

WESTERN HEALTH AND SOCIAL SERVICES COUNCIL

Minutes of One Hundred and Forty-sixth meeting of the
Western Health and Social Services Council
held in the Silverbirch Hotel, Gortin Road, Omagh
on Thursday 2 February 2006
at 2.30PM

Present: Mr P McGowan (Chairperson)
Mr J Campbell Councillor R Hussey
Councillor M Carten Councillor R Lynch
Councillor M H Durkan Mr I Maguire
Mrs S Hogg Mr V McKelvey
Councillor S Hume Councillor W Page

Apologies: Mrs V Brown Mr R McIntyre
Miss M Burke Councillor S O'Brien
Councillor G Foley Ms F Robson
Councillor M Hamilton Mr D Sutherland
Councillor B Johnston Ms M Trimble
Mr E McGrade

In Attendance: Ms M Reilly Mrs L Preston

Three Members of the Press were in attendance.

C017/06 Chairman' Business

Mr McGowan welcomed members to the 146th meeting of the Council.

He reminded members that this meeting was meant to include Liaison with Sperrin Lakeland Trust. However members had agreed at the January Council meeting to postpone the Liaison Meeting. He reported that the Chief Officer and he had met with Mr John Compton Chief Executive and Ms Gillian Shaw Chairperson of Sperrin Lakeland Trust earlier in the day and had raised members' concerns directly with them.

The Chairman agreed to deal with the outcome of the meeting as an additional item just before Item 5 on the Agenda.

The Chairman said that sadly many members would have already heard of the untimely death of Professor David Bamford some days past. Mr McGowan said

Professor Bamford was Co-chair of the Northern Ireland Review of Mental Health adding that the final outcome of this work will have major implications for both mental health and learning disability services for years to come. He said he had been involved in some of that work and had known Professor Bamford for many years. He reminded members that Professor Bamford had met with the Chief Officer and a group of members two years ago to discuss the review.

As well as being a senior figure in academic circles and the University of Ulster Professor Bamford was also the Chairman of the Northern Ireland Association of Mental Health. The Chairman said he will be a loss to all who knew and worked with him but most especially to his family.

The Chairman thanked members and staff who had attended the Health and Social Services Councils Second Conference held in Limavady on the 24th and 25th January 2006. He said that the Conference would be discussed in detail later in the meeting but wanted to record his appreciation of the great effort that many members had made to attend and contribute to the debate on the future of Health and Social Services Councils. He said members' continued commitment would be very important.

C018/06 **Minutes of Previous WHSSC Meeting - 12/01/06:**

The Minutes of the previous meeting held on 12 January 2006 were adopted on the proposal of Mrs S Hogg and seconded by Mr R Hussey subject to the following amendment:-

Typing error page 21 C013/06 the word 'replace' is missing before Helen Quigley.

C019/06 **Matters Arising from December meeting 1/12/05:**

Response to Action Points AP: f/12/05 – k/12/05:

The Chairman said that due to time constraints it had not been possible to provide an update on all the previous Action Points at the January meeting. However a report giving responses to these Action Points (f – k12/05) was tabled. The Chairman asked if members had any questions arising from these points.

Action Point AP f/12/05: Meeting with Sperrin Lakeland Trust Chair/Chief Executive.

The Chairman and Chief Officer met with Mr John Compton and Mrs Gillian Shaw. This was very much an introductory meeting. Mr McGowan restated many of the main concerns that the Council have had particularly in relation to the Risk Reviews and the proposals to remove services from Tyrone County Hospital. It was agreed that they would meet again early in the New Year.

Action Point AP g/12/05: Out of Hours Services - GP Certification of Death.

The Chief Officer said the Council are awaiting the outcome of the four Boards meeting on the implementation of the Regional Out-of-Hours. She will report back to members when this is available.

Action Point AP h/12/05: Mourneside Surgery - Wheelchair Access.

The Chief Officer said this issue had been raised with the WHSS Board. She will report back to members when further information is available.

Action Point AP i/12/05: Breakdown of allocation for New Local Hospital.

The Western Health and Social Services Council received a response from Sperrin Lakeland Trust's Developing Better Services Office which is a "fragment of table 8.5 of the local Business Case final draft (July 2005)". A copy was distributed to members.

Mr Ross Hussey raised concern at the figure provided by Sperrin Lakeland Trust for the provision of the New Local Hospital. He said the figure of £95m did not mean anything unless it showed whether this included the New Acute Psychiatric in-patient unit. He also queried if these figures included the new Omagh Health Centre or the replacement for Gortmore House.

Mr Joe Campbell expressed concern at the £10 million allocated to fees.

It was agreed to ask the Trust for a more detailed breakdown on the figures supplied.

Action Point: AP a/02/06

Request more detailed breakdown of the cost of building the New Local Hospital.

Action Point AP j/12/05: RPA Workshop Venue.

The Waterfoot Hotel, L'Derry had been booked for 12/1/06 at 10.00am.

Action Point AP k/12/05: Protocol for labelling of medication by Pharmacists.

The Chief Officer referred to the query raised by Mrs Valerie Brown regarding the Protocol for the Labelling of Medicines. She said it had been very worthwhile to highlight the issue. The Board through Mr Joe Brogan Director of Pharmaceutical Services had responded very promptly and had contacted all Community

Pharmacists outlining correct procedures. A copy of the letter was tabled for members' information.

The Chairman said that it should be standard practice that each package of medication should contain the Drug Company's patient advice leaflet. He felt this should in fact have been mentioned in the letter to the Pharmacies.

The Chief Officer undertook to bring this to the attention of the Board's Director of Pharmaceutical Services.

Action Point: AP b/02/06

Bring to attention of Director of Pharmaceutical Services that packages of Medication should include the Drug Company's Patient Advice Leaflet
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C020/06 Matters Arising from January meeting 12/01/06:

Response to Action Points AP: a/01/06 – l/01/06:

Action Point a/01/06: Co-Location of Altnagelvin Out-of-Hours.

The Chief Officer said that she will be raising with Mr Eugene Gallagher Head of Primary Care Services at Western Health and Social Services Board the time frame for the co-location of Altnagelvin Out-of-Hours service being much longer than anticipated and the concerns of the people on the City side that when the co-location is complete access to services will be adversely affected.

Action Point b/01/06: Provision of Post Natal Rooms in Wards 15 and 55 Altnagelvin Hospital.

The Chief Officer referred to the provision of rooms for post natal mothers whose babies had died. She raised a concern that the two rooms appear to be in separate wards and felt that it might be more beneficial to have them located in the same ward where mothers could support each other. More importantly the Council should establish if these mothers would receive their care from the medical and nursing staff from the Maternity Ward.

Following discussion it was agreed that the Chief Officer and Miss Seana Hume should request an opportunity to visit the Maternity Ward and the rooms in Ward 15 and 55 to better understand how this service was provided.

Action Point: AP c/02/06

Chief Officer to liaise with Altnagelvin Trust and arrange visit.

Mr Billy Page asked the Chief Officer to find out about a contact for the 'Mother's Voice' Group referred to at the Altnagelvin Liaison Meeting.

Action Point: AP d/02/06

Ms Reilly to request this information from Altnagelvin Trust.

Action Point c/01/06: Oral Surgery Out-Patients at Tyrone County Hospital.

The Chief Officer referred to the Oral Surgery Out-Patients Clinics in Omagh which are held on the first Monday of each month and which could potentially have to be cancelled due to Bank Holiday Mondays. An undertaking had been given by the Chief Executive of Altnagelvin Hospital at the January meeting to review these out-patient arrangements.

Ms Reilly reported that on checking the situation earlier in the day no change had occurred. She had written to the Chief Executive Mrs Way asking for an indication of when changes would be made. She accepted however that it was only three weeks since the Liaison Meeting with the Trust. The Chief Officer told members she will report back Mrs Way's response.

The Council will continue to monitor the situation through the Waiting List Monitoring Group.

Action Point: AP e/02/06

Monitor out-patients at Tyrone County Hospital for Oral Surgery and report back to members.

Action Point: d/01/06 Cancer Specialist Nurses.

The Chief Officer reported that the Council was still awaiting information on the numbers of Specialist Nurses employed in each cancer specialty across Northern Ireland.

However she felt there was enough evidence to hand to show that there appears to be an inequality in the provision of specialist Nurses between different Cancers. An area of particular concern is the lack of such Nurses for patients with Colorectal Cancers.

Action Point: AP f/02/06

Chief Officer to raise this issue with the WHSSB and the Department.

Action Point: e/01/06 Provision of more locally based services for children with Cancer.

Ms Reilly said she would be meeting with Dr McConnell Director of Health Care at the Western Health and Social Services Board to further discuss this issue.

She said it was important that when a parent, in very difficult circumstances, had come forward with suggestions borne out of his Family's experience then clinicians and managers should take note.

The Council has welcomed Mrs Way's comments last month that where it was clinically appropriate children could receive part of their care or treatment closer to their home in Altnagelvin Hospital.

Ms Reilly said she hoped also to discuss this further with Mr Dempsey the Lead Consultant at the Royal Hospital for Sick Children to ensure that parents would be aware of this option.

Action Points: f/01/06 Altnagelvin's Financial Position and Action Point g/01/06 Altnagelvin's New Developments DVD.

Members agreed to hold a Workshop to discuss Altnagelvin Trust's Financial Position and for new members to have an opportunity to see the DVD on developments on the Hospital site.

Action Point: AP g/02/06

Arrange a Workshop to discuss with Altnagelvin Trust their financial situation and to see DVD on New Developments.

Mr Billy Page queried if an invitation had been received by Western HSSC to the official opening of the Renal Unit at Altnagelvin Hospital.

He said he was raising this because he understood that Altnagelvin Trust had taken a decision to limit invitations to a very small group which did not include elected representatives.

Ms Reilly said she could not be sure from memory if the Council had received an invitation but that she would check when she got back to the office.

Action Point: AP h/02/06

Check if invitation to Official Opening of the Renal Unit at Altnagelvin Hospital was received by Council.

Action Point: AP h/01/06 GP held Waiting Lists – Musgrave Park.

The Chief Officer said that the system will be checked at the end of February and March to ensure that the 'slot system' for referral of patients to Musgrave Park has been phased out. She undertook to report back to the April meeting when this system of referral should have ceased.

Action Point: AP i/02/06

Return to Agenda April meeting.

Action Point: i/01/06 Appointment of Non-Executive Directors to Sperrin Lakeland Trust.

Ms Reilly reported that she had met with Mr Andrew Hamilton Deputy Permanent Secretary at the Department. She raised members' concerns about the decision not to appoint people from the Sperrin Lakeland Trust area onto the Trust Board.

Mr Hamilton said a decision had been made to widen the trawl beyond the Sperrin Lakeland Trust area whereby anyone who had applied from across NI could be considered for these posts. This decision he said was based on the view that the previous local non-executives had been placed in an intolerable position.

He asked that the Council be assured that the process of public appointments had been upheld and was in keeping with the advice received by the Commissioner for Public Appointments.

Action Point: j/01/06 Corporate Affairs and Complaints Portfolio at Sperrin Lakeland Trust.

Ms Reilly said she had contacted Mr Compton, Chief Executive of Sperrin Lakeland Trust and raised this issue with him.

She reported to him the members' concern that having been previously assured that Complaints would not be managed by a post holder whose primary role was Corporate Affairs there now appeared to be a reversal of this decision. The Chief Officer had told Mr Compton that she had learnt of this through a local newspaper report and she invited his comment on this.

Mr Compton she said had described the post holder's role as including the co-ordination of complaints to the Trust.

Ms Reilly re-iterated the concern of members that from a public perception it would appear that the post holder whilst no longer holding the title Director of Corporate Affairs was in fact carrying out exactly the same functions as previously held. This meant that there would remain the same potential for conflict of interest between the public relations role and involvement in complaints.

Ms Reilly reported that she told Mr Compton that so seriously did the members take this issue that she would be raising it at the Department along with the issue of the Non-Executive Directors appointments.

The Chief Officer went on to report that she discussed this in detail with Mr Andrew Hamilton stressing the belief of the Council that Complaints should be handled within the context of Clinical and Social Care Governance arrangements.

Mr Hamilton undertook to discuss the matter with Mr Compton.

Ms Reilly said she had an update on this issue which would be dealt with under the additional agenda item following Matters Arising.

Action Point: k/01/06 Nomination to Western Investing for Health Partnership.

The Chief Officer reported that Miss Seana Hume had agreed to replace Mrs Helen Quigley as the Western Health and Social Services Council's nominee on the Western Investing for Health Partnership.

Action Point: l/01/06 Meeting with Coolnagard Residents.

The Chief Officer reported that in discussion with Mr Compton he had agreed to and felt it would be useful for the Trust to meet with Coolnagard Residents in relation to the proposed Intensive Support Unit for people with learning difficulties.

The Chairman Paddy McGowan had agreed to chair the meeting under the auspices of the Western Health and Social Services Council.

Following a question from Mr McKelvey it was agreed that this was a meeting specifically for the residents of that area and to which Western Health and Social Services Council members would also be invited.

Action Point: j/02/06

WHSS Council to liaise with residents through Mr Hussey and the Trust to organise meeting.
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Additional Agenda Item:

C021/06 **Briefing on Meeting between WHSS Council Chair and Chief Officer and Sperrin Lakeland Trust Chief Executive and Chairman:**

Mr McGowan invited Ms Reilly to provide a report on the meeting.

Ms Reilly reported that on the issue of the Non-Executive Directors appointments both Mr Compton and Mrs Shaw had stressed that this decision was not made by them but rather it was a Ministerial one.

Mr Ross Hussey queried if it were Departmental policy to exclude Tyrone and Fermanagh people from the trawl. He said the Council already knows that two of its recent members had been inadvertently approached. Given this he wondered if others from the area were also contacted.

Ms Reilly said she could only repeat what had been said to her and indeed what the Minister's statement had been on the announcement of the appointments.

Mr Hussey went on to say that he believed the appointments could be challenged in the Courts.

Mrs Sue Hogg said she too was unhappy with the action the Minister had taken and would want to be reassured that the proper procedures had been followed.

Ms Reilly reminded members of her earlier comment that she had been told that the Department had worked alongside the Public Appointments Commissioner.

Mrs Hogg said that when the new larger Trust was established she would expect that any new appointments would include people from the local area.

Ms Reilly said that the Department had justified their actions because Sperrin Lakeland Trust was under special measures. Therefore as any new Trust will not be under these measures, she would expect such actions to be no longer relevant.

Mr Ignatius Maguire welcomed the fact that people from outside the area had been appointed to the Trust as he considered they would bring a different perspective to it and would not be afraid to challenge the Trust. He felt nothing wrong had gone on and considered the Council should not further involve itself in the issue.

Mr Ross Hussey said he had no objections to people from outside the area being appointed but did object to people from Tyrone and Fermanagh being excluded.

The Chairman said he would have preferred that some of the Non-Executive Directors had come from within the Sperrin Lakeland area. He felt it was sending the wrong signals in trying to build community trust/confidence. He agreed with Mr Hussey that it was unfair to exclude people from the Tyrone and Fermanagh area but he had no objections against the people who had been appointed.

Mr Victor McKelvey said the Council was not challenging the appointments but considered it vital that any new Trust had local representation.

Mr Joe Campbell agreed with the Chairman that it was a *fait accompli* and said it was another sign of the Department's arrogance in dealing with the people of Omagh in

relation to the Hospital. He felt the people were appointed to rubber stamp the Minister's decision regarding the new hospitals.

Members felt the most important role of any Non-Executive Directors was to bring a challenge to Trust decisions.

On the issue of complaints being part of a corporate affairs portfolio Mr Compton set out the needs of the Trust. He pointed out that the Trust needed a post holder to take responsibility for a range of activities including the general administration of the Trust Headquarters. He said the corporate affairs directorate does not exist within the Trust any longer.

Both the Chairman and Chief Officer told Mr Compton they recognised the Trust's need to have a well managed Trust Headquarters and were not in dispute on this matter.

Mr McGowan had pointed out that the issue for the Council was to do with Complaints. He said that Complaints must be part of the Trust's Clinical and Social Care Governance arrangements.

The Chief Officer went on to describe that the Trust will in future have a Complaints Committee which will include Non-Executive Directors and a Health Council involvement. The Chief Officer had agreed to the proposal on the condition that a User was included and preferably somebody who had the experience of making a complaint who she considered would be best placed to make a contribution to the Committee.

The Chairman said the Council did not want one User to be sitting on a Committee which was dominated by people from within the system. He felt the Health Council's role on the Complaints Committee was to support the User appointed to the Committee as well as influencing their deliberations.

The Chief Officer said that the Chairman and she had been given an absolute assurance by the Chairman and Chief Executive of Sperrin Lakeland Trust that they were coming from the position of being as open and transparent as the Council would want them to be. She felt that she had an obligation to bring this to the attention of members.

The Chairman said that he and the Chief Officer had given a commitment to working with the Trust in a challenging role on a mutual respect basis.

Mrs Sue Hogg said that because of the make up of Sperrin Lakeland Trust Board it was even more important to engage with them.

Ms Reilly referred to a seminar she had attended last year just after Sperrin Lakeland Trust received the resignation of Mr Hugh Mills. A number of Non-

Executive Directors from Trusts across Northern Ireland were present. Some had spoken to her of their concerns that they had not felt equipped to challenge Trusts and that there was a lack of training for this role.

Ms Reilly said she had witnessed this herself at different Trust Board meetings. She pointed out however that there were some notable exceptions.

However she said since then there appears to be greater emphasis on providing training and support to Non-Executives for this role.

Mrs Hogg agreed with the Chief Officer and said she believed there has been a climate change.

Mr McGowan repeated that the Council was not taking issue with the current appointees to Sperrin Lakeland Trust but that there still remained disquiet about how they were appointed.

Following further discussion the Chief Officer was asked to find out if in fact people, other than the Council's two members, from the Sperrin Lakeland Trust area had been contacted by the Public Appointments Unit.

Action Point: k/02/06

Chief Officer to ascertain if people local to Sperrin Lakeland Trust area were in the available pool for Non-executive positions and if they were contacted.
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C022/06 Voluntary Car Services (NIAS):

A paper on Voluntary Car Service was tabled.

The Chairman said that members would remember that the Council had raised some issues about this service previously. He said the Council were grateful to the Northern Ireland Ambulance Service for producing this paper which had gone to the Local Ambulance Liaison Group of which the Chief Officer is a member.

The Chairman explained that the Voluntary Care Service was a vital element of the overall Ambulance Service. Many individuals within the Community give of their time in order to provide this service.

He said volunteers did not receive payment for their services but were recompensed for their travel. He was concerned that training is not provided and that some people had indicated worries about communications between volunteers and ambulance control.

Mr McGowan said there should be a range of measures put in place to fully support volunteers in their role.

The Chief Officer said that when the issue had been raised with the Local Ambulance Liaison Group the NI Ambulance Service personnel were very receptive to an internal review of this Service. They were aware of a need for training.

The Chief Officer said she had put the Item on the Agenda to give members an opportunity to offer their views on this Service.

Mr Billy Page welcomed the service but said training and support should be provided for Drivers.

Miss Ruth Lynch felt it would be an incentive for Volunteers if training was put in place.

Mr Victor McKelvey felt there was a lack of awareness in the community of the Voluntary Car Service.

Mrs Sue Hogg felt that there are people in the Community who want to give something back but that it was important to have the proper supports in place to attract drivers.

Members agreed that the Chief Officer, Chairman and Mrs Mary Hamilton, who is involved in the Voluntary Car Service, meet to prepare a paper on the issues and to communicate this to NIAS.

Action Point: 1/02/06

WHSS Council to organise meeting.

C023/06 Western Health and Social Services Board - Managing Long Term Conditions:

The Chief Officer reported on the background to the setting up of a Steering Group at the Western Health and Social Services Board to take forward the Government's initiative on Managing Long Term Conditions.

A pre-Steering Group meeting has taken place and she was pleased to report that the Board had included the Voluntary Sector in the meeting.

Ms Reilly said she had proposed to the Western Health and Social Services Board that they should include the Voluntary sector in its Steering Group.

Members questioned which conditions were included in this initiative and the Chief Officer offered to circulate the Board's paper on Managing Long Term Conditions to members.

Action Point: m/02/06

Circulate Board paper on Managing Long Term Conditions including which conditions are included in this initiative.
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Mr Billy Page raised a concern about access to drug treatments for long term conditions including Multiple Sclerosis.

Ms Reilly said that co-incidentally she had received a similar concern from Miss Seana Hume the previous day.

She said she had undertaken to contact the Western Health and Social Services Board on this issue.

Action Point: n/02/06

Contact western Health and Social Services Board re access to specialist drug treatments for Multiple Sclerosis.
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C024/06 Arrangements for Liaison Meetings:

The Chairman said that for new members it may be useful to provide some background information to Trust and Board Liaison meetings.

He said that up until last year Liaison meetings with Trusts and the Board occurred once a year. This is where the Chief Executive, Chair and Senior Managers of a Trust or Board met with the Council. There was a shared Agenda.

Usually the Trust would update the Council on any new developments and the Council would highlight areas of concern or interest that they had. These meetings were held separately from the monthly Council business.

The Chairman said the Chief Officer and he had discussed the usefulness of these meetings and were of the opinion that these arrangements needed to be more transparent and accountable and that they should result in actions which could be followed up very quickly and reported on to members.

The Council is already committed to 10 Council meetings a year held in public and members are individually committed to a number of sub groups looking at specific issues such as waiting lists or mental health services as well as all the other committees that they attend at Trust or Board level in representing the Council.

Therefore a decision was taken to integrate the Liaison meeting into the monthly Council meeting which then would become a matter of public record.

The Chairman said all Trusts and the Board have committed to this new way of doing business and the first such Liaison meeting was held with the WHSS Board on 1st December 2005 and the first Trust Liaison meeting was with Altnagelvin on 12th January 2006.

The Chairman said he was aware some members had concerns about the value of what comes out of these Liaison meetings and he felt we should discuss those concerns before the next set of Liaison meetings.

The Chairman said there were two areas of concerns he had heard so far:

1. The effectiveness of the Council's challenge role.
2. Trying to squeeze a Liaison meeting and Council business into one meeting.

The Chairman invited members to debate the issue.

The Chief Officer said she felt that members were not satisfied that they were able to challenge effectively. She said the Council needed to discuss what members' expectations are of Liaison meetings. The Liaison meetings are not the only route to liaise with Trust/Board Chairs and Chief Executives as she and the Chairman meet with them at least twice per year and more often when required.

The Chairman and members felt that they had very often come away from meetings dissatisfied with responses to issues/questions.

Mr Victor McKelvey felt that meetings should not be rushed. He felt the Council needed at least half a day for a Liaison meeting and a half day for the Council meeting. He also said the Council needed to be seen to be challenging in their role.

The Chairman said he was very uncomfortable with the former arrangement whereby Liaison Meetings were held behind closed doors and often information was shared which was off the record. This could mean that if circumstances arise whereby the Council was party to information which could have been deemed to be of public interest they were not able to use it.

The Chief Officer said that the Liaison Meeting could be done under the auspices of the monthly Health Council meeting with one half Council business and the second half the Liaison meeting.

Mr Ignatius Maguire said that the Liaison Meeting on the 12 January 2006 had been exceptional in that three meetings had taken place on the same day. He did feel that two meetings on the same day four times yearly would be acceptable.

With regard to the content of the meeting Mr Maguire felt that the Council had the right to set the terms and conditions of it and as the Council works in the public interest there was little which should be 'off the record'. The Council should go to the Liaison meeting with issues and expect responses within a reasonable period.

The Chief Officer tried to ascertain members' views on holding Liaison Meetings on the morning of the Monthly Health Council meeting.

Miss Seana Hume asked if the Agenda was set prior to the meeting and if items could be raised outside the Agenda.

The Chief Officer confirmed that an Agenda is drawn up listing items which have arisen over time. More urgent issues are dealt with through direct contact with the Trust at the time.

Members are invited to submit Agenda items prior to any Liaison meeting.

Mrs Sue Hogg said that in the general arena of communications it was important that we meet with Trusts. She felt it was a two way process and queried if the Trusts valued the meetings.

The Chief Officer said that she felt Trusts did value these meetings.

The Chairman felt the culture was changing with regard to the Trust providing prompt answers regarding service provision.

Mr Billy Page welcomed the fact that the media were in attendance at the integrated Liaison Meetings.

Mr Joe Campbell suggested that the subject of integrated Liaison Meetings be kept under review.

Mr Ross Hussey agreed with Mr Campbell. If there is no pay back then there is no point in having Integrated Liaison Meetings.

The Chief Officer reminded members of the Council's accountability role to the public as well as to the Department and the need to be able to demonstrate that the methods we use to challenge are open and transparent.

Mr Michael Carten said it was important to have a challenging Agenda set.

The Chairman referred to the postponed meeting with Sperrin Lakeland Trust and asked members if they were in agreement to having the meeting re-convened.

Mr Joe Campbell referred to the Sperrin Lakeland Trust Corporate Affairs/Public Relations Directorate including the Complaints portfolio and asked if a categorical assurance had been given that this situation would change.

The Chief Officer referred to her earlier comments and that her understanding was that this was going to be resolved shortly. Part of that resolution would be that Corporate Affairs will not exist within the Trust any longer and that Complaints will belong to Clinical and Social Care Governance.

Mr Joe Campbell said he did not doubt the Chairman and Chief Officer's integrity but said that the Trust be asked to provide in writing assurances that Complaints

will move to Clinical and Social Care Governance Directorate.

Action Point: AP o/02/06

Request in writing from Sperrin Lakeland Trust an assurance that Complaints port folio will move to Clinical and Social Care Governance.

Members agreed to the Chief Officer arranging a Liaison Meeting with the Trust. A Draft Agenda will be forwarded to members which they could add to but items will have to be prioritised.

In response to a query from Miss Ruth Lynch on the timescale for the meeting the Chief Officer said that 6 April 2006 was the earliest date on which the meeting take place.

Mr Ignatius Maguire queried if Trusts were making complainants aware of the role of the Health Council and providing them with contact details.

Ms Reilly said this is an area which she monitors regularly. She reported that especially in the last six months many of the complainants who asked the Council for support had become aware of the Council through that particular Trust. She said she was continuing to monitor this.

C025/06 Conference Feedback:

The Chairman said that Mrs Jane Graham, who had been commissioned by the four Councils to co-ordinate the Conference, had produced a document which drew together the main issues discussed and their outcomes. The paper was tabled and members were given time to read it.

The Chairman said that he would like to congratulate Jane on the role she played and the way in which the Conference was organised.

Mr McGowan went on to say that he believed the Conference had achieved its main aims and allowed everyone through the Workshops to have an equal voice in articulating a vision for the future of the new Patient Client Council.

Their deliberations would help to describe a way forward as the four Health and Social Services Councils come to their natural end on the 31 March 2008 and he hoped members will have influenced the shape of the future Patient Client Council.

The Chairman said that Council members who were present at the Conference would have heard that the new Patient Client Council requires primary legislation to allow it to come into effect. Enacting this legislation would take some time to travel through Parliament and it must be ready to start by June of this year. From now to June he said is therefore a very important period for everyone.

The four Chief Officers and Chairs who together form the Joint Executive have met with Dr Andrew McCormick and he has agreed that the four Councils will be represented on the Department's group of stakeholders to take this forward. The Chief Officers had received a request for nominations yesterday.

The Chairman indicated that he had agreed to sit on this group for the Western Health and Social Services Council and that the Chief Officer would deputise for him in his absence. His understanding was that the other Councils had nominated their Chief Officers to the group and their Chairs as deputies.

The Conference was unanimous in favouring a Regional Body with 7 local units. These 7 units would be coterminous with the 7 new District Councils and the 7 Local Commissioning Groups.

The general feeling was that the Regional Body would be both a Strategic and Regional Body and have strategic relationships with other Regional Bodies such as the new Strategic Health Service Authority and the Regulation and Quality and Improvement Authority (RQIA).

The local units would involve staff who would act as advocates for patients/clients and communities.

The consensus was that in order to have public and patient involvement and advocacy it was necessary to have strong local units close to their communities.

One issue which came to the fore was that many members were unaware of the deliberations of the previous Conference at Lusty Beg in June 2004 and the Simon Bridges Evaluation carried out and presented at the Conference. Nor were they aware of the four Council response to the Review of Public Administration specifically on a future Council.

This meant that not everyone was familiar with the debate already held by the four Councils about the purpose and functions of a future Health and Social Services Council.

The Chief Officer will be putting together a pack for all members on these issues which will be circulated soon. Members who were appointed before September 2005 will already have received the information but the Chief Officer felt it was useful to remind everyone of the earlier work and thinking.

The Chairman said it was most unfortunate for us all that our most significant change of members had occurred at this point. He appreciated how difficult it must be for new members who were not part of this earlier debate.

He said the issue of the Patient Client Council would be kept on the agenda so that Members can be updated as events unfold.

The Executive of the four Councils will be meeting to determine a joint plan of work to manage this period of transition and to ensure that Council members' voices are heard about the future Patient Client Council.

The Chairman said that members would appreciate that this would mean that the four Councils will have to review their current workload including the number of Council meetings in order to carry this work out.

The Chairman pointed out that this would be a difficult time of uncertainty for all the staff across the four Councils and he hoped members would bear this in mind as well.

The Chief Officer asked if members were happy that the document reflected the consensus opinion.

Mr Ross Hussey agreed that the paper accurately reflected opinions and said there had been a participative debate on the issue.

The Chief Officer said that the document would be formally presented to the Department. She outlined membership of the Joint Executive Committee and said their remit will be to follow the consensus view of the document as far as possible. She said that the Department had conceded that Health Councils had a lot to offer in helping to decide what the future might be.

The Chairman felt it was an opportune time in that Councils will have an opportunity to influence the shape of advocacy services.

Mr Michael Carten apologised for not being able to attend the Conference due to being an inpatient in Tyrone County Hospital. He said he would like to place on record the standard of attention and treatment he had received.

Mrs Sue Hogg queried if the number of Health Council meetings would be reduced?

Mr McGowan said that there was a lot of work and time needed in the design of the Primary Legislation and there probably would be a requirement to reduce the number of meetings.

The Chief Officer said it was important to keep everybody on board and communicated with around the period of change. Whilst we may not be having regular monthly meetings the Council will need to meet in order to be kept up to date on the process. However the Council was committed to monthly meetings up to April.

The Chief Officer said she would be liaising with the other three Councils to ensure consistency across the Councils.

Members confirmed that they were happy with the outcomes of the Conference and the arrangements for keeping them informed during the transition period.

C026/06 **Feedback from Review of WHSS Council Membership of Groups/Committees:**

The Chairman referred to discussions earlier and said that in view of what he had just said that the four Health and Social Services Councils would be reviewing all of its current commitments he felt it might be better to wait until this exercise was completed before any decisions were made about local committees or groups.

C027/06 **Trust Business:**

The Chief Officer reminded members that the Minutes/Agenda of Trusts and Board were available if they wished to have sight of them.

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

- A copy of the Trust magazine 'Infusion' December 2005 was acknowledged.

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

- Minutes of the Trust Board meeting held on 16 December 2005 and Agenda for a meeting to be held on 27 January 2006 were noted.
- A copy of the Foyle Health Promoting Trust News December 2005 and January 2006 was acknowledged.
- A copy of the Trust magazine 'Foyle Times' Winter 2005 was acknowledged

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

- Minutes of the Trust Board meetings held on 15 December 2005 and Agenda for a meeting to be held on 19 January 2006 were noted.

4. ***Belfast City Hospital Trust:***

- Minutes of the Trust Board meetings held on 25 November 2005 and Agenda for a meeting to be held on 27 January 2006 were noted.

5. ***Green Park Healthcare Trust:***

- Minutes of the Trust Board meetings held on 5 January 2006 and Agenda for a meeting to be held on 2 February 2006 were noted.

C028/06 **Any Other Business:**

Hip and Joints Initiative:

The Chief Officer said that members would be aware of the Initiative for Hip and Joint Operations. A Press Release was tabled.

The Chairman and Chief Officer had discussed the issue the day before and the first question raised was how it was now possible to undertake major operations on the Tyrone County Hospital site given that it no longer had ICU facilities.

The Chief Officer had contacted the Western Health and Social Services Board as they had commissioned Birkdale Group to do the work. She had spoken to Dr McConnell who had indicated that the patients involved were selected on the grounds of low risk. These patients did not have co-morbid conditions and therefore less likely to have complications. High and medium risk patients had been screened out and they will not have operations in Tyrone County Hospital. Dr McConnell said arrangements had been made by the Board with other Hospitals who do provide Intensive Care for the speedy and effective transfer of a patient who might be comprised after an operation.

Miss Ruth Lynch queried if this was the reason so few procedures were being undertaken through this initiative.

The Chief Officer had checked with Sperrin Lakeland Trust on the matter although they had not commissioned this piece of work and Mr Compton repeated what Dr McConnell had said. The Chief Officer understood that Sperrin Lakeland Trust were only providing Hotel Services i.e. the physical building. The Team from Birkdale provide the entire package including Doctors, Nurses, Anaesthetists and any other Specialist required as well as specialised equipment.

The Chief Officer said that a further 50 operations were to be undertaken in March and she said it may be that further services may be provided under the arrangements between the Board and Birkdale.

The Chairman said the press release did not seem to be very clear. He wondered if patients from across Northern Ireland were included in this arrangement. He said if the WHSS Board was paying for this surely their priority was WHSS Board residents.

Mr Ross Hussey said it also raised questions in relation to Tyrone County Hospital. Suggestions have been made that the Hospital is out-dated yet this exercise has proved a point if the will was there to provide the staff and equipment the Hospital is fit for purpose. Clearly the facilities are available at the Hospital and can be used successfully.

Mr Victor McKelvey queried if the Council was made aware of the Initiative prior to the Press Release which was dated 30 January 2006 after the Initiative would have taken place.

The Chief Officer confirmed the Council had not been informed but welcomed the fact that the Minister's initiative to have waiting lists reduced by the 31 March 2006 was actually bearing fruit.

The Chairman said he agreed that we have to welcome the Initiatives taken but he also agreed with Mr Ross Hussey's analysis regarding the viability of Tyrone County Hospital. An announcement had been made that services at Tyrone County Hospital were unsafe yet it was safe to use it for these procedures.

Mr Joe Campbell said he was aware that Social Services staff in Sperrin Lakeland Trust had not been made aware of the Initiative and were now being involved in the after care of some of the patients treated. He also queried where the additional expenditure for this after care was coming from.

The Chief Officer said that during her discussions with the Chief Executive of Sperrin Lakeland Trust he had indicated that the Trust was getting paid for the use of the Hospital. There had been no time to discuss how that money would be used or whether it may be used for after care.

The Chief Officer said that whilst the Council welcomed the initiative she was concerned about the screening out of medium and high risk patients who will still remain on the waiting list. She said these were the people that the Council had been advocating for most as they tended to be the elderly, whose quality of life was compromised, yet they were not the target of the Initiative.

Mr Ignatius Maguire said he considered it to be a numbers exercise to get the numbers down and this could be done more effectively by targeting the straightforward ones.

Mr Joe Campbell felt that the Tyrone County Hospital had been used as the capacity was there but what happens when the waiting lists are reduced? Will there be no further use for the Hospital?

The Chairman and Mr Joe Campbell were concerned regarding the pressures on other Services as a result of the initiative.

The Chairman said he would be interested to know the numbers and qualifications of staff employed by Birkdale Clinic during the Initiative.

Action Point: AP p/02/06

Council to raise all of these questions with the WHSS Board.
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Critical Care Facilities:

Mr Ross Hussey said that he had made a Presentation on Critical Care at Tyrone County Hospital to the Western Health and Social Services Board meeting earlier in the day. He had raised a query as to what the Trust had done in relation to Critical Care prior to 2002. He said that Dr McConnell Director of Health Care had said that due to the small numbers Tyrone County Hospital did not justify having an ICU.

Mr Ross Hussey said that using Dr McConnell's equation then the Erne Hospital could not justify a Critical Care Unit either as it had a smaller catchment population. Mr Hussey said that he had made the Board aware of his concerns that there will be no Intensive Care Unit in the new Acute Hospital either. He said that in enquiring further regarding Intensive Care facilities in Tyrone and Fermanagh Dr McConnell had said there would be one in the region. Mr Hussey said this was an important distinction as Dr McConnell was not confirming that there would be one at the new hospital.

The Chairman said that since December 2004 the Council had been attempting to find out if a Level 2 or Level 3 Critical Care Unit would be provided in the new Acute Hospital.

Action Point: AP q/02/06

Write to Western Health and Social Services Board and the Department and Sperrin Lakeland Trust to ask if a Level 3 Critical Care Unit will be provided in the New Acute Hospital.

Ambulance Services:

Miss Ruth Lynch asked if the Emergency '999' ambulance would provide services across the border following the centralisation of services in March 2006.

The Chief Officer said that she understood the same protocols which are in place currently will remain.

Action Point: AP r/02/06

Find out if there are any plans to extend the '999' Ambulance Service across the border.

Mr Ross Hussey said there was an additional Ambulance allocated to Sperrin Lakeland Trust area which he understood due to the run down of Tyrone County

Hospital would be based in Omagh. However he was led to believe that it had gone to Enniskillen.

Action Point: AP s/02/06

Council to check if new Ambulance was located in Enniskillen or Omagh.

Occupational Therapy Services:

Mr Ross Hussey raised the issue regarding the transfer of a lady from the routine to priority waiting list. Despite several attempts to have her transferred this had not happened and the lady was now on morphine patches. He said he would again be raising the issue with Mr Woodward and the Chief Executive of Sperrin Lakeland Trust.

The Chief Officer reminded members of the meeting of the Waiting List Monitoring Group the next day and said the Council would again be bringing these issues to the Trust's attention.

Trust Liaison Meetings:

The Chief Officer reminded members of the Foyle Trust Liaison meeting on 2 March 2006 at 10.00am in Trust Headquarters.

Members confirmed that they agreed to the monthly meeting taking place following the Liaison meeting.

Action Point: AP t/02/06

Arrange a venue in Derry for March Health Council meeting.

Autism:

Mr Joe Campbell referred to the letter from the Western Health and Social Services Board which had been circulated to members of the Autism Group and which he felt was unsatisfactory. He felt a further meeting of the Autism Group should be convened. This was agreed.

Action Point: AP u/02/06

Arrange a meeting of the Autism Group including parents.

Sperrin Lakeland PIP Groups:

The Chief Officer referred to the above Groups within Sperrin Lakeland Trust.

Mr Joe Campbell confirmed his interest in being nominated to the Adult PIP Group.

Annual Leave Arrangements:

The Chairman informed members that the Chief Officer would be on annual leave during the period 14 February to 3 March 2006 (inclusive). He said that Mrs Maureen Gormley, Business Support Manager, would be acting up during that period.

Mental Health Sub-Group:

The Chairman referred to a letter which he had received from the PSNI regarding a consultation exercise and which necessitated a response by 24 February 2006. He said members would be contacted with arrangements for a meeting to discuss the document and prepare a response..

Action Point: AP v/02/06

Arrange a meeting of the Mental Health Sub-Group.

Meetings and Events attended by Members for period 12/01/06 – 01/02/06

Date: 12 January 2006
Workshop: RPA (Future of HSS Councils)
Venue: Waterfoot Hotel, L'Derry
Nominated: Mr J Campbell Mr M Durkan Mrs M Hamilton
Mrs S Hogg Miss S Hume Mr R Hussey
Mr I Maguire Mr R McIntyre Mr B Page
Ms F Robson

Date: 16 January 2006
Meeting: WHSSC Chief Officer
Venue: Hilltop, Omagh
Nominated: Mr McGowan

Date: 16 January 2006
Meeting: Oral Health Strategy Steering Group
Venue: Enterprise Centre, Strabane
Nominated: Mr Campbell Mr Mclvor

Date: 18 January 2006
Meeting: J Graham Consulting
Venue: EHSS Council Offices, Belfast
Nominated: Mr McGowan

Date: 19 January 2006

Date: 17 January 2006
Meeting: Process Mapping and Analysis
Venue: Hilton Hotel, Templepatrick, Co Antrim
Staff: Ms Reilly

Date: 17 January 2006
Meeting: Joint Council Complaints Forum
Venue: Toome, Co Antrim
Staff: Mrs Gormley

Date: 18 January 2006
Meeting: Clinical and Social Care Governance
Venue: Castle Buildings, Belfast
Staff: Ms Reilly

Date: 18 January 2006
Meeting: J Graham Consulting
Venue: EHSS Council Offices, Belfast
Staff: Ms Reilly

Date: 18 January 2006
Meeting: Permanent Secretary/ Deputy Chief Medical Officer DHSSPS
Venue: Castle Buildings, Belfast
Staff: Ms Reilly

Date: 19 January 2006
Meeting: WHSSC Chairman
Venue: Coleshill, Enniskillen, Co Fermanagh
Staff: Ms Reilly

Date: 19 January 2006
Meeting: Western Equality and Human Rights Forum Project Officer
Venue: Hilltop, Omagh
Staff: Mrs Gormley

Date: 19 January 2006
Meeting: Complainant
Venue: Co Fermanagh
Staff: Ms Reilly

Date: 19 January 2006
Meeting: Complainant
Venue: Hilltop, Omagh
Staff: Mrs Gormley

Date: 23 January 2006
Planning Day: Early Years
Venue: Silverbirch Hotel, Omagh, Co Tyrone
Staff: Ms Reilly

Date: 23 January 2006
Meeting: Early Years Sub Group
Venue: Silverbirch Hotel, Omagh, Co Tyrone
Staff: Ms Reilly

Date: 24/25 January 2006
Conference: Joint HSS Councils
Venue: Radisson Roe Hotel, Limavady, Co L'Derry
Staff: Ms Reilly Mrs Gormley
Mrs Preston Mrs Loughran

Date: 26 January 2006
Meeting: Complainant
Venue: Hilltop, Omagh
Staff: Ms Reilly Mrs Gormley

Date: 26 January 2006
Meeting: Medical Director Sperrin Lakeland Trust (CSCG)
Venue: Tyrone and Fermanagh Hospital, Omagh
Staff: Ms Reilly Mrs Gormley

Date: 27 January 2006
Meeting: Local Ambulance Liaison Group
Venue: Bridgeview House, Gransha, Co L'Derry
Staff: Ms Reilly

Date: 27 January 2006
Meeting: Expert Patient Group (WHSSB)
Venue: WHSS Board Headquarters, Gransha Park, Co L'Derry
Staff: Ms Reilly

Date: 1 February 2006
Meeting: WHSSC Chairman Pre Council
Venue: Hilltop, Omagh
Staff: Ms Reilly Mrs Gormley

C029/06 **Date, time and place of next Council Meeting:**

Date: Thursday 2 March 2006
Time: 10.00am - 12 Noon (Liaison Meeting)
Venue: Foyle Trust Headquarters
Riverview House, Abercorn Road, L'Derry

Time: 2.00pm – 5.00pm
WHSS Council Meeting
McCorkell Suite, City Hotel, L'Derry

The meeting ended at 5.35pm

Signed: _____
Chairman

Date: _____