSPS)
Venue: Glenavon Hotel, Cookstown

Date: 19 November 2004
Meeting: HSSCs Steering Group
Venue: Glenavon Hotel, Cookstown
Nominated: Ms Reilly Mrs Loughran

Date: 22 November 2004
Meeting: SCT Learning Day
Venue: Everglades Hotel, L'Derry

Date: 23 November 2004
Meeting: Clinical and Social Care Governance
Venue: Castle Buildings, Belfast

Date: 23 November 2004
Meeting: Health Minister and Complainant (C)
Venue: Castle Buildings, Belfast

Date: 25 November 2004
Meeting: Health Minister and Complainant (F)
Venue: Castle Buildings, Belfast

Date: 29 November 2004
Meeting: Complaints Procedure
Venue: Eastern Councils Offices, Belfast

Date: 30 November 2004
Meeting: Pat Brolly Family Practitioner Support Services
Venue: WHSS Board Headquarters, Gransha Park, L'Derry

Date: 3 December 2004
Meeting: Sperrin Lakeland Trust Strategic Communications Group
Venue: DBS Headquarters, Tyrone and Fermanagh Hospital, Omagh

C76/04 **Next Council Meeting:**

Date: Wednesday 19 January 2005
Time: 3.00pm
Venue: Camowen Room, Silverbirch Hotel
Gortin Road
Omagh Co Tyrone

The meeting ended at 5.45pm