

***EHSSC Annual Work Programme Update
April 2005 – March 2006***

Activity	Report
1.0 To Increase Visibility and Accessibility to Members of the Public Engage Public in Council's role and activities Develop media strategy Increase accessibility of Council to members of the Public	
Presentations to Groups	<ul style="list-style-type: none"> • 26th April - Ukranian health and social service delegation • 22nd December – Presentation to final year medical students QUB • 15th March – NI Cardiac Patients Forum
Resource & Information Service	<ul style="list-style-type: none"> • 732 Public Enquiries answered in 251 working days. • 776 calls received in relation to complaints • 37295 visits to website. (Same period last year - 22653 visits) • 229703 hits on website (Same period last year - 136948 visits) • 318 information leaflets distributed to organisations and individuals • 905 joint council leaflets distributed • 200 joint council posters distributed • Website updated on monthly basis • All information leaflets re-recorded and available in CD format upon request • Council leaflet now available in <ul style="list-style-type: none"> □ Braille □ Lithuanian □ Latvian □ Russian □ Portuguese □ Polish □ Mandarin □ Ukranian □ Irish □ Urdu • Roadshow launched in public libraries with 2000 leaflets distributed • November – launched “Lets Talk” leaflet • November – launch of “Check Up” leaflet on Health Care for ethnic/religious minorities
Media Contacts	<ul style="list-style-type: none"> • 21st June Clinical Negligence • 5th July – Waiting lists and response to Minister's statement • July – Article in SCOPE magazine • 23rd August – Communicable disease control • 12th September – Waiting lists for hearing aids in NI unacceptable • 19th September – “Bugwatch” • 9th November – Bed closures • 21st November – Recall of breast screening patients • 2nd March – Waiting lists • 9th March – Patients waiting on trolleys • 30th March – The future of the HSSCs, PCC

Council Meetings

- **21st April** - Grosvenor House, Belfast
- **19th May** - Exploris Centre, Portaferry
 - EHSSB feedback on new GMS contract
 - EHSSC workplan 2005/2006
- **24 May** - Joint Board/Council workshop
- **16th June** - Grosvenor House, Belfast
 - EHSSB feedback on Clinical Negligence
- **18th August** – Farest International, Springfield Road
 - EHSSB on Healthcare acquired infection
 - Regional Cancer Centre
- **September** – Meeting cancelled due to civil unrest
- **20th October** - Marine Court Hotel Bangor
 - GMS contract
- **17th November** - Grosvenor House, Belfast
 - Cardiology Networks
 - Cardiac Patients Forum
- **15th December** - Malone House
 - Patient flow in Mater Hospital
- **January** – Joint Council Conference
- **16th February** – Glenada Conference Centre, Newcastle
 - The Patient Client Council
- **23rd March** – Council workshop
 - Role, Function & Responsibilities of the Patient Client Council
 - Powers of the Patient Client Council

Notice of Council meetings given to community and voluntary groups each month:

- 150 e-mailed
- 27 post

Agenda and approved minutes sent to DHSSPS, EHSSB, Trusts, assembly members, media, libraries and posted on web site.

- 70 e-mailed
- 99 posted (including copy sent to all newly elected local representatives)

2.0 To monitor the Health & Personal Social Services Provided to the Public To enter and inspect Health and Social Service Facilities Carry out project investigation into key aspects of Health and Personal Social Service Operation Monitor Complaints Monitor Implementation of report recommendations	
Monitor the health and personal social services provided to the public	<ul style="list-style-type: none"> • Daily data on Trolley Waits and Fractures monitored. • Quarterly Contract Monitoring Reports • Monthly pressures group data analysed • 7 April - Pressures Group Meeting • 4 May - Pressures Group Meeting • 6 July - Pressures Group Meeting • 3 August Pressures Group meeting • 7 September - Pressures Group Meeting • 5th October - Pressures Group Meeting • 7 December - Pressures Group Meeting • 4th January – Pressures Group Meeting • 1st February - Pressures Group Meeting • 1st March - Pressures Group Meeting
Monitoring of complaints made to Registration & Inspection Unit, Trusts and Board.	<ul style="list-style-type: none"> • Membership on EHSSB Complaints group • Joint Chair on Eastern Area Complaints Liaison Group • N&W Belfast HSS Trust CMG • Ulster Hospital CMG • Mater Hospital CMG • S&E Belfast HSS Trust • Down/Lisburn CMG Greenpark Complaints Group
Visits	<ul style="list-style-type: none"> □ 5th April - Regional Medium Secure Unit, Knockbracken □ 1st September - Mental Health Inpatient services at Knockbracken □ 19th September – Royal Group of Hospitals (Bugwatch) □ 20th September - Belfast City Hospital (Bugwatch) □ 21st September – Mater Hospital (Bugwatch) □ 20th December – Ulster Community Hospital Trust □ February – CO visited 9 GP practices as lay representative for EHSSB

3.0 Advise on Health and Personal Social Services Policies, Strategies and Operation

Act as advocate for user involvement

Represent Public's interests in response to Health and Social Service consultations

Represent public's interest on committees with Health and Social Care Agenda

User Groups	<ul style="list-style-type: none">❑ 6th April - Lagmore Community Forum❑ 19th April - Chinese Welfare Association❑ 28th April - Northern Ireland Council for Voluntary Action❑ 18th May - Disability Action❑ 23 May - Stream Street Surgery❑ 25th May - NI traumatic Brain Injury❑ 7 June - BCH Cardiac Patients Support Group❑ 6th July – Lagmore Community Forum❑ 20th July – Diabetes UK❑ 28th July – Royal National Institute for the Blind❑ 4th August – Chinese Welfare Association❑ 5th August - Eastern Drug & Alcohol Strategy Partnership❑ 5th September – Hollywood Arches patient forum❑ 27th September – Prosthetic Users Group❑ 29th September - Mater Hospital Community Forum❑ 14th November – Action Mental Health❑ 15th November - Chinese Welfare Association❑ 21st November – RNIB❑ 26th November (Sat) – Diabetes UK❑ 1st December – UCHT Users Forum❑ 9th December – Glen Community Group❑ 19th December – North Belfast Partnership❑ 20th December – Lagan Valley Hospital Consumer Group❑ 11th January – NI Prosthetic Users Group❑ 12th January – Diabetes UK❑ 17th January – Lagmore Practice Development❑ 18th January – Youth Action Ni❑ 23 January – Action Mental Health❑ 6th February – Saintfield Patient Participation Group❑ 9th February – NI Cardiac Patients Support Network❑ 21st February - NI Prosthetic Users Group❑ 27th February - Chinese Welfare Association❑ 8th March – Lagmore Practice Meeting❑ 28th March – Men to Men (men's health)❑ 29th March – NI Cancer Network Palliative Care Sub Group
Consultation Documents Received	<ul style="list-style-type: none">• 40 Consultation requests received

<p>Consultation Document Replies</p>	<ul style="list-style-type: none"> • The GMC in Northern Ireland • CMO Review of Medical revalidation • Review of mental health and learning disability (northern Ireland) alcohol and substance misuse • Best practice best care. The quality standards for health and social care. • General Medical Council; “Management for Doctors” • NICCY/DHSSPS; A Right to Protection – Review of Vetting in Northern Ireland • EHSSB; Draft Older Peoples Health & Well being Strategy 2005 – 2015 • The Review of Public Administration • Proposed Changes to misuse of Drugs Legislation • Further measures to improve provision of Primary Care Services • GMC strategic options for undergraduate medical education consultation • GMC Good medical practice • The Medical Act • The future of health and social care services for Foster Green site • Primary Dental care (Joint Council response) • Fitness to practice (General Dental Council) - Joint Council response • Protecting patients, regulating the dental team - Joint Council response
<p>Council members and staff represent service users and the public’s interest on a number of groups and committees.</p>	<ul style="list-style-type: none"> • 43 update reports received from members on meetings attended • 93 meetings attended by council members • 80 meetings attended by Chair • 439 meeting representations by Chief Officer & staff, including <ul style="list-style-type: none"> ○ Shipman Board local implementation group ○ Clinical and Social Care Governance conference ○ Regional GP Appraisal group ○ Regional Complaints Review Group ○ Chinese Mental Health Conference ○ Investigating deaths In hospitals (NI Human Rights) ○ Best Practice Best care (Quality standards for Health and Social Care) ○ Local Advisory Investigative Panel

<p>Engage with key stakeholders in Health and Social services</p>	<ul style="list-style-type: none"> • Monthly EHSSB board meeting • Introductory meetings for Chief Officer with key stakeholders in HPSS of NI • Visits to 9 GP practices in February <p>Other meetings included</p> <ul style="list-style-type: none"> • 17th May – meeting with Permanent secretary for DHSSPS • 24th May – Joint Board/Council meeting • 27th June - Inaugural meeting of Eastern Area Complaints Review Group • 28th September – Children’s Commissioner • 6th October – EHSSB mental Health Services • 10th & 24th October – EHSSB Health economies Advisory Group • 16th November – Ophthalmic Incident Team • 23rd November - General Medical Council - Good Medical Practice Seminar • 2 December – Surgical Network Project Board • 8th December – Task force for Self Harm and Suicide • 20th December – CE of UCHT • 10th January - Acting Chief Medical Officer • 16th January – Scottish Health Council • 30th January - Emergency Admissions Co-ordination Centre • 13th February – NI Complaints Ombudsman • 16th February – Regulation Quality and Improvement Authority • 10th March – Surgical Networks Project • 28th March – Task Group for Suicide and Self harm
<p>4.0 To Provide Complaints Assistance</p>	
<p>Service Complainants</p>	<ul style="list-style-type: none"> • 208 New Complainants. (Equates to almost 4 per week) • 776 calls received in relation to complaints • 14 cases currently referred to Independent Review stage • 4 cases referred to Ombudsman • 2 requests for independent clinical opinion • 1 case to clinical governance review. • 1 complaint received from public about Council about complaints service

5.0 To Develop a medium/long term strategy/plan for the Council	
Develop joint 3 year strategy Develop Joint Council Activities	
Joint Council Working Group	<ul style="list-style-type: none"> • 27 April – meeting of Joint Council working group • 23rd November - meeting of Joint Council Executive Group • 5th January – meeting of Joint Council Executive Group • 15th February - meeting of Joint Council Executive Group • 15th March - meeting of Joint Council Executive Group
Joint Council activities	<ul style="list-style-type: none"> • Monthly Chief Officers meeting • 24th May – Infection Control Workshop • September – Bugwatch • 23rd November – Meeting of Joint Council Executive • 24 & 25 January – Joint Council event; Moving towards A Patient Client Council
Eastern Council Initiatives	<ul style="list-style-type: none"> • 1st June - Council staff planning session • 2nd June– Review of Public Administration workshop • 16th June - Draft work Programme presented to Council • 28th September – Council meeting to agree response to RPA • 23rd March – Council workshop <ul style="list-style-type: none"> - Role, Function & Responsibilities of the Patient Client Council - Powers of the Patient Client Council
6.0 To Fulfil Organisational Requirements of the Council	
Deliver all organisation requirements of Council	
Council Resource	<ul style="list-style-type: none"> ❑ 1st April - extended contract of Senior Manager to cover secondment ❑ 19 May – Induction for 3 new Council members
Annual work programme	<ul style="list-style-type: none"> ❑ 16th June - Draft work Programme presented to Council ❑ June - Quarterly review of staff contribution to work programme ❑ 18th August – AWP signed off and members contribution sought ❑ September - Quarterly review of staff contribution to work programme ❑ December – Quarterly Review of staff contribution to work programme
Governance	<ul style="list-style-type: none"> ❑ Governance framework in draft to cover all council activities ❑ Controls Assurance Standards drafted ❑ Good Governance Standards for Public Services provided to Chief Officer ❑ Financial control model fully integrated into operations ❑ Knowledge and Skills framework in place for all staff ❑ Records Management project initiated <ul style="list-style-type: none"> ○ HPSS approach confirmed, including training for project lead ○ Best Practice collated ○ Corporate files audited ○ Controls Assurance Evidence List & Action Plan drafted ○ Records Management project initiated ○ New filing plan in place

Training	<ul style="list-style-type: none"> ❑ 11 April - Agenda for Change (In House) ❑ 20 April - Review of Public Administration (In House) ❑ 10 May - Equality Vision Training (In House) ❑ 11 May - Fire safety (In House) ❑ 23rd May - Budget awareness for all staff (In House) ❑ 8th June - Data Protection (In House) ❑ 14th June – Records Management training (Council lead) ❑ 22nd June – Complaints handling (In House) ❑ 27th July - Agenda for Change (In House) ❑ 1st July – Records management (Council lead) ❑ July – Agenda for Change Awareness Sessions for staff (EHSSB) ❑ September – Individual Agenda for Change job evaluation sessions for staff ❑ 30th September – Knowledge and Skills Framework (Council lead) ❑ 5th October – The Complaints process ❑ 19th October – Access to the HPSS ❑ 8th November – Effective telephone skills ❑ December & January – Fire Safety (EHSSB) ❑ 7th December – Racial Equality ❑ October - December – Knowledge and Skills Framework training for all staff including management of process ❑ 14th December – Freedom of Information (In-House) ❑ February – Good Relations Training for Staff through Trademark organisation ❑ 21st February – Disability Discrimination Act (In-House) ❑ 22nd March – Confidentiality (In-House)
Human Rights	<ul style="list-style-type: none"> ❑ 17th June - Investigating deaths in hospitals (NI Human Rights) ❑ 28th November – Human Rights Conference, Lagan Valley Island ❑ 27th February – Human Rights Act & Patient Safety
Equality	<ul style="list-style-type: none"> ❑ 10th May - Equality Vision Training ❑ 1 June – Meeting of Eastern Area Best Practice Equality Group ❑ 8th & 9th June – awareness session with Chinese Health advocate ❑ 22nd June – Training for senior manager on disability equality ❑ July - Progress Report on Equality Agenda submitted to Equality Commission ❑ 4th August – Commissioned audio format for all Council leaflets from RNIB ❑ 29th September - Meeting of Eastern Area Best Practice Equality Group ❑ 27th October – Equality of opportunity in the HPSS ❑ 29th November – Equality Strategy for the HPSS Workshop ❑ 7th December – Racial Equality training ❑ 8th December - Meeting of Eastern Area Best Practice Equality Group ❑ February – Good Relations Training for Staff through Trademark organisation ❑ 7th March – Meeting of Eastern Area Best Practice Equality Group ❑ 28th March – Equality Screening training

Freedom of Information	<ul style="list-style-type: none"> ❑ May - Annual training on Data Protection obligations for all staff ❑ July - Quarterly return on Freedom of Information to DHSSPS ❑ 19th August - One request under the Freedom of Information Act completed ❑ 14th December – Training for all staff ❑ 15 December - One request under the Freedom of Information Act completed
Targeting Social Need	<p>Meetings with</p> <ul style="list-style-type: none"> ❑ Glen community Forum ❑ North Belfast Partnership ❑ Suicide and Self Harm Reference Group ❑ N&W Belfast Trust Mental Health Services ❑ North Belfast Health Action Zone ❑ North Belfast Community leader Fr Aidan Troy ❑ GPs in Shankill and Falls Road wards