

Priorities Sub Group Meeting Notes
Tuesday 4 May 2010, 14.00-16.00, Brighton Junction

Present: Steve Lawless (Chair of Priorities Group), Robert Brown MBE, Avril Fuller, Neil Holmes, Mick Lister, John Wood, **In attendance:** Claire Stevens (host & minutes)
Apologies: Francis Tonks

Summary of Discussion

1. March Minutes: AGREED AS ACCURATE except for one amendment: page 12e (complete sentence)

2. Matters Arising: (covered under Item 3 responses from providers)

3. Responses from Providers:

Diabetes

Reply received to questions although it was not considered sufficient.

Complaints

Claire explained that she had received some responses to a request advertised in the newsletter from people who had used the NHS complaints procedure. None related to the Local Authority Complaints Service. Claire has collated responses and she and Geraldine (LINK representative on Brighton and Sussex University Hospitals NHS Trust, BSUHT) will attend a meeting with BSUHT's Complaints Department focussing on the way complaints are handled and the tone and content of letters to complainants.

Knoll House

This issue came from one individual but the LINK decided to investigate this further as many of the residents at Knoll House are vulnerable and may be unable to voice their concerns/complaints. Claire explained that Knoll House had been extremely quick to respond to LINK requests for information and that the Co-ordinator for Intermediate Care (Dee Suter) had attended a hospital discharge group meeting. There were under 5 complaints received in 2009 and all residents are given questionnaires after they leave the premises. Feedback is generally good. Claire and Robert also confirmed that they had received good feedback from 4 people who had recently been resident at Knoll House and that they had rated it favourably. Robert felt that the problem on this occasion would appear to have been with a minority of staff. We have been assured by Dee that Knoll House uses very few agency staff. Survey results are used to improve services and examples were provided to the LINK. Claire has read through the Care Quality Commission's Service review document (29.01.09) and the only concern seems to be that safeguarding alerts were not generally reported to the Commission. CQC had undertaken an inspection on the 30th Jan, results to be published. It was **AGREED** to continue to track any negative comments received by the LINK on Knoll House and to obtain a copy of the

latest CQC report when available.

Hove Park Cafe

A positive result had been achieved, Brighton City Council (BCC) had agreed to work with the café owner to ensure it is accessible to wheelchair users.

Hypertension (high blood pressure checks)

The hypertension prevalence indicator performance is below plan. According to NHS B&H Brighton and Hove GP practices are being incentivised to proactively record blood pressure through the PBC (practice based commissioning) incentive scheme. The LINK hasn't received a response to its question on other activities the PCT undertakes to promote blood pressure checks (due 19th May).

Social Care at Home

The LINK had received a response from the Local Authority on this issue. It was noted that there has been a home care pilot and it would be useful to look at its evaluation. Claire said that there had been a recent article in the Argus about the high cost of care at home in Brighton.

Access and Support for People with Sensory Impairment to health information/services

Responses had been received from NHS Brighton and Hove (PCT) and BSUH, they mainly commented on what services were offered to those with sensory impairment. Deafblind UK work with a range of people with combined sight and hearing loss and have a Communicator Guide Support Scheme for medical appointments in B&H, which is funded by the PCT. The Trusts have a contract with a company to provide sign language and interpreting. However, the LINK are concerned that people with sensory impairments are still not receiving the help they need. According to the Federation of Disabled People written confirmation of an appointment often requires a telephone call to re-arrange the appointment if you can't make it. This can disadvantage deaf people to access on-going health care as a written response can arrive too late, causing a breakdown in communication about ongoing appointments. The LINK agreed to ask more questions on this area.

Accessibility of Public Toilets

Claire explained that she had attempted to refer this issue to Overview and Scrutiny but it had been passed back as initially the Scrutiny officer considered the response sufficient. The LINK agreed to propose a number of questions relating to this and re-submit.

Mixed Sex Wards at Royal Sussex County Hospital (RSC)

Response not received yet, due by 19th May. Will be deferred to next meeting.

Ambulance Provision in 2010 in Brighton and Hove

A quick response from South East Coast Ambulance Trust (SECAMBS) had been received. The response was useful and no further action will be taken at this stage. This has been logged as an issue and if any concerns arise again then this issue will be re-investigated.

Chlamydia Prevalence

A response has been received relating to how the PCT promotes screening. Basically, it is the decision of GPs regarding which initiatives they prioritise. The PCT also hopes to appoint a GP or practice nurse Chlamydia champion in 2010. The LINK has a further list of questions it needs to ask on this (below).

Medicine Wastage

A response has been received but the LINK considered that more could be done to address this issue particularly in light of the cuts to NHS spending.

31 Cancer target

A response had been received from BSUHT. The average number of hours the Lincs machines has increased on 25th Jan 2010 to 32 hours from 27.5 hours. The LINK still considers it difficult for BSUH to reach this target and will be monitoring this closely. Mick explained that he had also raised this issue at a recent Health Overview and Scrutiny Committee (HOSC) meeting.

Fare Concessions and Hospital Parking

The Host has chased BSUH again as they have not yet added the fare concessions information to their website. Claire informed the group that Hospital car parking was covered again in the Argus. The LINK considered that there was little more they could do on parking.

4 LGBT issue – as this relates primarily to mental health this will be referred to the LINK mental health group.

5 Funding Issues – it was noted that funding had not been given to the Crew Club by the local authority this year. This premises has a variety of facilities and is well trusted and respected by young people in the area. Claire explained that Chlamydia screening and pregnancy testing also takes place at this venue. Avril noted that some young Gypsies and Travellers use the Crew Club and prefer to access screening etc there rather than at GP practices. Robert also explained that the Healthy Living Centre would close next year as they did not have sufficient funding. Again, this facility offers a wide range of health promoting services. Claire also said that the LINK had been approached by Synergy (a music group for people with mental health problems) as they have not received any news or response to letters relating to funding. Steve explained that virtually all Third Sector organisations were in the same predicament and that the LINK does not have the resources to intervene in funding issues. Claire and Robert stated that the LINK should try to do something as important services would be lost. It was **AGREED** that the LINK will write a generic letter (as below).

6 Smoking Cessation

The LINK has received a response to its question about the support available to schools around smoking prevention. Basically, there will be a new Tobacco Control Co-ordinator post (part funded by the council and PCT). Claire explained that on an outreach visit to Bevendean she had discovered that the smoking cessation service at stopped in that area and residents were angry about this.

7 Hospital Admissions for Alcohol-Related Harm

The LINK **AGREED** to wait until Cabinet had agreed what their next steps would be on this issue before deciding on how to proceed.

8. Pharmacy application (maps brought to meeting): Claire had looked at the pharmacy proposals and explained that there is a proposed new GP practice in Whitehawk. The LINK **AGREED** that they did not see any reason why this should be objected to.

9. AOB: The LINK had written to BSUHT to ask how many wards are open and in use by children at the Children's hospital in Brighton. Response is due no later than 20th May. More information had come to light relating to this issue.

Actions	Host date letter written:	Who?	Date Completed
Write to NHS Brighton and Hove (PCT) requesting further clarification on 2 questions: 1) The LINK need to know how the PCT check they are adhering to the National Service Framework on diabetes. Are targets being met? Is the framework being adhered to? 2) The LINK would like to know what PPE has taken place in the formation of the long term conditions strategy, and may the LINK have a copy of the strategy? It was noted that the reply didn't answer the question and a copy of the strategy wasn't received.	06/05/10	PCT	04/05/10
What is the PCT doing to support those with Type 1 diabetes?	06/05/10	PCT	04/05/10
Obtain copy of CQC inspection report from 30.01.09 on Knoll House.	Hold		ON HOLD
Hypertension – defer to next priorities meeting until response received from PCT	Hold		04/05/10
Obtain copy of the home care (domiciliary) pilot evaluation from the Local Authority	06/05/10	BCC	Deadline 03/06/10
Find out how many people attend the quarterly home care forum and how is diversity of attendees measured?	06/05/10	BCC	19/05/10
Host and Steve to work on this issue to identify how best to proceed.	Host Steve		
Find out the number of complaints regarding access to support for people with sensory impairments and the quality and timeliness of service provision.	06/05/10	BSUH	19/05/10
How does BSUHT ensure that patients with sensory impairment receive the support they need and how are they identified?	06/05/10	BSUH	19/05/10
What is the take up of access services by people with sensory impairment/s	06/05/10	BSUH	19/05/10
Ask as public questions to Scrutiny: How does the Local Authority decide on opening times of public toilets? What was the response rate of the surveys of toilets? What changes have been made as a result of feedback from these surveys? How does the Local Authority measure overall satisfaction with accessibility and provision of public toilets outside of onsite surveys. LINK suggestion: online poll ion Brighton and Hove Consultation portal.	06/05/10	BCC/PC T	AWAITING – Deadline 03/06/10
Defer mixed sex hospital accommodation to next Priorities agenda.		Host	27/05/10
Relating to Chlamydia screening and prevalence: What other methods are used to improve screening in the city?	06/05/10	PCT	AWAITING – DEADLINE 03/06/10
Relating to Chlamydia screening and prevalence: What else is NHS Brighton and Hove (PCT) doing to ensure the targets are met?	06/05/10	PCT	AWAITING – DEADLINE 03/06/10
Relating to Chlamydia screening and prevalence: Has NHS Brighton and Hove (PCT) identified any good practice in other parts of the country to improve uptake in screening?	06/05/10	PCT	AWAITING – DEADLINE 03/06/10
Screening in community settings is a more popular approach among young people, what settings are used currently?	06/05/10	PCT	AWAITING – DEADLINE

			03/06/10
Medicine Wastage: Add information on how individuals can play a part in not wasting medicine in the LINK newsletter.		Host	
Medicine Wastage: Claire and Mick to work together to look at this issue in more depth.		Host	
Write to BSUH to ensure the LINK is informed of any developments in the 31 day targets	06/05/10	BCC	19/05/10
Car Parking: Ask BSUH what they are doing i.e. using any initiatives to promote alternatives to cars for staff travelling to work.	06/05/10	BCC	19/05/10
Refer LGBT issue to LINK mental health action group	Referred to NH		24/05/10
Host to write a letter highlighting the loss of services particularly health related ones and asking the following questions: was the cut to funding based on a needs based decision? has the PCT and local authority taken into account socially excluded groups who use services like the Crew Club? The LINK recommends that the PCT informs service providers throughout the funding process, even if it is a letter explaining they do not know what the funding (if any) will be. This is a necessary part of good communication. It is important that service providers are given adequate time to deal with redundancies and that the Compact is adhered to.	06/05/10	PCT/BC C	AWAITING - DEADLINE 03/06/10
The LINK would like more information on smoking cessation and prevention. Please clarify what support will be given to schools and young people in community settings for smoking cessation and prevention from April 2010.	06/05/10	PCT	AWAITING - DEADLINE 03/06/10
Where are smoking cessation services held now?	06/05/10	PCT	AWAITING - DEADLINE 03/06/10

Dates of next meeting: Tues 1 June 2010, 14.00-16.00, Brighton Junction (upstairs meeting room 2)