

# WIRRAL COUNCIL

## FAMILIES AND WELLBEING POLICY AND PERFORMANCE COMMITTEE

9<sup>TH</sup> JULY 2013

<b>SUBJECT:</b>	<b><i>FRANCIS REPORT SCRUTINY REVIEW</i></b>
<b>WARD/S AFFECTED:</b>	<b><i>ALL</i></b>
<b>REPORT OF:</b>	<b><i>MEMBERS OF THE FRANCIS REPORT TASK &amp; FINISH GROUP</i></b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b><i>NOT APPLICABLE</i></b>

### 1.0 EXECUTIVE SUMMARY

- 1.1 This report provides an update on progress with the 'Implications of the Francis Report for Wirral' Scrutiny Review. The report recommends that the Committee approve the Scope of this Review as detailed in Appendix 1.

### 2.0 BACKGROUND

- 2.1 The Leader of the Council made an announcement at Council on 11<sup>th</sup> February 2013. The minutes of the meeting read as follows:

"The Leader referred to the shocking report published last week by Mr Robert Francis QC, which found serious failings in the quality of hospital care provided by Mid-Staffordshire NHS Foundation Trust. He expressed sorrow and concern for the families and friends of those affected and highlighted the importance of key partners in Wirral examining the report findings to determine whether any actions were required to ensure that no such failings happened in Wirral.

Although there was no suggestion of any issues concerning the quality of hospital care provided in Wirral, he proposed as a matter of urgency that, in order to uphold the highest possible standards of care, a proactive approach be taken to recognise and deal with service failures before things go badly wrong, as happened in Mid-Staffs: –

- (i). As Chair of Wirral's Health and Well Being Board, he would be seeking an urgent meeting to discuss the key issues from the Francis Report and to ask the Clinical Commissioning Group to present a report on their governance and monitoring arrangements; to include input from Healthwatch, in relation to their new role and how it would act as an early warning system.
- (ii). He proposed also to write to the Chair of the Council's Health and Well Being O&S Committee to suggest that a similar discussion takes place and that the Committee consider the establishment of a 'Task and Finish' group to ascertain in detail the suitability of governance and monitoring arrangements".

- 2.2 In response, the meeting of the Health and Wellbeing Overview & Scrutiny Committee, held on 13<sup>th</sup> March 2013 received a report on 'The Mid Staffordshire NHS Foundation Trust Public Inquiry'. The meeting resolved that:
- (i) the Mid Staffordshire NHS Foundation Trust Public Inquiry be noted; and
  - (ii) a Task and Finish Group be set up with Councillors Brighthouse, Hornby, McLaughlin and Povall to ensure that the failures of care in Mid Staffs were not being replicated in Wirral.
- 2.3 Subsequently, three meetings of the Task & Finish Group have been held. The main emphasis of the work to date has been to determine the Scope of the Review. The membership of the Task & Finish Group has been finalised as:
- Cllr Cherry Povall (Chair)
  - Cllr Alan Brighthouse
  - Cllr Mike Hornby
  - Cllr Moira McLaughlin
  - Cllr Denise Roberts

### **3.0 SCOPE OF THE REVIEW**

- 3.1 A draft Scope Document, agreed by the members of the Task & Finish Group, is attached as Appendix 1 to this report. Committee members are requested to consider this draft document.
- 3.2 It has been agreed that the major focus for the Review will be the services provided by Wirral University Teaching Hospital Foundation Trust (WUTH). It is also proposed that the Services provided by Cheshire & Wirral Partnership Trust (CWP) are not included as part of the scope of this Scrutiny Review. (It may be possible to include a similar review for CWP elsewhere on the Committee's Work Programme).
- 3.3 The overall objectives of the Review are twofold:
- To understand the current monitoring and reporting arrangements, and if necessary, propose improvements.
  - To assess, from a layperson's view, that the monitoring arrangements translate into adequate standards of care.
- 3.4 Some of the key issues for the Review have been identified as:
- Are suitable governance and monitoring arrangements currently in place?
  - Are basic standards of care being met?
  - Is Council scrutiny of the health providers in Wirral as robust as it needs to be?
  - How will the Health & Wellbeing Board, Healthwatch and Scrutiny work together collaboratively in the future?
  - What information should the Families & Wellbeing Policy & Performance Committee be monitoring on an ongoing basis?

## **4.0 EVIDENCE GATHERING AND THE REPORT**

- 4.1 Some Local Authorities employ a Select Committee-style of evidence gathering, whereby the majority of the oral evidence is gathered on one or two days. This method of evidence-gathering was used successfully for the Under-occupation Scrutiny Review in Wirral earlier in 2013. It is proposed that the 'Evidence Day' model of evidence-gathering is used for this scrutiny review. A draft list of witnesses is available in the Scope document, shown in Appendix 1.
- 4.2 As there are a relatively large number of witnesses proposed in the Scope document, it is suggested that two Evidence sessions may be more suitable than one. Further thought will be given to this during the planning stage for the review.
- 4.3 It is proposed that the Evidence Days will be organised in line with the following guidelines:
- The Evidence Days will be held in private session. It is suggested that holding the sessions in public may prevent some witnesses from discussing issues freely. The evidence-gathering for all previous scrutiny reviews has been held in private session and conducted in an informal manner.
  - A timetable for the Evidence Day(s) will be prepared.
  - Within the Evidence Day(s), witnesses will be asked to be available at a specific time during the day and only for a particular length of time. It will therefore be important that the timetable is adhered to.
  - Some witnesses may be grouped together and seen together if there is a logical link between them.
  - Prior to the Evidence Day, each witness will be sent a copy of the Scope document plus an indication of the topics that are likely to be covered during the session. It will, therefore, be necessary for members to give further thought to the broad subject areas that will be covered with each witness.
- 4.4 Following the Evidence Day(s), members of the Task & Finish Group will meet to review the evidence. At that point, it may be decided necessary to obtain further evidence prior to a draft report being prepared to reflect the views of the members.
- 4.5 It is planned that the final report for the Francis Report Scrutiny Review will be completed before the end of 2013 and will be initially presented to the Families and Wellbeing Policy & Performance Committee, and, if approved, to Cabinet.

## **5.0 RECOMMENDATIONS**

- (1) The Scope for the Francis Report Scrutiny Review, as detailed in Appendix 1, be approved and the progress to date be noted.

**Report of the Members of the Francis Report Task & Finish Group:**  
**Cllr Cherry Povall (Chair)**  
**Cllr Alan Brighthouse**  
**Cllr Mike Hornby**  
**Cllr Moira McLaughlin**  
**Cllr Denise Roberts**

## **APPENDIX 1: Scope Document for the ‘Francis Report Scrutiny Review’**

Date: 24<sup>th</sup> June 2013 (Version 3)  
Review Title: Implications of the Francis Report for Wirral

<b>Scrutiny Panel Chair:</b> Cllr Cherry Povall	Contact details:
<b>Panel members:</b> Cllr Alan Brighthouse Cllr Mike Hornby Cllr Moira McLaughlin Cllr Denise Roberts	
<b>Scrutiny Officer:</b> Alan Veitch	Contact details: 0151 691 8564
<b>Departmental Link Officer:</b> Chris Beyga	Contact details: 0151 666 3624
<b>Other Key Officer contacts:</b>	
<b>1. Which of our strategic corporate objectives does this topic address?</b> An element of the Council’s statutory scrutiny role is to hold partners to account, including health partners, of which Wirral University Teaching Hospital (WUTH) is one. In addition, this review will support the Council’s Corporate Objectives to Tackle Health Inequalities and Protect the vulnerable in our borough.	
<b>2. What are the main issues?</b> This Scrutiny review will focus specifically on the services provided by Wirral University Teaching Hospital (WUTH). 2.1 Are suitable governance and monitoring arrangements currently in place? 2.2 Are basic standards of care being met? 2.3 Is Council scrutiny of the health providers in Wirral as robust as it needs to be? 2.4 How will the Health & Wellbeing Board, Healthwatch and Scrutiny work together collaboratively in the future? 2.5 What information should the Families & Wellbeing Policy & Performance Committee be monitoring on an ongoing basis?  <b>Out of scope:</b> Services provided by Cheshire & Wirral Partnership Trust (CWP) are NOT included as part of the scope of this Scrutiny Review. (It may be possible to include a similar review for CWP on the Committee’s Work Programme).	
<b>3. The Committee’s overall aim/objective in doing this work is:</b> The Leader of the Council made an announcement at Council on 11 <sup>th</sup> February 2013 regarding “the shocking report published…… by Mr Robert Francis QC, which found serious failings in the quality hospital care provided by Mid-Staffordshire NHS Foundation Trust”. As part of the announcement, he proposed to write to the Chair of the Council’s Health and Well Being O&S Committee to suggest that the Committee consider the establishment of a ‘Task and Finish’ group to ascertain in detail the suitability of governance and monitoring arrangements which are in place in Wirral.	

**4. The possible outputs/outcomes are:**

- 4.1 To understand the current monitoring and reporting arrangements, and if necessary, propose improvements.
- 4.2 An assessment, from a layperson's view, that basic standards of care are being met.
- 4.3 Evaluate whether adequate health scrutiny arrangements are embedded in Wirral.

**5. What specific value can scrutiny add to this topic?**

Scrutiny will give members the opportunity to assure themselves that satisfactory governance and monitoring is already taking place and that the monitoring arrangements translate into adequate standards of care. Reassurance is needed that the situation that occurred in Mid Staffordshire cannot happen in Wirral.

**6. Who will the Committee be trying to influence as part of its work?**

- 6.1 Wirral University Teaching Hospital (WUTH)
- 6.2 Wirral Clinical Commissioning Group (CCG)
- 6.3 Wirral Health & Wellbeing Board
- 6.3 Appropriate Cabinet members, Wirral Borough Council

**7. Duration of enquiry?**

- The Scope document is due to be discussed / agreed at the meeting of the Families & Wellbeing Policy & Performance Committee to be held on 9<sup>th</sup> July 2013.
- Evidence Days will be held during the summer.
- The review is due to be completed by December 2013.

**8. What category does the review fall into?**

- |                              |                            |                        |                          |
|------------------------------|----------------------------|------------------------|--------------------------|
| Policy Review                | <input type="checkbox"/>   | Policy Development     | <input type="checkbox"/> |
| External Partnership         | X <input type="checkbox"/> | Performance Management | <input type="checkbox"/> |
| Holding Executive to Account | <input type="checkbox"/>   |                        |                          |

**9. Extra resources needed? Would the investigation benefit from the co-operation of an expert witness?**

The review will be conducted by councillors with the support of existing officers. However, the panel are looking for advice from people with expertise on this topic.

<b>10. What information do we need?</b>	
<p><b>10.1 Secondary information (background information, existing reports, legislation, central government documents, etc).</b></p> <ul style="list-style-type: none"> <li>• The Francis report</li> <li>• Relevant Government Departmental reports</li> <li>• Relevant national documents, including briefing papers</li> <li>• LGiU briefing papers</li> <li>• The current monitoring arrangements for services provided by WUTH.</li> <li>• Reports from other Councils relating to the same topic</li> <li>• Overview of relationships between local health functions</li> </ul>	<p><b>10.2 Primary/new evidence/information</b></p> <p>Interviews with key officers and representatives of partner organisations</p> <p>Input from patients or patient representative groups</p> <p>The number of complaints and how they are dealt with</p> <p>Examples of best practice from health scrutiny arrangements in other Local Authorities</p>
<p><b>10.3 Who can provide us with further relevant evidence? (Cabinet portfolio holder, officer, service user, general public, expert witness, etc). council officers to include:</b></p> <p>Potential witnesses include the following:</p> <ul style="list-style-type: none"> <li>• Clinical Commissioning Group (CCG) – Phil Jennings / Abhi Mantgani</li> <li>• Wirral University Teaching Hospital (WUTH): <ul style="list-style-type: none"> <li>David Allison (Chief Executive)</li> <li>Luke Readman, Head of Information</li> <li>Governor’s Patient Experience Sub-Committee</li> </ul> </li> <li>• Health &amp; Wellbeing Board</li> <li>• Healthwatch – Annette Roberts</li> <li>• PALS (Patient Advice and Liaison Service)</li> <li>• Older People’s Parliament</li> <li>• Patient Participation Groups (from GP practices)</li> <li>• All 66 Wirral Councillors</li> <li>• 4 MPs representing Wirral Council</li> <li>• Staff representatives / Trade Unions</li> <li>• Greater Liverpool &amp; Knowsley RCN Colm Byrne</li> <li>• Citizens Advice Bureau</li> </ul>	<p><b>10.4 What specific areas do we want them to cover when they give evidence?</b></p> <p>Specific lines of enquiry will include the following:</p> <p>What are the CCG plans to hold WUTH to account?</p> <p>What is the working relationship between local health bodies, such as Clinical Commissioning Group, Local Area Team, Service Providers, Director of Public Health, Health &amp; Wellbeing Board, Healthwatch and Health Scrutiny?</p> <p>Are the current procedures for monitoring Quality Accounts adequate?</p> <p>How is patient experience measured and how are complaints monitored?</p> <p>How does patient satisfaction vary across different wards?</p>

**11. What processes can we use to feed into the review? (site visits/observations, face-to-face questioning, telephone survey, written questionnaire, etc).**

11.1 An Evidence Day(s) will be organised. Witnesses, including those listed in Section 10.3 above, will be invited to attend at a specified time throughout the day(s)

11.2 Desktop analysis / research

11.3 Possible Focus Groups of patients

11.4 Possible survey of Wirral Councillors / MPs

**12. In what ways can we involve the public and at what stages? (consider whole range of consultative mechanisms, local committees and local ward mechanisms).**

12.1 The holding of a Focus Group(s) involving patients is being considered

12.2 Advocacy agencies such as Healthwatch, PALS (Patient Advice and Liaison Service, Older People's Parliament and Patient Participation Groups (from GP practices) will be invited to represent the views of their clients / members.