

WIRRAL COUNCIL

FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE –

1ST DECEMBER 2015

HEALTH AND CARE PERFORMANCE PANEL – 25TH NOVEMBER 2015

SUBJECT:	<i>FEEDBACK FROM THE MEETING OF THE HEALTH & CARE PERFORMANCE PANEL HELD ON 28TH SEPTEMBER 2015</i>
REPORT OF:	<i>THE CHAIR OF THE PANEL (COUNCILLOR MOIRA MCLAUGHLIN)</i>

1.0 PURPOSE OF THE REPORT

This report provides feedback regarding the key issues arising from the meeting of the Health & Care Performance Panel held on 28th September 2015.

2.0 ATTENDEES

Members:

Councillors Moira McLaughlin (Chair), Alan Brighthouse, Wendy Clements, David Burgess-Joyce, Denise Roberts

Other Attendees:

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

Karen Prior (Wirral Healthwatch)

David Jones (Complaints Manager, Adult Social Services, Wirral Borough Council)

Alan Veitch (Scrutiny Officer, Wirral Borough Council)

Visitor for part of the meeting:

Gareth Lawrence (Deputy Director of Finance, Wirral University Teaching Hospital)

Apologies:

Councillors Phillip Brightmore and Treena Johnson

Lorna Quigley (Director of Quality and Patient Safety, Wirral Clinical Commissioning Group)

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

3.0 NOTES FROM THE PREVIOUS PANEL MEETING HELD ON 20TH AUGUST 2015

The notes from the previous meeting, held on 20th August 2015, were approved by members.

4.0 WIRRAL UNIVERSITY TEACHING HOSPITAL – FINANCE REPORT: UPDATE

Gareth Lawrence (Deputy Director of Finance, Wirral University Teaching Hospital) provided a report which updated members regarding the current financial position at Wirral University Teaching Hospital (WUTH). This issue had previously been included on the work programme of the Panel due to a Monitor investigation of the financial position at WUTH. The Monitor investigation was announced earlier in 2015.

The Trust is planning to complete the 2015/16 financial year with a deficit of £13.468m. As at the end on month 5, the Year-to-Date figure was £7.482m which was broadly in line with plans.

During discussion with members, a number of issues emerged:

- The Trust is currently in the first year of a two year financial recovery plan that has been agreed by Monitor. Performance against this recovery plan is on target.
- Monitor continues to support the Trust with its financial recovery plan with monthly meetings. One of the measures that Monitor has with all Foundation Trusts is the Continuity of Services rating (CoS). This is measured by four metrics which create an overall rating, with 1 being the highest risk and 4 being the lowest. WUTH is currently delivering a Cos of 2 which is in line with plans. WUTH is also forecasting to deliver a 2 for the end of the financial year. WUTH will be unable to score higher than a 2 on this rating due to the Trusts deficit position.
- The 2015/16 plan assumed delivery of £13m from the Cost improvement Programme (CIP). The latest forecast outturn position is that the Trust will deliver approx £11m of CIP. Opportunities are being sought to both fill the original gap and mitigate against shortfall. All potential savings are risk-rated to ensure that there is no impact to patient safety and experience.
- Some of the CIP will be delivered through increased income. Elective referrals are increasing 5% year on year. This additional demand brings additional income as a result of a payment by results contract; however this is also an additional burden to the health economy. Within the forecast CIP of £11m for 2015/16, it is anticipated that approx £7m will be achieved (after costs incurred) through additional income and £4m cost savings such as procurement and inflation avoidance.
- The aim of the savings is to cut out waste and deliver operational and clinical excellence. Therefore, there is a push on measures such as to safely reduce the length of stay in hospital by ensuring that there is the right treatment in the right place at the right time and to reduce the number of Did Not Attend (DNA) appointments. The Trust's Quality and Safety Committee review the potential impact of the savings programme to ensure any concerns are highlighted accordingly.
- As at month 5, the Trust has a strong cash position but this will obviously come under strain as a result of operating at a deficit. If a shortfall in cash does develop, there will be a necessity to borrow to support the revenue budget and this has been highlighted within the Trusts annual plan. Borrowing for the capital programme has previously taken place; but not the revenue budget. Members were informed that most Foundation Trusts are in deficit. However, the financial position of hospital trusts is becoming a system-wide issue for the NHS.

- Members were informed that there is increasing challenge to the way that the health system is funded through a formula of tariffs and the increasing demand and changing demographic of the population. The development of Vanguards is giving health economies the opportunity to look at innovative new ways of delivering healthcare.

Conclusion:

It was agreed that a further financial update report would be requested from WUTH for a future meeting of the Health & Care Performance Panel.

6.0 SOCIAL CARE ANNUAL COMPLAINTS AND CUSTOMER FEEDBACK REPORT - 2014/15

David Jones (Complaints Manager, Adult Social Services, Wirral Borough Council) provided an introduction to the Social Care Annual Complaints and Customer Feedback report. This report provides information about complaints, compliments and other feedback received by the Department of Adult Social Services for the period 1st April 2014 until 31st March 2015.

Highlights of the report included:

- The total number of complaints registered in 2014/15 was 345. Although this is only slightly higher than previous years it does continue the trend of increasing the number of complaints. The number of complaints has more than doubled since 2011/12.
- This year has seen a slight drop in the number of complaints about external providers. However, it does confirm a substantial increase of complaints in this area, both quantitatively and relatively. In 2011/12, 20% of complaints related to external providers; this figure is now 31%.
- Common themes among the complaints were:

Issues	Number
Late/Missed Visits (Dom Care)	35
Quality of Care (Dom Care)	20
Quality of Care (Residential)	16
Outcome of Assessment / Review	15
Invoices	15
Information about Charges	13

- There is a target to respond to 70% of complaints within 20 working days and an expectation that all complaints are fully responded to within 6 months. In 2014/15, 55% of complaints were responded to within 20 working days and 98% were fully responded to within 6 months.
- A number of learning points from the complaints process were detailed in the report, including a more robust monitoring of complaints. Training for managers regarding complaint handling has commenced.
- DASS has received 23 enquiries from the Local Government Ombudsman in 2014/15, compared to 19 in the previous year.

During discussion with members, a number of issues emerged:

- Clients can raise a complaint either with the Council (as commissioner of the service) or directly with the service provider. The data detailed in the report applied only to those complaints made directly to DASS. Therefore, it is possible that there are a significant number of other complaints, raised directly with the provider, of which DASS are unaware. Members noted their unease with this situation, in particular, the potential for the unknown number and seriousness of those complaints. It was confirmed that complaints can also be lodged separately with Healthwatch.
- Concern was expressed at the number of complaints relating to quality of care.
- It was commented that 20 days was a long time to allow for an initial response to be made to a complainant. Members were informed that the target is due to be amended to 15 days. It was pointed out that, in some cases, early action can prevent escalation into a more serious situation and that an initial acknowledgement should be sent within three days.
- Due to resource restrictions, complainants are not contacted at the end of the process to determine whether satisfaction of the complainant has been obtained.
- The Strategic Director for Families and Wellbeing commented that, with regard to the increase in the number of complaints, there was also an increase in other boroughs. In general, there is greater encouragement for people to make formal complaints, as well as there being more people in residential and nursing care.

Members requested that a further report be provided to the next meeting of the Health & Care Performance Panel regarding the process for the collecting and reporting of complaints data. It was also proposed that a separate report regarding the complaints process for Children's Social Services be presented to a future meeting of the Children Sub-Committee.

It was, additionally, suggested that it may be useful for the Panel to undertake future work relating to how the Council enables clients to raise a complaint.

7.0 FUTURE ARRANGEMENTS AND WORK PROGRAMME FOR THE PANEL

The next meeting of the Panel is scheduled for Wednesday 25th November. The agenda for that meeting will be discussed at a future meeting of the Chair and Spokespersons.

8.0 SUMMARY OF ACTIONS ARISING FROM THE MEETING

The following actions arose from the meeting:

1. Alan Veitch to ensure that a further financial update report from WUTH be included on the work programme for the Health & Care Performance Panel.
2. Clare Fish / Alan Veitch to arrange for a further report to be provided to the next meeting of the Health & Care Performance Panel regarding the process for the collecting and reporting of complaints data in adults social care.
3. Alan Veitch to request a report regarding the complaints process for children's social services be presented to a future meeting of the Children Sub-Committee.

9.0 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.

REPORT AUTHOR: **Alan Veitch**
Scrutiny Support
0151 691 8564
email: alanveitch@wirral.gov.uk