

**Health Scrutiny Committee – 27th March 2014**

**Report of the Lead Officer to the Committee**

**Responses arising from previous Committee meetings**

**Purpose of Report**

1. To consider progress updates and responses arising from previous Committee meetings.

**Background**

2. Information requests from members are regularly experienced as part of the scrutiny of Dudley's health, care and wellbeing services; with the aim of securing improved outcomes and experiences across the sector. Clearly some queries cannot be answered immediately with some prompting further investigation, or consultation, prior to being reported back to Committee.
3. To keep members briefed, updates and responses arising from previous meetings including resulting proposals are presented at appendix 1.

**Finance**

4. Financial implications linked to Council responsibilities will be met through existing resources.

**Law**

5. Section 111 of the Local Government Act 1972 authorises the Council to do anything which is calculated to facilitate or is conducive or incidental to the exercise of any of its functions.
6. The Health and Social Care Act 2012 places the scrutiny of health, care and well-being services by local authority members onto a statutory footing.

**Equality Impact**

7. The work of the Committee can be seen as contributing to the equality agenda in the pursuit of improving care for all. This implies a challenge to

ensure that services meet the needs of all sectors of the community to make this an even greater reality in Dudley.

**Recommendation**

8. Members approve proposals at Appendix 1.



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**Mohammed Farooq – Assistant Director Corporate Resources**

**LEAD OFFICER FOR HEALTH SCRUTINY**

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Documents used in the preparation of this report:-

1. Minutes of Committee held 25 February 2014

## **Appendix 1**

### **West Midlands Ambulance (WMAS)**

Arising from a presentation from WMAS focusing on progress against 2013/14 performance priorities set as part of the NHS Quality Accounts process members queried:

- the prevalence of hoax calls experienced by the Trust?
- how often is the Computer Aided Despatch address gazetteer updated?

#### Response

The Trust experiences a very small amount of hoax calls and as a result this data is no longer routinely monitored. However it should be emphasised frequent service users referred to in the Trust's report is more of an issue.

The second question was how often is the Computer Aided Despatch address gazetteer is updated? This is completed every 6 months

### **Dudley Group of Hospitals Foundation Trust**

Arising from Dudley Group of Hospitals report on Quality Account improvement priorities members sought clarification regarding barriers to recruiting Irish nurses experienced as part of the latest Hospital recruitment drive.

Members also noted that the initial physiotherapy assessment appointment session at Russells Hall Hospital in the community was allocated a forty five minute slot and subsequent follow-up appointments were 20-25 minutes.

In response to a query regarding the waiting times being reduced from eight weeks to four weeks, members requested a further breakdown of waiting times by clinic from point of referral from any referrer. Overall staffing numbers was also queried.

#### Response :

Following a freeze on all public sector jobs instituted by Irish Government UK hospitals found that it was useful to recruit from Ireland particularly as nurses were unable to attain employment in Ireland under the restriction.

The freeze is now lifted meaning Irish nurses can get jobs in Ireland and UK hospitals now find there is no pool of interested nurses.

Regarding physiotherapy assessments please see breakdown by clinic of longest wait from the point of referral from any referrer – GP/health professional or self referral for all clinic locations to first available appointment.

*Next Available Appointment for Each Clinic Location. As at 18 February 2014*

<b>LOCATION</b>	<b>NEXT AVAILABLE APPT</b>	<b>WAIT (weeks)</b>
Albion House	24.03.2014	5
BHHSCC	21.03.2014	4
Castle Meadows	02.04.2014	6
Guest Hospital	24.03.2014	5
Halesowen HC	27.03.2014	5
Kingswinford HC	01.04.2014	6
Meadowbrook	28.03.2014	5
Northway	02.04.2014	6
SHSCC	20.03.2014	4
St James's	01.04.2014	6
St Margarets Well	26.03.2014	5
The Limes	28.03.2014	5
Three Villages	19.03.2014	4

Data indicates the shortest waiting time for patients able to attend anywhere in the Borough would have been 4 weeks at the time of the Committee meeting.

On staffing, the service comprises 12.5 whole time equivalent roles across a total headcount of 20 clinical staff.