

WIRRAL COUNCIL

FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE –

30TH JUNE 2015

HEALTH AND CARE PERFORMANCE PANEL – DATE TO BE ARRANGED

SUBJECT:	<i>FEEDBACK FROM THE MEETING OF THE HEALTH & CARE PERFORMANCE PANEL HELD ON 1ST APRIL 2015</i>
REPORT OF:	<i>THE CHAIR OF THE PANEL (COUNCILLOR MOIRA MCLAUGHLIN)</i>

1.0 PURPOSE OF THE REPORT

This report provides feedback of the key issues arising from the meeting of the Health & Care Performance Panel held on 1st April 2015.

2.0 ATTENDEES

Members:

Councillors Moira McLaughlin (Chair), Alan Brighthouse, Wendy Clements, Treena Johnson, Denise Roberts, Chris Spriggs

Other Attendees:

Sue Smith (Lead Nurse for Quality and Patient Safety, Wirral Clinical Commissioning Group)

Clare Fish (Strategic Director, Families and Wellbeing, Wirral Borough Council)

Fiona Johnstone (Director of Public Health, Wirral Borough Council)

Alan Veitch (Scrutiny Support Officer, Wirral Borough Council)

Visitors for part of the meeting:

Jill Galvani (Director of Nursing & Midwifery, Wirral University Teaching Hospital)

Evan Moore (Medical Director, Wirral University Teaching Hospital)

Jean Quinn (Chair, Quality and Safety Committee, Wirral University Teaching Hospital)

Apologies:

Councillor Cherry Povall

Lorna Quigley (Head of Quality and Performance, Wirral Clinical Commissioning Group)

Karen Prior (Wirral Healthwatch)

Elaine Evans (Wirral Healthwatch)

Amanda Kelly (Senior Manager, Market Transformation and Contracts, Adult Social Services, Wirral Borough Council)

3.0 NOTES FROM THE PREVIOUS PANEL MEETING HELD ON 4th FEBRUARY 2015

The notes from the previous meeting, held on 4th February 2015, were approved by members.

A member referred to the list of care homes in each ward which is due to be issued to the relevant ward members. This action is outstanding. Although it has now been produced, Alan Veitch will arrange for the list to be distributed to members.

4.0 PROGRESS REPORT FROM WIRRAL UNIVERSITY TEACHING HOSPITAL

Jill Galvani, Dr Evan Moore and Jean Quinn attended the meeting to provide an update report regarding:

- the action plan which was put in place in response to the CQC inspection at Arrowe Park hospital in September 2014;
- the current performance dashboard for Wirral University Teaching Hospital.

During discussion with members, a number of issues emerged:

- **Infection control**

An outbreak of pseudomonas was called in February 2015 in relation to the neo natal unit. A full programme of water testing and baby screening was implemented. There are plans to physically re-design the department in 2015/16, including the removal of walls, in order to provide more space.

Arrowe Park hospital has also been badly hit during late March by incidences of norovirus on the wards. In addition, residents were presenting to A & E with vomiting and diarrhoea; making it difficult for the Trust to counter the outbreak. General visiting to the hospital site was stopped and work was done through the press to provide advice to the public. Members were reassured that, in terms of the incidences of outbreaks of norovirus, Wirral is not an outlier in Cheshire and Merseyside.

Members questioned whether the balance between proactive change and reactive “firefighting” at the Trust was appropriate. Members were reassured that, although responding to infectious outbreaks is reactive by nature, there is constant monitoring of plans to ensure that outbreaks are kept to a minimum. However, it was recognised that the infrastructure at Arrowe Park is a challenge. As an example, it will cost between £1million and £2million for the neo natal unit to become fully compliant to BAPM standard (British Association of Perinatal Medicine).

- **Re-admissions**

Re-admission is defined as a non-elective and non-planned admission to hospital within 30 days of a previous admission, although not necessarily for the same reason. WUTH has seen an annual reduction in income of between £10million and £11million, but capped at £3million in 2014/15, as hospitals are no longer paid for re-admissions. In the case of avoidable re-admissions, money is withheld by the CCG. Extensive work has been done by WUTH to reduce avoidable re-admissions. In the last three years, the number of re-admissions has reduced from 18% to 12%. It is estimated that WUTH’s incidence of avoidable re-admissions is average for the North West of England.

- **Staffing**

It is planned that a further £1.1million will be invested in the nursing establishment during 2015/16. The big challenge for staffing comes when new wards are opened temporarily, which can impact on quality. Much of the winter planning is aimed at keeping people out of hospital or getting people out of hospital quicker.

The winter plan for 2014/15 foresaw 41 additional beds being opened. In reality, at its height, there were an additional 81 beds in use in addition to the planned 41. Such an increase in the number of beds puts pressure on all staff. As a result, staff are reallocated, for example, matrons cover as ward sisters and ward sisters take up other roles. As there is no extra money available, such a situation can be managed for a short time but it is not sustainable over a long period.

- **Staff morale and culture**

Post-Francis, the culture of the country has changed. There is now a greater expectation of patient care and service quality. However, there has not been a corresponding increase in resource. All staff want to make things better for patients. If they are not able to do that, it can be demotivating. Nationwide, hospitals are struggling to respond to the increase in demand for services. Therefore, escalation areas are opened. As a result, staff are moved to form new “teams”, without necessarily knowing each other. There is a desire at WUTH for the outcomes next winter to be improved, with the Better Care Fund playing a greater role in keeping people out of hospital. It was suggested that the Panel may want to review the implementation of the Better Care Fund as part of its work programme.

Members were informed that, although the target for staff attendance is 96%, the actual is in excess of 95%, which is average for the NHS as a whole. Areas which scored low on a recent staff survey included theatre staff and the laboratories.

- **Quality and safety**

Members were reassured by officers from WUTH that the services provided by WUTH are considered to be safe. A number of indicators have continued to improve over the last 18 months, for example, falls, C diff infection rates, mortality rate and pressure ulcer formation. “There is very excellent care going on but under the strain of financial pressures”.

- **Planned CQC inspection**

The new CQC inspection regime is being implemented, which will result in approximately 40 inspectors undertaking an on-site review over a two week period. The first inspection of WUTH, using the new inspection regime, is now planned for September 2015.

Conclusion:

Members thanked Jill Galvani, Dr Evan Moore and Jean Quinn for the report. A further update report was requested for a future meeting which will be arranged in the new municipal year.

5.0 QUALITY FRAMEWORK AND PERFORMANCE MEASURES FOR THE HEALTH AND CARE SECTOR IN WIRRAL

Sue Smith described the key issues relating to two performance reports which had been provided by Wirral Clinical Commissioning Group. The reports were:

- Wirral CCG Aggregated report – Quarter 2, 2014/15 (July to September 2014). This report brings together data relating to the local health providers (namely: Wirral University Teaching Hospital (WUTH), Cheshire and Wirral Partnership (CWP) and Wirral Community Trust (WCT)) to demonstrate the shared learning of Incidents, Complaints, Claims, PALS, MP Letters and Patient Experience.
- Quarterly Performance Report for headline indicators – Quarters 1 to 3 for 2014/15.

During discussion, members received information regarding:

- **Incidents**
Wirral Clinical Commissioning Group promotes a culture where all incidents are reported and investigated appropriately. The total number of incidents reported for Quarter 2 2014/15 is 3963 which demonstrates a 7% increase compared to the last quarter (3694). Themes to emerge included pressure ulcers, violence and physical abuse / harassment and medication errors. A single issue Quality Surveillance Group meeting had subsequently been held with Wirral Community Trust to review the issue of pressure ulcers. In addition, in the same period, 52 incidents were reported to the CCG by GP practices. The majority of these incidents related to missing or incorrect data / records.
- **Complaints**
The total number of complaints (including MP letters) received in Quarter 2 2014/15 is 140 (Wirral University Teaching Hospital = 94; Cheshire & Wirral Partnership Trust = 17; Wirral Community Trust = 22; Wirral Clinical Commissioning Group = 7) which demonstrates a decrease compared to the previous quarter (167). The top theme to emerge related to communication.
- **Friends and Family Test**
It was reported that the Friends and Family Test is being extended by GPs being requested to collect data. Once available, this data will be reported to future meetings.
- **A&E Waiting times**
It was reported that the A & E waiting times target had not been met at Arrowe Park in any of the first three quarters of 2014/15.

6.0 FUTURE ARRANGEMENTS AND WORK PROGRAMME FOR THE PANEL

The following meetings are scheduled:

- 12th May – a session to review the draft Quality Accounts provided by the local health partners.

Members suggested that the following topics be considered for inclusion on the work programme for the new municipal year:

- Preparations for winter pressures
- The implementation of the Better Care Fund
- Progress regarding the Vanguard project in Wirral

7.0 SUMMARY OF ACTIONS ARISING FROM THE MEETING

The following actions arose from the meeting:

1. Alan Veitch to arrange a list of care homes in each ward to be sent to the relevant ward members (outstanding from a previous meeting).
2. Sue Smith to provide members with contact details for PALs
3. Alan Veitch to ensure that the following topics be recorded as potential additions to the work programme for the new municipal year:
 - Preparations for winter pressures
 - The implementation of the Better Care Fund
 - Progress regarding the Vanguard project in Wirral

8.0 RECOMMENDATIONS FOR APPROVAL BY THE FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE

There were no specific recommendations to be made to the Families and Wellbeing Policy & Performance Committee.

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