
THESE MINUTES ARE EMBARGOED UNTIL
THURSDAY 12 JANUARY 2006 AT 5.00PM

WESTERN HEALTH AND SOCIAL SERVICES COUNCIL

Minutes of One Hundred and Forty-fourth meeting of the
Western Health and Social Services Council
held in the Silverbirch Hotel, Gortin Road, Omagh
on Thursday 1 December 2005
at 2.00PM

Present: Ms F Robson (Vice-chair)
Mrs V Brown
Mr J Campbell
Mr M H Durkan
Mr M Carten
Mr G Foley
Mrs S Hogg
Miss S Hume
Mr R Hussey
Mr B Johnston
Ms R Lynch
Mr I Maguire
Mr E McGrade
Mr R McIntyre
Mrs S O'Brien
Mr D Sutherland
Ms M Trimble

Apologies: Miss M Burke
Mrs M Hamilton
Mr P McGowan (Chair)
Mr V McKelvey
Mrs M McKeague

In Attendance: Ms M Reilly
Mrs M Gormley
Mrs L Preston

A member of the public and a local press representative were in attendance

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C99/05 Chairman's Business:

Ms Frances Robson Vice-Chairman welcomed everyone to the meeting. She said that the Chair Paddy McGowan was unable to attend today due to an engagement to speak at a Conference which had been arranged several months ago. He had however recovered from his previous illness and had been involved in preparing for today's meeting and Agenda.

Ms Robson expressed condolences to Mrs Sharon O'Brien on the death of her Mother. She also thanked members for their expressions of sympathy on the recent death of her Father.

She said that we had a very varied and important Agenda to get through. No doubt decisions coming out of the Review of Public Administration would inform the Agenda for many months to come.

Ms Robson said that we were at a very significant point in Northern Ireland in the way that Health and Social Services were going to be delivered and managed along side all the other public administration changes announced by the Secretary of State, Mr Hain, on 22 November 2005.

Ms Robson said changes will be made to the Health and Social Services Councils not just in relation to structures but also in what the new Patient Client Council will be expected to deliver. She said it was an exciting and challenging time for all of us and she knew we would all want to play our part in ensuring that the changes would bring real benefit to patients, clients and the public.

Ms Robson said it had been a tradition to invite Board officers to the last meeting of the year to give an update on any new developments. She went on to say that new members may not be aware we also have an opportunity at least twice throughout the year for a more formal liaison meeting with Board officers where specific issues; which the Board then responds to, are raised.

Ms Robson welcomed Mr Steven Lindsay outgoing Chief Executive and Mr Dominic Burke incoming Acting Chief Executive of the Western Health and Social Services Board to the meeting. She asked members that if possible the allotted hour could be adhered to not least because we had a very full Agenda to follow later in the meeting.

Ms Robson said Ms Karen Meehan Chair of the Western Health and Social Services Board had contacted Maggie and offered her sincere apologies for not being able to attend the meeting due to a prior commitment.

C100/05 **Update from WHSS Board Officers:**

Mr Steven Lindsay began by saying that this was the last meeting he would be attending as he would be taking up a new post on 1 January 2006.

He informed members that Mr Dominic Burke had been appointed Acting Chief Executive for three months. Interviews for a permanent appointment were being held on Tuesday and Wednesday 6 and 7 December 2005.

Mr Lindsay said he thought it might be useful to update the Council on the decisions on the Review of Public Administration from the Board's perspective and tabled copies of a Presentation which the Board had prepared following the Minister's Statement.

Mr Lindsay said the Board welcomed the change which he felt was needed in the Health and Personal Social Services. He agreed the number of organisations needed to be reduced and services needed to be more patient centred. There was a concern however that the final model which had been released was different from the model which had been consulted on.

Mr Lindsay said the new model maintains the separation of commissioning (which is a function of the Board) and providing (which is the responsibility of Trusts). The Review decision proposed a Strategic Health Authority with seven Local Commissioning Bodies and five provider Trusts. He said the Board had been slightly taken aback by some of the decisions and still had to work through the ramifications of these.

Mr Lindsay took members through the presentation highlighting the following points:-

- the Minister in his announcement proposed savings of £200m and a reduction in public bodies from 67 to 20. The detail had to be worked out but Mr Lindsay felt the savings would have an impact on staff and the Board would be working to ensure the impact was minimised.
- the number of District Councils would be reduced from 26 to 7 with increased powers such as a duty to co-ordinate and develop Community Planning. Again the Board welcomed that and feel there is a need to integrate the work of Health and Social Services and Local Government. Community Plans are a positive way of doing this.
- the seven Council model meant that the Western Board area will be covered by two new Councils – one dealing with Limavady/Strabane/Magherafelt and the other Fermanagh/Omagh/Dungannon/Cookstown.
- with regard to Health and Social Services it was being recommended that the four Boards are replaced by a Strategic Health Authority. This Authority will be responsible for implementing policy and strategy amongst other responsibilities.
- seven Local Commissioning Groups will be established. They will be an arm of the Strategic Commissioning Authority and will be co-terminus with the seven District Councils
- the current nineteen Trusts will be replaced by five new Trusts. The Northern Ireland Ambulance Trust will be retained. In the Western Area – Sperrin/Lakeland, Foyle and Altnagelvin Trusts will merge to form one Trust.

Mr Lindsay said the issue around this was how the seven model Commissioning Body related to the five Trusts which will be covering different geographical areas.

- It is proposed that the current Health and Social Services Councils will move to one single Body to be known as the Patient Client Council. The detail still had to be worked through but the Board felt it was important to retain local representation.
- The Central Services Agency and the Health Promotion Agency would be incorporated into the Strategic Health Authority.
- A number of functions of the Department of Health, Social Services and Public Safety will transfer to the new Strategic Health Authority. Its role will be to set and develop policies, set targets and to lead the drive for improved performance and efficiency.
- There will be a separate timetable for the changes as far as Health and Personal Social Services is concerned which will not be dependent on the changes for Local Government. A Re-Configuration Programme Board will be set up in January 2006 to oversee the change. The Strategic Health Authority will be in place by 1 April 2008 or sooner.

Mr Lindsay tabled a further paper on some initial thoughts/questions as follows:-

Human resources:

- Will all posts be open to HPSS family or will there be restricted trawls?
- Clarity is needed on what priority will be given to filling posts in relation to civil servants versus public sector workers to the Regional Authority and Local Councils
- What sort of reassurance is there for staff around employment security?
- Will recruitment arrangements ensure equitable opportunities for Board and Trust staff within local areas?

Organisational Development:

- What will be the role and membership of the Reconfigured Programme Board?
- How do we deal with the day to day business that we currently deal with e.g. Managed Clinical Networks and Reform and Modernisation without a Commissioning Body being in place?
- What is planned in terms of shared services e.g. the Westcare model which deals with payroll, finance etc. Where does that fit in the new structure?

Communications:

- What is the communication strategy?
- What is the role and membership of the Communications Group?

Governance:

- How will effective governance be secured during the transitional period and into the future?

Roles, Responsibilities, Funding and Accountabilities:

- How will money flow through the system. Currently it comes from the Department to Boards and Trusts. Will it come from the Department to the Strategic Health Authority to the Trust? Will the West get a fair share if the Strategic Health Authority is based in Belfast?
- What will be the functions of the Local Commissioning Groups in relation to the Strategic Health Authority?
- Will there be practice based commissioning where practices will hold budgets or will the Commissioning Bodies hold the budgets and negotiate contracts?
- Will the Local Commissioning Groups have Management Boards similar to Local Health and Social Care Groups?
- Who will manage contracts with family practitioner services? Where will the 'pay and rations' elements of the contracts be administered?
- Will practice commissioning and budgets be based on GP registered populations or 'locality populations'?
- What services will be commissioned directly by the Regional Health and Social Services Authority?
- Will Local Commissioning Groups commission all services including social services and non-acute hospital services?
- Who will manage waiting times initiatives?
- Where will the statutory functions and public health medicine be located in the new structure?
- More detail needed on the implications of the decision to establish the Strategic Authority and on the relationships between new Trusts and Local Commissioning arrangements

Performance Management:

- What are lines of accountability and sanctions and awards arrangements?
- Will there be restrictions placed on the Local Commissioning Groups or freedom to move Contracts/SLAs from providers?

Community Planning:

- Will the Community Development Plans be developed jointly by Local Councils and Commissioning Bodies, or will the Councils scrutinise the Plans?
- Who will facilitate and support the interagency work on the community plan?
- All Co-terminosity in terms of commissioning and providing will be lost therefore we need to ensure that equitable provision of service is secured?

Partnerships and Relationships:

- How will IFH/HAZ/HLCs fit in the new arrangements post RPA
- How will Partnerships e.g. IFH be maintained?
- Clarity needed on the role of inter-agency initiatives e.g. WDACT/Tobacco Control Group/WACYPC
- What are the arrangements for sustainability or exit strategy within IFH/HAZ

Existing Infrastructure:

- Will LMCs/LDCs/LOCs and other Professional Advisory Committees be expected to change their 'areas' to match those of Commissioning Bodies?
- Where will the various agencies be physically located?

Equality and Human rights:

- Will all proposals be subject to EQIA?

Mr Lindsay said he had provided members with a lot of information but he wanted to give them an insight into the proposed changes from the Board's perspective.

The Chief Officer thanked Mr Lindsay for his presentation and said their paper was a good starting point in informing the Health Council debate/discussion. However this Council will have more specific questions in relation to the future Patient Client Council.

Mr Lindsay asked if issues coming from a Health Council perspective could be reflected to the Board.

Ms Reilly agreed to work with the Board on the formulation of questions and on points needing clarification.

Ms Reilly felt the most significant concern for the four Health and Social Services Councils was the split between commissioning and provision and the loss of co-terminosity. There was also a concern regarding the strategic partnerships and relationships which have been built around the current geography which potentially may be lost. This is something which the Health Council would be looking at in more detail but at the moment everybody was trying to absorb the impact of the Review.

Mr Lindsay said that the Board had always maintained there was a key role for commissioning and providing but the question was whether it could be delivered in one organisation or whether they need to be separate.

Ms Robson asked about the morale of staff?

Mr Lindsay in response said that staff morale in the Western area was quite low given the uncertainty around the future.

Mrs Sue Hogg queried the size of the Patient Client Council and expressed concern that a large Body could be difficult to manage.

Mr Lindsay said no detail in relation to the size of the Patient Client Council was available yet.

Mr Michael Carten queried if everybody was going to sit back and let RPA happen. He felt seven Councils for Northern Ireland was unbelievable and with an expected saving of £200m he felt a lot of people were going to lose their jobs.

Mr Lindsay said he agreed there needed to be change but said a balance needed to be struck.

Mr Ross Hussey said that the Minister in making his announcement said it was not about saving money yet he continually made reference to the saving of £200M. He said it was clear that he was going to cut down on civil servants which he felt would be to the detriment of the people of Northern Ireland. He went on to say that as far as the seven councils were concerned the proposals were not set in stone but the Minister was going ahead to have these in place by 2007 or 2008 whereas the Review had said 2009 or 2010. He felt this was a reform of Health and Personal Social Services not Public Administration.

Mr Ignatius Maguire said he considered that savings were going to be effected by stealth in many ways. Services will be centralised which will put people in a position whereby their work will be in a different location and they will be asked to move. For people living in rural areas this would not be a possibility so savings will be effected in that way.

Mr Ignatius Maguire went on to say that the Review had said there would be no compulsory redundancies but what was the difference between a compulsory redundancy and being made redundant by the compulsion of whoever was driving this?

Mr Ross Hussey agreed with Mr Maguire that jobs will be relocated and savings made by stealth.

In conclusion Ms Robson expressed thanks to Mr Lindsay and Mr Burke for attending the meeting. On behalf of the Health Council members and staff she conveyed best wishes to Mr Lindsay for the future.

Mr Lindsay in response thanked the Health Council for their good wishes. He said there was a key role which Health Councils fulfilled. He hoped that this role would continue and develop into the future.

C101/05 **Minutes of Previous Meeting – 3 November 2005:**

The Minutes of the previous meeting held on 3 November 2005 were adopted on the proposal of Mr Michael Carten and seconded by Mrs Valerie Brown subject to the following amendment:- to record an apology given by Mr Ross Hussey who had been unable to attend the meeting.

C102/05 **Matters Arising from previous meeting (3/11/05):**

Action Point a/11/05. Meeting with Strategic Commissioning Team Leads:

A follow-up meeting with Strategic Commissioning Team Leads will take place probably in April/May 2006.

Action Point b/11/05. Liaison with Strategic Commissioning Team Leads:

The Chief Officer will continue to liaise with Strategic Commissioning Team Leads on issues concerning children, adult and elderly services.

Action Point c/11/05. Cancer Specialist Nurses:

A schedule giving figures for the number of Cancer Specialist Nurses employed in each Board area was tabled. The Chief Officer said it was difficult to make comparisons due to population size but there was a concern that the Western Board area had a lesser number of Cancer Specialist Nurses. She also expressed disappointment at the small number of Palliative Care Nurses reflected in the figures for the Western Board area.

Mrs Valerie Brown said that as Cancer was one of the highest causes of death in Northern Ireland it would appear that not enough Cancer Specialist Nurses were employed.

Mrs Sue Hogg said that we needed to look at need against the number of Nurses.

Ms Reilly agreed. She said that this was our first set of figures. Our next piece of work would be to look at the incidence of cancer across Northern Ireland and the

Board areas to see if there was any correlation between the allocation of Nurses and incidence.

Mr Ignatius Maguire queried if there was an issue around availability of Specialist Nurses or if pay scales and incentives were attractive enough for nurses to become involved in this type of work?

Mr Danny Sutherland expressed a concern that at a Presentation given to the Health Council we were given to believe that the issue was political rather than based on need.

Ms Reilly agreed that this was the impression she had gathered from the Presentation.

Miss Ruth Lynch expressed concern that the figures raised more questions than anything else. She felt however that the Presentation was referring to finance rather than staff.

Ms Reilly said she hoped that when more information is available we would be in a better position to go back to the Board to ask for an equitable distribution of resources.

Action Point AP: a/12/05

Chief Officer to get figures to correlate the incidence of cancers against the numbers of Cancer Specialist Nurses

Action Point d/11/05. Cover during periods of absence by Specialist Nurses:

Mrs Maureen Gormley Business Support Manager reported on reassurances which she had been given by the Cancer Unit at Altnagelvin Hospital whereby periods of absence are covered.

Ms Reilly said the situation needed monitoring by the Health Council.

Mr Ross Hussey agreed that any extended period of absence beyond normal annual leave needed to be very carefully monitored. He said cover should be provided even if it meant bringing someone in from England.

Ms Reilly asked members that if they were aware of any individuals not getting the service they expected from their Specialist Nurse due to a prolonged period of absence they should bring details to the Council.

Action Point e/11/05. Visit to Cancer Care Unit.

The Chief Officer indicated that a visit to the Cancer Unit at Altnagelvin Hospital was in the process of being arranged possibly for February 2006.

Mr Ross Hussey asked that his name be included in list of members to visit the Unit.

Action Point f/11/05. GP held Waiting Lists – Musgrave Park:

The Chief Officer reported on the slot system in use particularly in Fermanagh for the referral of Orthopaedic patients to Musgrave Park. An assurance had been given by the Board that this system of referral was ending in October. However on checking it had been discovered that this had been extended to 31 March 2006.

The problem with the slot system is that there is a hidden tier of waiters for out-patient appointments that General Practitioners are holding and unless the Central Registry are aware of these patients might be missed when counting the total number of people waiting on out-patient appointments. This could mean they may lose out in the Minister's waiting list initiatives.

The Chief Officer had discussed the issue with Mr S Lindsay prior to the meeting. He was equally concerned and had given an assurance that he would look into the issue on his return to the office on 2 December 2005.

Action Point AP: b/12/05

Chief Officer to report back on slot system when information is provided by Western Health and Social Services Board

Action Points: AP g/11/05 and h/11/05. Service Profile for Acute Hospital/Local Hospital/Networks:

The Chief Officer indicated that when the Service Profile was available she would invite the appropriate Officer from the Department to a workshop to discuss the contents of the document.

Mr Ross Hussey said that the Hospital situation was a major concern in the Omagh area. Since May 2005 he had been trying to get a copy of the Service Profile but had now been informed that no such document existed. He said that as the situation develops it was frightening especially since no effort had been made by the Trust or Board to communicate with the people.

The Chief Officer said that last December the Health Council had requested a copy of the Service Profile. Since then the Review had taken place which had changed the Trust's view of the services that they will be continuing to provide or indeed what can safely be provided in the future which might account for the delay in producing the Profile.

The Department had chosen not to release the Service Profile until after the Consultation period on 'Making Services Safer in Sperrin Lakeland Trust' ended. The Chief Officer said that when the Profile is available the matter would go back on the Agenda.

Action Point AP: i/11.05. Diabetic Nursing Post at Tyrone County Hospital:

The Chief Officer said that at a meeting with Mr Eugene Gallagher Head of Primary Care and Family Practitioner Services, Western Health and Social Services Board, she had learned that the Strategic Commissioning Teams were holding a Workshop on 30 November 2005 when the allocation of Diabetic Nurse posts both in the Hospital and Community would be looked at. Ms Reilly agreed that as soon as the information was to hand she would report back to members.

Action Point AP: c/12/05

Chief Officer to report back to members following receipt of information on Diabetic Nursing post

Action Point: AP: j/11/05. National Appeals Panels

The Chief Officer had checked with the Department regarding the transfer of the administration of National Appeals Panel from the Department to the Central Services Agency. She said no decision had been taken but said it was not unreasonable to expect that this might happen through changes proposed in the Review of Public Administration.

Action Point: AP:k/11/05. Feasibility Study - Strabane and Omagh Out of Hours Centres

The Chief Officer reported on the Strabane Out of Hours Centre where concerns regarding access and car parking would be resolved through the provision of a secure car park at the rear of the premises, better signage and lighting. The Board has approved the measures and work will begin on these quite soon.

The concern at Omagh Out of Hours Centre regarding the difficulty for patients accessing the Accident and Emergency Department from the Centre was still ongoing. The Chief Officer agreed to report back when further information was to hand.

The issue around disabled car parking at the Limavady Out of Hours had been resolved with spaces now made available at the entrance.

Action Point l/12/05. Co-Location of Out of Hours Centre:

The Chief Officer reported on the Out of Hours service at Altnagelvin and said there were no immediate plans to co-locate Out of Hours within Accident and Emergency on the Hospital site. A Purpose Built Unit will be provided at Altnagelvin as part of the refurbishment plans for the Hospital. In the meantime the Out of Hours will remain at the James Street site.

Miss Seana Hume said that the Out of Hours service remaining at James Street may be the better option as access to the hospital site may be difficult for a large number of people in the City.

Action Point AP: d/12/05

Chief Officer to report back when arrangements for access to Accident and Emergency Department from Omagh Out of Hours Centre is known
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Action Point AP: m/11/05. Sperrin Lakeland Trust Developments for Learning Disabled.

Ms Reilly said she had spoken to Mr Kieran Downey Community Services Manager for Learning Disabled in Sperrin Lakeland Trust when he agreed to attend a Council meeting in the New Year to update members on developments.

Action Point n/11/05. Waiting Lists: Occupational Therapy:

The Chief Officer had met with Mrs Sue Prenter Allied Health Professions Manager on 14 November 2005 to discuss the issues directly with her. She had asked about the member of staff on maternity leave (who is a Grade I) being replaced by a Grade II and therefore the full workload not being undertaken. Mrs Prenter said that Grade I type work was re-allocated to other staff. Ms Reilly said the Council remained very unhappy with the on-going Occupational Therapy situation.

Mrs Prenter had referred to the ongoing Review of Occupational Therapy services but Ms Reilly considered this was not an answer as services to meet the needs of clients had to be provided in the meantime.

Mr Danny Sutherland queried what type of duties a Grade I Occupational Therapist could undertake that a Grade II could not.

Ms Reilly said that it was reasonable to expect that there were lines of demarcation but she felt that a Senior Manager had a role in evaluating this.

Mr Ross Hussey raised an issue where a lady was moved from one list to another and after six months still had not been seen and despite having met with the Chairman of Sperrin/Lakeland Trust the matter remained unresolved.

Ms Reilly said that members would have an opportunity to look at the issues in more detail when the Waiting List Working Group meet on 7 December 2005.

Miss Ruth Lynch asked for an updated waiting list for the four specialties. Ms Reilly confirmed that this had been requested and would be tabled at the Working Group meeting.

Action Point o/11/05. Waiting List Working Group Meeting: Ophthalmology, Orthopaedics, Occupational Therapy and Cancer Clinics:

The Chief Officer confirmed that a meeting with the Board Leads on Waiting Lists has been arranged for 7 December 2005. The purpose of the meeting is to get a clear focus on the four key areas which the Health Council will monitor. The Board Leads will provide figures on current waiting lists and the trend over the last 12 – 18 months.

Mr Ignatius Maguire asked that an apology be recorded for him for the Working Group meeting. Mr Maguire referred to the Review of Occupational Therapy services and said three years had elapsed and in his view nothing had changed. He felt the issue around the division of duties was that Senior Occupational Therapists were undertaking duties which in his opinion Technicians could do. He considered a 'blitz' should be undertaken in an effort to reduce waiting lists.

Mrs Maureen Gormley queried when the outcome of the Review was expected.

Miss Ruth Lynch said that at a meeting with Fermanagh District Council Mr Vincent Ryan had indicated the outcome was expected in February 2006.

Following an observation by Mr Michael Carten that people in the Limavady area have to wait months for aids and appliances, Ms Reilly agreed it was an issue across the Board area but said the situation in Sperrin/Lakeland was worse than that in Foyle Trust hence the reason for the Review taking place.

Miss Ruth Lynch queried if further Waiting List Working Group meetings were planned.

Ms Reilly said the Working Group meeting on 7 December 2005 was only a starting point. It would be a pro-active working group which will monitor the four waiting lists concerned on a monthly basis.

Action Point p/11/05. Voluntary Drivers

Ms Reilly said she had nothing to report yet on the issue of Voluntary Drivers but the matter would go back on the Agenda following the next Local Ambulance Liaison Group meeting.

Mrs Valerie Brown reported on discussions she had with a Voluntary Driver who had indicated that the incentives to become a voluntary driver were poor. The mileage allowance had not changed for years, no training was given, no food allowance provided, no emergency first aid pack provided or first aid training given and Vehicle Insurance was the Driver's responsibility.

Ms Reilly agreed that these were the kinds of issues the Council had been aware of and said we also needed to hear from Service Users.

A paper from Northern Ireland Ambulance Service is awaited.

Action Point q/11/05: Invite Mr Andrew Hamilton to December Meeting

Mr Hamilton was not available to attend the December Council meeting. However a specially convened Workshop regarding the Accountability Framework had been held on 29 November 2005 attended by Mr Andrew Hamilton Deputy Permanent Secretary, Dr Ian Carson Deputy Chief Medical Officer and Mr David Galloway Deputy Director Performance Management Unit.

The Chief Officer reported on the Workshop. She said she had found the meeting very informative and worthwhile. She recommended that members who had been unable to attend the meeting to read and study the presentation which was tabled.

Ms Frances Robson said she had found the Workshop useful in clarifying the structure of Health and Personal Social Services.

Mrs Sue Hogg voiced her concern that document after document was being produced and wondered where the paperwork translated into action particularly when we are trying to move from what was not particularly good practice to what should be excellent practice. She felt there was a gap in Leadership which needed to come from the Department.

Mr Ross Hussey queried if the Minister had agreed to meet with the Council. Ms Reilly confirmed that the response to the request had indicated that due to diary commitments such a meeting would not happen in the near future. Hence the suggestion to meet with Mr Andrew Hamilton in the interim.

Mr Ross Hussey then went on to express his concern regarding the system for the appointment of Non-executive Directors to Sperrin/Lakeland Trust Board.

Ms Reilly outlined the process in operation by the Public Appointments Unit for the appointment to Boards/Trusts/Health Councils.

Mr Ross Hussey accepted the system of appointment but said this was a unique set of circumstances where there were six Non-Executive Directors to be appointed. He felt a more open and transparent system needed to be adopted on this occasion.

Action Point AP: e/12/05

Chief Officer to follow up on the process for appointment of Non-executive Directors to Sperrin Lakeland Trust and report back

Action Point: r/11/05. System for recalling Did Not Attend (DNA) patients:

An issue had been raised by a patient who had to cancel an appointment at Altnagelvin Hospital and who had been put back to the bottom of the waiting list.

The Chief Officer said that information received from Altnagelvin Hospital is that patients who have to cancel out-patient appointments do not go to the bottom of the waiting list but are slotted back in as early as possible. She still had concerns about the length of wait for a subsequent appointment especially for the elderly or for patients who may be on holiday and unable to cancel the appointment.

Action Point: s/11/05. Roslea Ambulance Incident.

The Chief Officer had no further information to report as the enquiry into the incident was not complete. The item would be put on the Agenda when the information is available.

Action Point: t/11/05. Autism

The Chief Officer referred to a meeting the Council had facilitated between parents and members of the Western Health and Social Services Board and from which very clear actions had emerged. The Council would be following up to ensure that commitments given by the Board at that meeting are put into action.

Mr Bert Johnston expressed concern that the Sperrin/Lakeland Trust was the worst for the provision of services for Autistic children.

Action Point: u/11/05. Autism Action Plan

The Chief Officer said that as soon as the Action Plan was received from the Board it will be distributed to Working Group members.

Action Point: v/11/05. Council Members representation on Groups and Committees:

The Chief Officer indicated that a list of member representation on Groups/Committees had been tabled. She asked that members complete the schedule and return as requested.

Action Point: w/11/05. Complaints Process for Primary Care

The Chief Officer referred to concerns which the Council had regarding access to the Complaints Process in the Primary Care Sector. The issue will be raised at a meeting which she and Mrs M Gormley are having with Mr E Gallagher Head of Primary Care Services at the Western Health and Social Services Board. She said the Health Council had evidence to suggest that the experience for patients trying to access the Complaints Procedure was poor.

Action Point x/11/05. Bugwatch

A copy of the findings of the Altnagelvin Survey findings had been circulated to members with the December meeting papers.

Action Point y/11/05. Meeting with Sperrin/Lakeland Trust Chair/Chief Executive

Ms Reilly reported that the meeting scheduled for 11 November 2005 had been postponed by the Trust and had been re-scheduled for 7 December 2005. Ms Reilly will report back following the meeting.

Action Point AP: f/12/05

Report back to members on meeting with Sperrin Lakeland Trust Chair/Chief Executive on 7 December 2005
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Action Point AP z/11/05. Public Appointments Unit:

The Chief Officer said that the Council will be registering its disappointment at the attempt by the Department to 'poach' members of the Western Health and Social Services Council to sit on Sperrin Lakeland Trust Board as Non-Executive Directors.

Action Point AP: a(i)/11/05. Strabane/Castlederg Ambulance Depots:

The Chief Officer did not have any follow up information available to report on.

Mr Gerard Foley indicated that Northern Ireland Ambulance Services personnel were meeting District Councillors at both Depots next week.

Action Point AP: b(i)/11/05. Out of Hours Services – GP Certification of Death:

The Chief Officer had checked with the Western Health and Social Services Board on the system whereby General Practitioners are called out to certify a death and confirmed that this was not peculiar to the Western Board area. As a result of an anomaly the four Boards are coming together to discuss this and a number of other issues affecting the implementation of the Regional Out of Hours Services.

Action Point AP: g/12/05

Chief Officer to report back when the findings of the four Board meeting on implementation of the Regional Out of Hours is available

Mr Ross Hussey highlighted an issue where he alleged Undertakers are required on occasions to take remains to Altnagelvin Hospital from where they are taken to Belfast for post mortem and subsequently returned to Altnagelvin for the collection by the Undertaker.

Ms Reilly asked for further details of the issue in order to pursue the matter.

Miss Seana Hume said that a similar instance had been raised at Derry City Council meeting but figures provided by the Department had indicated the process took no longer than 24 hours.

Action Point AP: c(i)/11/05. Mourneside Surgery – Wheelchair Access:

The Chief Officer will raise the with Mr E Gallagher and report back in due course.

Action Point AP: h/12/05

Ms Reilly to report back following her meeting with Mr E Gallagher regarding Wheelchair Access to Mourneside Surgery

C103/05 Community Focus Group Meetings (Enniskillen & Omagh):

Ms Reilly referred to an undertaking given by the Council to report back to the Department on the Focus Group Meetings held in Enniskillen and Omagh where Community Groups had been invited to give their view and opinions on the Consultation Paper 'Making Services Safer in Sperrin Lakeland Trust'. A copy of the Council's Report which had been forwarded to the Department was tabled for members' information.

The Chief Officer said she had found the meetings extremely useful and was pleased that the Council had been able to facilitate a Forum for the Community Groups.

Mr Ross Hussey said he had some feedback from the Omagh meeting and asked would it be possible to get from the Board a breakdown of how £90m allocated for the new Local Hospital was going to be spent.

Action Point AP: i/12/05

Chief Officer to request breakdown of £90m allocated for provision of new Local Hospital in Omagh from Western Health and Social Services Board

C104/05 **Waiting List Working Group Meeting (7/12/05):**

The Chief Officer confirmed with members who had signed up to the Group that the meeting would take place on 7 December 2005 in the Conference Room at Hilltop (Western HSSC).

C105/05 **Oral Health Planning Teams - WHSSB Wide Steering Group:**

The Chief Officer said that the five nominations from the Health Council to the Oral Health Planning Teams were being reduced to two when the Western Health and Social Services Board establish the Oral Health Strategy Steering Group.

Ms Reilly asked Members to indicate their interest in being part of the Steering Group when completing the Schedule of Groups/Committees.

C106/05 **Review of Public Administration announcements - Health and Social Services:**

The Chief Officer considered that due to time constraints it would not be possible to discuss fully the Review of Public Administration during the routine monthly Council meeting and proposed holding a half day Workshop to discuss the issue. Members agreed with this suggestion.

Ms Reilly asked members who had questions around the Review to pass them to her in order to prepare an Agenda for the Workshop.

C107/05 **Reformed Health and Social Services Councils' Executive - supporting transition:**

Ms Reilly reported on the Health and Social Services Council Executive Committee which meets regularly to consider issues of common concern. She said the Group was reforming as there was a need to support this transition period and to lead on some of the work.

Ms Reilly said clarification was needed on how the Patient Client Council will work. The Minister had recognised the need for individuals and communities to be represented but

Councils did not know yet what this meant in terms of local representation. However the Councils through Workshops and their Conference plan to put forward a model to the Department early in the New Year

C108/05 **Health and Social Services Councils' - Conference:**

The Chief Officer reminded members of the Joint Health and Social Services Council Conference planned for 24 and 25 January 2006.

C109/05 **Meeting (HSSC Executive) with Dr Andrew McCormick, Permanent Secretary DHSSPS - January 2006:**

The Chief Officer indicated that the meeting would take place on 9 January 2006. It was hoped at that meeting to gain some insight into the future of Health and Social Services Councils and to be able to influence the changes.

The Chief Officer felt it would be timely to convene the Review of Public Administration Workshop between the meeting with the Permanent Secretary and the Conference but she was conscious of the very tight timescale and members' work commitments.

Members agreed that the Workshop would take place on the morning of 12 January 2006 from 10.00am – 1.00pm. The monthly Council meeting, which will include the integrated liaison meeting with Altnagelvin, will be held in the afternoon from 2.00pm – 5.00pm. A venue in Derry will be arranged for the Workshop.

Action Point: AP/j/12/05

Arrange venue for Workshop and communicate this to members
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C110/05 **Bugwatch (WHSSC Report/Composite Report and Recommendations:**

The Composite Report of the eight hospitals surveyed in Northern Ireland which had been presented by the four Chief Officers to the Department in November was tabled. One of the recommendations coming from the Report was that if the exercise is to be repeated it should take the form of unannounced visits.

C111/05 **Northern Ireland Ambulance Service - Regional 999 Control Centre:**

Ms Reilly reported on proposed changes being made to the emergency call out or '999' element of the ambulance service where the emergency Regional Control Centre was to be re-located in Belfast.

It had been suggested through the media that this change would have a negative impact on patient safety. However the Chief Officer said that she and the Chairman had been involved in

the discussions around this issue through the Council membership of the Local Ambulance Liaison Group. Both she and the Chair had been reassured that as a result of advanced technology at the Central Control and the fact that Drivers still had local knowledge the changes would not impact on patient safety.

The changes will be implemented in the Western Board area in February or March 2006. The Control Centre for Patient Care Vehicles will remain at Altnagelvin.

C112/05 **General Medical Panel - Consultation:**

The Chief Officer reported on the General Medical Council Public Meeting on 23 November 2005 at which she had been a Panel Member. She had found the experience stimulating and interesting. She considered the Panel format would be a useful tool which she would like to see adopted by Health and Social Services Councils when going out to speak to Communities.

C113/05 **Trust/Western HSSC Liaison Meetings:**

A schedule giving details of Liaison Meetings with Trusts/Western Health and Social Services Council was tabled. Members agreed to the Liaison meeting with Foyle Trust on 2 March 2006 commencing at 10.00am.

C114/05. **Members Issues:**

Mr Ross Hussey:

Said that the Social Worker issue within Sperrin/Lakeland Trust was causing major concerns. He said it appeared that a member of staff was on long term sick leave and a replacement had not been appointed. He had conveyed his concerns to the Patient Advocate but wished to make the Health Council aware of it.

Ms Reilly said that this was something which the Council were concerned about and she would raise the matter at her meeting with Sperrin/Lakeland Trust Chief Executive on 7 December 2005.

Mrs Valerie Brown:

Asked if the protocol for the labelling of medication by Pharmacists could be obtained. She cited an instance where a patient had received four separate boxes of the same tablets with only one box having a label. It was agreed by members that this was unsatisfactory and posed a potential danger especially to elderly patients.

Action Point AP: k/12/05

Western Health and Social Services Council to get protocol for the labelling of medication by Pharmacists and raise the issue with the Board's pharmacy lead
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C115/05 **Trusts' Business:**

1. *Foyle Health and Social Services Trust:*

- Minutes of Trust Board meeting held on 28 October 2005 and Agenda for a meeting to be held on 25 November 2005 were noted.

2. *Green Park Healthcare Trust:*

- Minutes of Trust Board meeting held on 3 November 2005 and Agenda for a meeting to be held on 1 December 2005.
- Minutes of Trust Board meeting held on 1 December 2005 and Agenda for a meeting to be held on 5 January 2006.

3. *Belfast City Hospital Trust:*

- Minutes of Trust Board Meeting held on 30 September 2005 and Agenda for a meeting to be held on 25 November 2005.

C116/05 Any Other Business:

Meetings and Events attended by Members for period 4/11/05 – 30/11/05

Date: 21 November 2005
Visit: Strabane OOH's Centre
Venue: Strabane, Co Tyrone
Staff: Mr McGowan

Date: 22 November 2005
Meeting: Present Bugwatch Report to Department
Venue: Castle Buildings, Stormont
Staff: Mr McGowan

Date: 22 November 2005
Meeting: RPA Announcement
Venue: Hilton Hotel, Belfast
Staff: Mr McGowan

Date: 22 November 2005
Meeting: RPA Announcement
Venue: Royal Victoria Hospital, Belfast
Staff: Mr McGowan

Date: 23 November 2005
Meeting: National Appeals Panel

Venue: Castle Buildings, Belfast
Nominated: Ms Robson

Date: 23 November 2005
Training: CIPFA On Board Training
Venue: Templeton Hotel, Belfast
Nominated: Mr Durkan Mrs Hogg Miss Hume
Mr Hussey Mr Johnston Miss Lynch
Mr McGrade Mr McIntyre Mrs McKeague

Date: 23 November 2005
Meeting: HSSC Executive Officer's
Venue: EHSS Council Offices, Belfast
Staff: Mr McGowan

Date: 23 November 2005
Meeting: GMC Public Consultation
Venue: Waterfront, Belfast
Nominated: Mr McGowan Mr Maguire Mr McKelvey Ms Trimble

Date: 29 November 2005
Meeting: Accountability (DHSSPS)
Venue: Silverbirch Hotel, Omagh
Nominated: Mr McGowan Mrs Brown Mr Campbell
Mrs Hogg Mr Maguire Mr McGrade
Mr McKelvey Ms Robson Mr Sutherland

Date: 30 November 2005
Conference: Diabetes - Health Crisis
Venue: Manor House, Killadeas, Co Fermanagh
Staff: Mr McGowan

Date: 30 November 2005
Meeting: Complainant (MOR)
Venue: Manor House, Killadeas, Co Fermanagh
Staff: Mr McGowan

Meetings and Events attended by Chief Officer/Staff for period 4/11/05 – 30/11/05

Date: 4 November 2005
Meeting: Complainant (TOC)
Venue: Co Fermanagh
Staff: Mrs Gormley

Date: 8 November 2005

Meeting: Regional Records Management
Venue: Causeway HSS Trust HQ, Ballymoney
Staff: Mrs Gormley

Date: 10 November 2005
Meeting: Chief Officers (Work Programme Review)
Venue: EHSS Council Offices, Belfast
Staff: Ms Reilly

Date: 10 November 2005
Meeting: Records Management
Venue: WHSS Board Headquarters, Gransha Park, L'Derry
Staff: Mrs Gormley

Date: 14 November 2005
Meeting: AHP Manager
Venue: Hilltop, Tyrone and Fermanagh Hospital, Omagh
Staff: Ms Reilly

Date: 15 November 2005
Meeting: Complainant (KJ)
Venue: Hilltop, Tyrone and Fermanagh Hospital, Omagh
Staff: Ms Reilly

Date: 15 November 2005
Meeting: Local Community Groups (DHSSPS)
Venue: Clinton Centre, Enniskillen, Co Fermanagh
Staff: Ms Reilly Mrs Gormley Mrs Preston Mrs Loughran

Date: 16 November 2005
Launch: Children's Services Plan
Venue: Everglades Hotel, L'Derry
Staff: Ms Reilly Mrs Gormley Mrs Preston Mrs Loughran

Date: 16 November 2005
Meeting: Local Community Groups (DHSSPS)
Venue: Library Headquarters, Omagh, Co Tyrone
Staff: Ms Reilly Mrs Gormley Mrs Preston Mrs Loughran

Date: 17 November 2005
Meeting: Complainant (MM)
Venue: Omagh, Co Tyrone
Staff: Ms Reilly

Date: 21 November 2005
Visit: Strabane OOH's Centre

Venue: Strabane, Co Tyrone
Staff: Ms Reilly

Date: 21 November 2005
Meeting: Patient Advocate (SLT)
Venue: Hilltop, Tyrone and Fermanagh Hospital, Omagh
Staff: Mrs Gormley

Date: 21 November 2005
Meeting: Complainant (MM)
Venue: Lisnaskea, Co Fermanagh
Staff: Ms Reilly

Date: 22 November 2005
Meeting: Present Bugwatch Report to Department
Venue: Castle Buildings, Stormont
Staff: Ms Reilly

Date: 22 November 2005
Meeting: RPA Announcement
Venue: Hilton Hotel, Belfast
Staff: Ms Reilly

Date: 22 November 2005
Meeting: RPA Announcement
Venue: Royal Victoria Hospital, Belfast
Staff: Ms Reilly

Date: 22 November 2005
Briefing: RPA
Venue: WHSS Board Headquarters, Gransha Park, L'Derry
Staff: Mrs Gormley Mrs Preston Mrs Loughran

Date: 23 November 2005
Meeting: Chief Officer's (GMC Panel)
Venue: EHSS Council Offices, Belfast
Staff: Ms Reilly

Date: 23 November 2005
Meeting: HSSC Executive Officers
Venue: EHSS Council Offices, Belfast
Staff: Ms Reilly

Date: 23 November 2005
Meeting: GMC Consultation

Venue: Waterfront, Belfast
Staff: Ms Reilly

Date: 24 November 2005
Meeting: Complainant (LG)
Venue: Hilltop, Tyrone and Fermanagh Hospital, Omagh
Staff: Ms Reilly Mrs Gormley

Date: 28 November 2005
Meeting: WEHRF
Venue: Altnagelvin Hospitals Trust, L'Derry
Staff: Mrs Gormley

Date: 29 November 2005
Meeting: Accountability (DHSSPS)
Venue: Silverbirch Hotel, Omagh
Staff: Ms Reilly Mrs Gormley Mrs Preston Mrs Loughran

Date: 29 November 2005
Meeting: Complainant (JD)
Venue: Tyrone and Fermanagh Hospital, Omagh
Staff: Ms Reilly

Date: 29 November 2005
Meeting: Complainant (FC)
Venue: Hilltop, Tyrone and Fermanagh Hospital, Omagh
Staff: Mrs Gormley

Date: 30 November 2005
Meeting: Complainant (MOR)
Venue: Manor House, Killadeas, Co Fermanagh
Staff: Ms Reilly

Date: 30 November 2005
Meeting: Finance Officer (WHSSB)
Venue: Hilltop, Tyrone and Fermanagh Hospital, Omagh
Staff: Mrs Gormley

C117/05 **Date, time and place of next Council Meeting:**

Date: Thursday 12 January 2006
Time: 2.00pm
Venue: Denis Desmond Room
 Altnagelvin Hospitals HSS Trust Headquarters
 Glenshane Road, L'Derry

The meeting ended at 4.45pm