

**NHS LANARKSHIRE
& NHS GREATER GLASGOW & CLYDE**

**CHP SOUTH OPERATING MANAGEMENT
(PERFORMANCE MANAGEMENT) COMMITTEE**

**Note of a meeting held on Monday 4th September 2006 at 9.30 am in
Committee Room 1, Strathclyde.**

PRESENT:	Mrs Neena Mahal	Chair
	Mr H Stevenson	Executive Director, Social Work Resources, SLC
	Councillor J Handibode	NHS GG and Clyde
	Mrs M Nelson	Non Executive Director
	Mr A Lawrie	Director CHP South
	Mrs M Samson	Staff Partnership Representative
	Ms J Miller	Support Services Manager
	Ms F Leckie	Associate Director of Nursing
	Mr M O'Boyle	Management Accountant
	Mr R Watts	Head of Planning
	Mrs R Hibbert	Head of HR
	Dr L Armitage	Consultant in Public Health Medicine
	Ms J Mouriki	Voluntary Sector Representative
	Mrs I Miller	Patient Representative
	Mr J Mitchell	Patient Representative

1 APOLOGIES

Apologies were received from Dr Shiona Mackie, Ian Ross and Fiona Porter.

2 MINUTES OF LAST MEETING

Accepted as an accurate record with the following amendments:

Item 6: The pilot will start on 11th September and not 7th as stated in the minutes.

Page 4 Para 3 should read "Paediatric OT"

3 CHAIRMAN'S ANNOUNCEMENTS

The Chair welcomed Alan Lawrie, Director of the South CHP, and Ruth Hibbert, HR to their first meeting of the committee.

The Chair reminded members that any conflict of interest should be intimated to the Chair prior to each meeting. None was recorded on this occasion.

4 DIRECTORS REPORT (previously circulated)

AL advised that the format of the agenda had changed to reflect the key areas that the committee would focus on – Performance, Planning and Governance.

AHP Structure

AL went on to update the committee on the progress with the AHP structure. Noted that a meeting had taken place on 10th August to agree the final structure which would include Professional Heads for each discipline. Kenny Small and Ruth Hibbert are now taking forward the appointments process.

The committee noted the progress made and asked for the final structure to be brought to the next meeting.

Action: Ruth Hibbert

Locality Health Improvement Teams

AL explained that localities had now reorganised into Health Improvement Teams which will include Health Visitors, School Nurses and Health Promotion staff in order to focus more fully on the Health Improvement Agenda.

10 events are taking place across Lanarkshire to look at what is currently happening and what needs to be done to reach the 5 main HEAT Targets. Results of the workshops will be brought to the November meeting.

JMitchell asked what is being done to advise patients of the changes to local teams. FL advised that patients should see minimal changes and would benefit by getting to know their local team. A G grade nurse has been allocated to each practice as the main link person.

J Mouriki asked if similar systems have been put in place within Mental Health. Advised that this is under separate review at the moment, but need to ensure that National Targets are translated into Local Delivery Plans.

CLr H wished to note the confusion amongst patients around cross boundary issues on hospital discharge and which teams were responsible for which areas. AL agreed to take this issue on board.

Action: Frances Leckie to bring an update of the changes to a future meeting.

Modernisation Process

AL discussed the latest update and advised that he would be leading up Programme 2, Primary Care and Long Term Conditions. An organisation chart showing all the Programmes and their Leads was tabled which JM will circulate in a larger format and in colour. Al agreed to bring further information on Programme 2 to the next meeting.

Action: Jayne Miller/Alan Lawrie

Primary Care Estates Development

AL advised that this was an integral part of Programme 2 with a number of interdependencies with other Programmes. All the developments are at different stages, and some are critical to the delivery of Picture of Health and these would be priority.

There was some discussion around the East Kilbride plans and Harry Stevenson agreed that plans could now be shared with the group.

Action: Alan Lawrie to bring to next meeting.

The committee noted the Director's report.

5. MATTERS ARISING

5.1 Performance

a) Finance

Michael O'Boyle discussed the report (previously circulated) and the following points were noted:

- Agenda for Change – not yet fully assimilated.
- Overspend in Clydesdale is attributed to budget deficit in Out of Hours currently being discussed with LHB.
- Health Promotion came across from LHB with a shortfall in budget. Again being discussed.
- E-Health overspend is mainly non-recurring and forecasting break-even by the end of the financial year.

The Committee noted the report and asked for actions being taken to address overspends to be more easily identifiable.

Action: George Lindsay to be invited to the next meeting to discuss the new Pharmacy Contract and Prescribing Action Plan 3 (PAP3)

b) Waiting Times

RW discussed his paper (previously circulated) and advised that the main waits at the moment are in Physiotherapy.

Still come concerns around the accuracy of the figures which highlight the inadequacy of paper-based systems. Some improvements within Information Services have also highlighted further problems and work is ongoing to make further improvements.

There was discussion around the format and presentation of the figures i.e. the 90% and 10% columns.

Action: Roy Watts to provide further information on the 10% outliers.

RW also advised that further work will start this month on Capacity Planning and report will hopefully be available for the next meeting.

Action: Roy Watts.

The Chair asked for further information on performance in Rutherglen and Cambuslang for the next meeting.

Action: Roy Watts

c) Human Resource Targets

Ruth Hibbert discussed the first HR Quarterly Report and advised that most reports are still in the developmental stage and coding issues are currently being worked through and should be resolved by the next meeting. Figures will also be available by locality.

Currently the focus is on sickness absence with a large training and development programme ongoing to assist managers with meeting the new target of 4% by March 2008.

Action: Comments on the format of reports, or suggestions to Ruth Hibbert or Alan Lawrie.

d) Performance Management System

RW discussed the report which is still work in progress. The report covers the targets for both CHPs and their deliverables. These targets now have to be translated into achievable actions by the localities, and will increasingly focus on outcomes rather than outputs, requiring close working with partner agencies.

Reporting will be on a "Balanced Score Card" method – see page 3 of the report for further information.

RW advised that the first consolidated report will be available for the next meeting.

MS advised that SWIS (the National Scottish Workforce Information System) had issued a staff survey over a year ago but with very low return therefore the SE are now piloting a different approach which NHSL is taking part in.

The Chair advised that new systems are now being introduced in performance management and asked RW to bring further detail to the next meeting. It was also noted that PM will be on the agenda at the development event on 10th October. JMouriki suggested that a more simplified format could be adopted.

Action: Roy Watts

5.2 Planning

e) Joint Future

RW advised that the paper previously circulated summarises the Draft Annual Evaluation Statement submitted to the SE on 19th May.

A programme of actions is included which is intended to reduce emergency admissions.

It was noted that all submissions are assessed by both Audit Scotland and the Joint Future Unit at the SE.

The committee noted the report.

f) this item was included within item 4 – Director’s Report

g) this item was discussed under Performance Management

h) Proposed CHP Event

Noted that the event will be held on 10th October at the New Lanark Mill Hotel.

A short paper was tabled to outline the rationale for the event and the proposed agenda which identifies the top priorities for the CHP.

5.3 Governance

i) Audit Scotland Self Assessment Tool

RW advised that this had been completed for both North and South CHPs and will now be updated and circulated.

Action: Roy Watts

Action: Agenda Item for next meeting.

CHP OD Plan

AL discussed the plan and advised that the next round will focus on the clinical development agenda, AHP structure, CHP Management Development. It will also work on the Health Inequalities agenda. Further update to next meeting.

Action: Alan Lawrie

j) PPF Progress Report

RW advised that the first formal report on Patient Focus Public Involvement (PFPI) is included with the papers.

The first meeting of the South CHP PPF took place on 22nd August and was a very good start to the process. Individual locality events will now take place.

JMitchell wished to raise three points at this stage:

PPF Executive Groups

Locality PPFs need to engage at local level with patients and there are concerns that the working agreement does not fully address the issues and is too idealistic. Therefore suggest a "core" or "exec" group responsibility will be to engage people in the wider area to make the working agreement work.

Representation from PPF on Clinical Forum

Not written in the constitution but PPF believes that locality PPFs should be represented on the Locality Clinical Forum.

Representation of PPF on the OMC

PPF believe that a rep from each locality should sit on the OMC.

The Chair thanked Mr Mitchell for his comments and suggested that a meeting with herself, Alan Lawrie, Roy Watts, John Mitchell and Irene Miller should be arranged to fully discuss these issues.

Action: Alan Lawrie to arrange meeting.

k) Child Protection Annual Report

FL discussed the report (previously circulated) and advised that a review has taken place over the past three years which has resulted in NHSL now having a dedicated team led by a Nurse Consultant and Lead Paediatrician.

HMiE inspections are now about to start across Scotland and it is anticipated that Lanarkshire will be one of the areas inspected.

Changes in technology and assessment systems are currently being piloted in some areas.

Noted with regret that the Nurse Consultant is leaving in October, interviews for her replacement are currently being arranged.

The Chair noted the progress made and asked that the committee's thanks be conveyed to Anne Neilsen.

I) Complaints Annual Report

Circulated for information only. Noted that reports are now being compiled on a CHP basis. Graeme Walsh, Patient Services Manager, will be invited to a future meeting to discuss CHP specific complaints.

Action: Jayne Miller

6. AOCB

Expenses – JM to arrange for Patient and Voluntary Sector Reps to be paid.

7. Date of Next Meeting

The next meeting will be held on:

Monday 13th November, 9.30 am, Meeting Room, Calder Ward, Udston Hospital.