

***EHSSC Annual Work Programme Update
April 2007 – March 2008***

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	
Resource & Information Service	<p>Presentations</p> <p>15th October - Presentation to final year medical students, QUB 6th February - Patient Involvement in General Practice 14th March - Commissioning and Accountability in Health & Social Care in Northern Ireland</p> <p>Public contacts</p> <ul style="list-style-type: none"> <input type="checkbox"/> 1323 calls from Public answered in 252 working days. (1286 in same period last year) <ul style="list-style-type: none"> <input type="checkbox"/> 601 public enquiries (593 same period last year) <input type="checkbox"/> 722 complaint calls (693 same period last year) <input type="checkbox"/> Web site <ul style="list-style-type: none"> <input type="checkbox"/> 31st May new web site launched <input type="checkbox"/> 49654 visits to website. (Same period last year - 43135 visits) <input type="checkbox"/> 226427 hits on website (Same period last year - 197976 visits) <p>Information Service</p> <ul style="list-style-type: none"> <input type="checkbox"/> 640 Information leaflets circulated <input type="checkbox"/> 3360 leaflets circulated to GP practices <input type="checkbox"/> 500 information/feedback cards distributed to public on unscheduled care targets <input type="checkbox"/> Information ads placed in NI telephone directories <input type="checkbox"/> 150 Annual Reviews for 06/07 distributed <p>The Council also placed a major emphasis on supporting promotion of cardiac issues. This included</p> <ul style="list-style-type: none"> <input type="checkbox"/> 500 leaflets produced promoting Cardiac Support groups <input type="checkbox"/> 500 posters produced promoting Cardiac Support groups <input type="checkbox"/> 1000 Cardiac Glossaries distributed across Northern Ireland <input type="checkbox"/> Endorsement and contribution to finance of 1000 “Stroke Survivors” reports

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<p>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</p>	
	<p>Public Engagement</p> <ul style="list-style-type: none"> □ 5th April – GMS Contract feedback, Dee Street Community Centre, East Belfast □ See also Engagement on Unscheduled Care for Clinical Reference Group □ Meetings with GP Patient Participation Groups <ul style="list-style-type: none"> ○ 8th November, Ardmore Patient Participation Group ○ 15th November, Ballyowen Patient Participation Group ○ 21st November, Hill Medical group Patient Participation Group
	<p>Radio Interviews</p> <p>4th April, BBC Talkback – Phone charges in hospitals 22nd May, Stephen Nolan Show – Learning Disability Service provision 24th July – BBC Talkback – GP Telephone Charges 11th September – Press Association – Associated Hospital Infections 14th December - Stephen Nolan Show – Learning Disability resettlement Programme 2nd January 2007 – BBC, Good Morning, Hospital Infections 21st January 2007 – Spectator, Comprehensive Spending Review response</p> <p>Letters to Editor</p> <p>June – Bangor Chronicle, Patient self Referral in North Down and Ards</p>

Council Meetings

Public meetings

- **19th April** - The Mount Conference Centre, Belfast
 - Mr John Compton, Chief Executive of the South Eastern Health and Social Care Trust addressed the Council
 - Council research report on Patient self Referral in North Down and Ards
- **17th May** - Exploris, Portaferry
 - Council research report on Patient Public Involvement
 - 2007/2008 Council work programme
- **21st June** - The Mount Conference Centre, Belfast
 - HSSA Director of Strategic Planning and Regional Commissioning (Designate), addressed Council on regional services commissioning
- **20th September** - The Mount Conference Centre, Belfast
 - Muckamore Abbey Hospital feedback
 - 6 month Council work programme update
- **18th October** - Beehlawns Hotel, Dunmurry
 - Review of Public Administration
- **15th November** - The Mount Conference Centre, Belfast
 - Mr William McKee, Chief Executive of the Belfast Health and Social Care Trust addressed the Council
 - Comprehensive Spending Review
- **20th December** - Castle Hills, Castlereagh
 - Northern Ireland Ambulance Service
 - Visit to NIAS control centre
- **17th January** - The Mount Conference Centre, Belfast
 - Review of Public Administration
 - EHSSB and Comprehensive Spending Review
- **13th March** - The Mount Conference Centre, Belfast
 - Mr John Compton, Chief Executive of the South Eastern Health and Social Care Trust addressed the Council

Seminars

Quarterly meeting of sub groups on

- Review of Public Administration and closure of EHSSC
- Complaints and Advocacy Service
- Council work programme

31st May, EHSSC abolition planning session

5th December, Council Seminar on Comprehensive Spending Review

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

- 106 e-mailed
- 19 post

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

- 86 e-mailed
- 79 posted

<p>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</p>	
<p>Monitor the health and personal social services provided to the public</p>	<ul style="list-style-type: none"> ❑ Represented at Belfast Health and Social Care Trust Board meeting ❑ Represented at Southern Eastern Health and Social Care Trust Board meeting ❑ Represented at EHSSB Board meeting ❑ Member of Clinical Advisory Group, DHSSPS, on reform of unscheduled care. ❑ Member of Sub Committee on GP Performers List & General Management Issues ❑ Member of the EHSSB Local Advisory and Investigative Panel on Underperforming General Practitioners ❑ Member of the Regional Resettlement Team <p>NB – Reduction in Trusts in EHSSB area from 8 to 2 has had major impact on number of forums the Council seeks representation on.</p>
<p>Monitoring of complaints made to Registration & Inspection Unit, Trusts and Board.</p>	<ul style="list-style-type: none"> ❑ Membership on EHSSB Complaints group ❑ June, CO met with Medical Director of Belfast Health and Social Care Trust re Complaints structure in new Trust ❑ June, CO met with Southern Eastern Health and Social Care Trust Complaints Manager re structure in new Trust ❑ 4th March, meeting with Belfast Health and Social Care Trust Complaints team

Council Visits	<p>31st August, Muckamore Abbey Hospital re Learning Disability Resettlement Programme</p> <ul style="list-style-type: none"> □ Meeting attended by <ul style="list-style-type: none"> ○ DHSSPS ○ Belfast Trust ○ EHSSB ○ Muckamore Abbey Hospital ○ MENCAP ○ Bryson House Advocacy Project ○ Orchardville Society ○ Muckamore Abbey Patients Forum <p>20th December, Northern Ireland Ambulance Service re handling of emergency calls and proposals on Category C calls</p> <p>21st February , Orchardville Society re “Social Economy”</p>
<p>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</p>	
Representations	<p>2nd May, South Eastern Trust re learning Disability respite care</p> <p>24th October, Chief Medical Officer re stroke strategy and PPI</p> <p>6th November, Belfast Trust on continuing and respite care for people with complex neurological disabilities</p> <p>13th December, Health Committee re concerns on Muckamore Abbey and resettlement programme</p> <p>13th March, Minister for Employment & Learning re Muckamore Abbey and resettlement programme</p> <p>14th March, DHSSPS re Muckamore Abbey and resettlement programme</p>

User Groups	<ul style="list-style-type: none"> ❑ 2nd April, Diabetes UK ❑ 15th May, Chinese Welfare Association ❑ 18th May, Long Term Conditions Alliance for Northern Ireland ❑ 21st May, Diabetes UK ❑ 13th June, NI Cancer Network ❑ 26th June, Mater Community Forum ❑ 4th July, NI Cancer Network ❑ 25th July, Chinese Health Forum ❑ 26th July, Polish Association of NI ❑ 2nd August, Women’s Development Group, Rathgill ❑ 13th August, Northern Ireland Association of Mental Health ❑ 28th August, Aware Defeat depression ❑ 28th August, Chinese Welfare Association ❑ 25th September, NI Prosthetic Users Forum ❑ 4th October, Chinese Welfare Association ❑ 8th November, Ardmore Patient Participation Group ❑ 15th November, Ballyowen Patient Participation Group ❑ 21st November, Hill Medical group Patient Participation Group ❑ 30th November, Chinese Health Forum ❑ 18th December, Rethink ❑ 8th January, Chinese Welfare Association ❑ 14th January, Polish Association of NI ❑ 17th January, Aware Defeat Depression ❑ 6th February, Rathgill Community Group ❑ 26th February, NI Cancer Network <p>In addition to the above please see section on Clinical Advisory Group and Unscheduled Care</p>
Consultation	<ul style="list-style-type: none"> ❑ 12 Consultation documents received ❑ Responses <ul style="list-style-type: none"> • Commissioning statement on the future provision of acute psychiatric inpatient beds, EHSSB • Programme for Government • Improving Stroke Services in NI
Research Reports	<ul style="list-style-type: none"> ❑ 19th April, Patient Self Referral in North Down and Ards ❑ 17th May, Patient Public Involvement ❑ 13th June, Joint Council report on Older People’s Advocacy ❑ 31st March, Public views on A&E Admission and Discharge Targets

<p>Clinical Advisory Group</p>	<p>Unscheduled Care</p> <p>As part of his role on this group the Chief Officer has undertaken an extensive engagement with community groups across Northern Ireland to ascertain their views on Unscheduled Care targets as set out by the DHSSPSNI.</p> <p>This has included a series of evening meetings across Northern Ireland.</p> <p>Groups engaged with included</p> <ul style="list-style-type: none"> □ Multi Cultural Resource Centre □ Rural Women in Politics, Cookstown □ Mid Armagh Community Network □ North Antrim Community Network □ Men’s Health Project, Londonderry □ Brandywell and Bogside Health Forum □ North Belfast Senior Citizens Forum □ Lisburn Carers Forum □ Ballybeen Women’s Centre □ Ardoyne/Shankill Healthy Living Centre □ South Tyrone Empowerment Group □ Craigavon & Banbridge Community mental health forum □ North Down and Ards Womens Institute <p>The engagement was completed in February and a formal report presented to Clinical Reference Group on 31st March.</p>
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Patient Public Involvement	<p>Chief Officer Chairing</p> <ul style="list-style-type: none"> □ May 8th, Presentation to Lisburn City Council □ May 14, Met with Health Authority □ May 15th, Met with Belfast Health and Social Care Trust Director for PPI □ May 17th, Patient Public Involvement report presented to EHSS Council □ June 4th, Patient Public Involvement report presented to Health and Social Care, Community and Voluntary groups. □ June, CO confirmed as Chair for Patient Public Involvement steering Group for Belfast Trust □ 27th June, Training for Key stakeholders in Patient Public Involvement □ 28th June, Belfast Health and Social Care Trust User Involvement Strategy workshop □ 29th June, HSSA Stakeholder engagement workshop on PPI □ 4th July, NI Cardiac Network Board □ July, CO confirmed on NI Cardiovascular Health and Wellbeing Framework Board □ 25th July, Chinese Health Forum □ 22nd August, meeting with RQIA PPI manager □ 29th August, Patient Public Involvement Advisory Group for Belfast Trust □ 12th September, Joint Council PPI workshop □ 2 October, QUB school of Sociology, Social Policy & Social Work □ 8th October, Belfast HSCT PPI Strategy Board □ 15th October, Health Improvement & User Engagement Strategy / Belfast Trust Values Workshop □ 22nd November, Seminar on Cardiovascular Framework seminar and PPI with DHSSPS □ 26th November, Patient Public Involvement Advisory Group for Belfast Trust □ 29th November, Training for Key stakeholders in Patient Public Involvement □ 6th December, Patient Public Involvement Advisory Group for Belfast Trust □ 10th January, Seminar on Cardiovascular Framework seminar and PPI with DHSSPS □ 23rd January, Patient Public Involvement Advisory Group for Belfast Trust □ 28th January, Senior Management team of Belfast Trust □ 28th February Patient Public Involvement Advisory Group for Belfast Trust □ 11TH March, Patient Public Involvement Advisory Group for Belfast Trust □ 12th March, Inaugural meeting of EHSSC area PPI “Champions” Forum □ See also Unscheduled Care
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<p>Learning Disability</p>	<ul style="list-style-type: none"> ❑ May, meeting with CE of South Eastern Trust re Learning Disability respite services in North Down/Ards area ❑ 22nd May, Stephen Nolan Show – Learning Disability respite service provision ❑ 2 visits to Muckamore Abbey Hospital ❑ Meeting with Muckamore Abbey Patients Forum ❑ Chief Officer sitting on Resettlement Programme Board ❑ 10th October, Law Centre (NI) Seminar on the Bamford Review of Mental Health and Learning Disability ❑ 13th December, Representation to Health Committee re concerns on Muckamore Abbey and Resettlement Programme ❑ 14th December - Stephen Nolan Show – Mental Health and Resettlement Programme ❑ 21st February, Visit to Orchardville Society re social Economy ❑ 13th March, Representation to Minister for Employment & Learning re Muckamore Abbey and resettlement programme ❑ 14th March, Representation to DHSSPS re Muckamore Abbey and resettlement programme
<p>Council members and staff represent service users and the public's interest.</p>	<ul style="list-style-type: none"> ❑ 83 meetings attended by Chair ❑ 261 meeting representations by Chief Officer & staff, including <ul style="list-style-type: none"> ❑ Belfast Health and Social Care Trust Board meeting ❑ Southern Eastern Health and Social Care Trust Board meeting ❑ EHSSB Board meeting ❑ EHSSB Senior Management Team meeting ❑ Clinical Reference Group (Unscheduled care) ❑ Stroke Strategy Implementation group ❑ NI Medical and Dental Training Association Education Consortium ❑ Belfast Local Commissioning Group ❑ Cardiovascular Service Framework Project Board <p>NB – Reduction in Trusts in EHSSB area from 8 to 2 has had a major impact on number of forums the Council seeks representation on.</p> <p>February, Council members addressed the EHSSB on medical services for prisoners.</p> <p>March, Chief Officer named as Chair for Review Group into Acquired Brain Injury services</p>
<p>Joint Council Work</p>	<ul style="list-style-type: none"> ❑ Monthly Chief Officers meeting ❑ Bi-monthly meeting of Joint Council Executive Group ❑ 12th September, Joint Council seminar on User Involvement ❑ 25th October, Joint Council event on HSC Suicide Response ❑ Joint Council Report on Older Peoples Advocacy ❑ 27th February, Joint Council event on RPA

4.0 To Provide Complaints Assistance	
Service to Complainants	<ul style="list-style-type: none"> ❑ 722 calls received in relation to complaints ❑ 182 new complainants contacted the Council ❑ Complaints service maintained despite absence of dedicated complaints resource from March – December 2007. ❑ December, Bryson House engaged on pilot project to work in partnership in providing complaints assistance
5.0 To Fulfil Organisational Requirements of the Council Deliver all organisation requirements of Council	
Council Resource	<ul style="list-style-type: none"> ❑ Receptionist replaced with agency staff ❑ Information Analyst replaced with agency staff ❑ Work programme being delivered with 33% reduction in senior management team. Full-time Complaint Manager's role being covered by Chief Officer and Senior Manager Operations ❑ Support given to DHSSPS in Implementation Project Team for PCC ❑ Dec, Complaints Advocacy support pilot secured with Bryson Charitable Trust ❑ Dec, front office functioning without receptionist ❑ January, Senior Manager contract extended to August
Annual work programme	<ul style="list-style-type: none"> ❑ 8th May, Work Programme Sub Group meeting ❑ 17th May - Draft work Programme presented to Council ❑ 21st May, Council RPA Sub Group meeting ❑ 22nd May, Council Complaints Sub Group meeting ❑ June - detailed work programme planning ❑ September, Update to Council on Work programme progress ❑ 24th October, RPA Sub Group meeting ❑ 31st October, Council Complaints Sub Group meeting ❑ December, Update to Council on Work programme progress
Governance	<ul style="list-style-type: none"> ❑ 23rd April, Work Programme Review meeting with DHSSPS ❑ June- Declaration of Members interests updated ❑ 29th May, Mental Health Audit report on Council operations ❑ September, Lease Extension requested for EHSSC offices until November 2009 ❑ December, 50% of staff have been assimilated onto Agenda for Change ❑ December, Lease Extension requested for EHSSC offices confirmed until November 2009 ❑ December, Membership of Council extended until March 2009 ❑ December, meeting with Information Commissioner re client file retention project ❑ December, Data Protection return made to DFP ❑ January, Records Management project completed ❑ March, Annual Fire Risk Assessment completed ❑ February/March, Clients file retention project completed

Training	<ul style="list-style-type: none"> ❑ Full induction training for all agency staff ❑ June, E-learning on Equality and Human Rights ❑ September, Pensions workshop for staff ❑ 29th June, Patient and Public Involvement ❑ 12th September, Dignity at Work Training ❑ November, Council staff piloted new E learning on equality for HSC ❑ 10th November, Fire Awareness training for lead staff
Human Rights	<ul style="list-style-type: none"> ❑ Council has dedicated Human Rights lead ❑ November, Council attended Human Rights conference in regard to suicide and self harm
Equality	<ul style="list-style-type: none"> ❑ Council has dedicated Equality lead ❑ Funding support for Chinese Health advocacy service ❑ 5th June, Eastern Area Equality Best Practice Group ❑ August, Annual Equality Scheme return to Equality Commission ❑ 4th September, Equality Best Practice Group ❑ 12th September, Dignity at Work Training ❑ September – Mapping audit for Disability Equality submitted to Equality Commission ❑ 30th January, Disability Equality training ❑ 19th March, Eastern Area Equality Best Practice Group
Freedom of Information	<ul style="list-style-type: none"> ❑ 4 FOI requests responded to. All within timescale ❑ July, Quarterly FOI return ❑ 21st August, Public Records Office of NI (PRONI) visited offices in preparation for records transfer following abolition of EHSSC ❑ October, Quarterly FOI return ❑ 5th November, site visit by PRONI and review of EHSSC files ❑ 18th December, meeting with Information Commissioner re record keeping and Data Protection ❑ January, Quarterly FOI return