

Simon Crews
Interim Director of Corporate Affairs & Governance
Coventry and Warwickshire Partnership NHS Trust
Caludon Centre
Walsgrave Hospital
Clifford Bridge Road
Coventry
CV2 2DX

Performance and Development

Alwin McGibbon , BA Hons Health & Social
Policy
Scrutiny
PO Box 9, Shire Hall
Warwick
CV34 4RR
Tel: 01926 412075
Fax: 01926 476881
alwinmcgibbon@warwickshire.gov.uk
www.warwickshire.gov.uk

22 March 2007

Dear Simon Crews

Declaration on Core Standards – Coventry & Warwickshire Partnership NHS Trust 2007

Warwickshire's Health Overview and Scrutiny Committee have been invited by Coventry & Warwickshire Partnership NHS Trust to comment on their declaration

Warwickshire Health Overview and Scrutiny Committee would like to make the following additional comments to the Healthcare Commission in support of their declaration.

Second Domain – Clinical & Cost Effectiveness

Evidence to support Core Standard 6

Both Mental Health Reviews before reconfiguration indicated that healthcare organisations were working with Local Authority on social care. However, the second phase did highlight some concern when South Warwickshire Primary Care Trust decided to withdraw their support for services for older people (provided by Warwickshire Age Concern) with little or no apparent consultation. Fortunately, Warwickshire Age Concern have been able to reinstate this service using its own money

Fourth Domain – Patient Focus and Fifth Domain – Accessible and Responsive Care

Evidence to support Core Standard 13 (a)

Whilst conducting Mental Health Review (phase 2) throughout 2006 the Health Overview and Scrutiny Committee panel visits were properly monitored and consent was obtained to ensure patients and carers were happy for councillors to ask questions and that any comments were dealt with in a confidential manner. A final report on this review will be going to Health OSC on 28th March 2007.

Evidence to support Core Standards 16 and 19

Following recommendations made by Mental Health Review (phase 1) a booklet was made available in June 2006 outlining what mental health provision there was for Warwickshire residents. This booklet has made it much easier for patients, carers and members of the public to access appropriate services, thereby avoiding delays in treatment and support. A section has been devoted to how to access these services in an emergency

Again both reviews indicated that patients' views were sought on a regular basis.

Both reviews also highlighted there are access issues for more remote parts of Warwickshire. However, wherever possible the Trust have tried to address these concerns by providing services such as Resource Cafes close to communities concerned. Also Mental Health Review (phase 2) indicated that the intended changes to service delivery would provide more support in a patient's home promoting independence and enabling the removal dependent settings. This is seen as resolving some of these access issues.

Seventh Domain – Public Health

Evidence to support Core Standard 22 (a)

The Mental Health Review (phase 1), initial stages of Mental Health Review (phase 2) and existing joint working did indicate that the trust was cooperating well with Local Authority and other organisations. However since reconfiguration, with organisation structure & staff changes, it has been difficult to gain information on how these partnership arrangements are working and until recently the committee was not aware of where the new trust was located. The committee are aware that these changes will take time and with this in mind the Health Overview and Scrutiny Committee are likely to recommend that the trust be given time to settle and a progress reports on partnership arrangements and other matters be made available to the committee at the end of 2007.

Yours sincerely

Alwin McGibbon
Health Scrutiny Officer
(on behalf of Warwickshire Health Overview and Scrutiny Committee)

Anita Kane
Quality Improvement Manager
Integrated Governance Unit
George Eliot Hospital NHS Trust
College Street
Nuneaton
CV10 7DJ

Performance and Development

Alwin McGibbon , BA Hons Health & Social
Policy
Scrutiny
PO Box 9, Shire Hall
Warwick
CV34 4RR
Tel: 01926 412075
Fax: 01926 476881
alwinmcgibbon@warwickshire.gov.uk
www.warwickshire.gov.uk

22 March 2007

Dear Anita Kane

Declaration on Core Standards for George Eliot Hospital NHS Trust 2007

Warwickshire's Health Overview and Scrutiny Committee have been invited by George Eliot Hospital NHS Trust to comment on their declaration

Warwickshire Health Overview and Scrutiny Committee would like to make the following additional comments to the Healthcare Commission in support of their declaration.

First Domain – Safety

Evidence to support Core Standard 4

Warwickshire Health Overview and Scrutiny receive inspection reports from Patient and Public Involvement Forum. The report in Feb 2007 suggests that there was a decline in hand washing amongst relatives/ visitors and other nursing staff, although there was an improvement amongst other health professionals. The Health Overview and Scrutiny Committee support the recommendations suggested by the PPI Forum, in this report, especially if it would contribute to better standards of hygiene in the fight against MRSA and Clostridium Difficile.

Third Domain - Governance

Evidence to support Core Standard C7 (d)

Warwickshire Health Overview and Scrutiny Committee is aware that the George Eliot Hospital has had a difficult year financially, but has appreciated the open and candid approach taken by Chief Executive when providing information to the committee on how they intended to address these issues

Fourth Domain – Patient Focus

Evidence to support Core Standard C14 (a)

Warwickshire Health Overview and Scrutiny Committee notes that information on Patient Advice & Liaison Services is included in their annual report, but would suggest they may wish to include contact information for Independent Complaints Advocacy Service.

Evidence to support Core Standard C15

Warwickshire Health Overview and Scrutiny Committee is pleased to see that George Eliot Hospital has valued the activity of PPI Forum in helping patients with food allergies and the decision to include it in their Annual Report. The committee supports the commitment being made by the Trust to engage with the forum.

Evidence to support Core Standard C16

Warwickshire Health Overview and Scrutiny Committee has valued the information and support willingly provided during the Acute Services Review and their response to other requests for information throughout the year. The committee also notes that information on patient services at George Eliot Hospital is easily accessible via the Web and Annual Report 2006.

Yours sincerely

Alwin McGibbon
Health Scrutiny Officer
(on behalf of Warwickshire Health Overview and Scrutiny Committee)

Sue Edy
Governance Manager
South Warwickshire Hospitals NHS Trust
Warwick Hospital
Lakin Road
Warwick
CV34 5BW

Performance and Development

Alwin McGibbon , BA Hons Health & Social
Policy
Scrutiny
PO Box 9, Shire Hall
Warwick
CV34 4RR
Tel: 01926 412075
Fax: 01926 476881
alwinmcgibbon@warwickshire.gov.uk
www.warwickshire.gov.uk

28 March 2007

Dear Sue Edy

Declaration on Core Standards - South Warwickshire Hospitals NHS Trust 2007

Warwickshire's Health Overview and Scrutiny Committee have been invited by South Warwickshire Hospitals NHS Trust to comment on their declaration

Warwickshire Health Overview and Scrutiny Committee would like to make the following additional comments to the Healthcare Commission in support of their declaration.

First Domain – Safety

Evidence to support Core Standard C4

Warwickshire Health Overview and Scrutiny Committee are regularly provided with inspection reports on infection control from the Patient and Public Involvement Forum. The committee is pleased that South Warwickshire Hospitals NHS Trust engage with the forum members to ensure that these inspections go ahead and respond promptly to any recommendations the PPI Forum suggest. The trust also responds promptly to any request for information from the committee and are willing to discuss with councillors the risks associated with MRSA and Clostridium Difficile and the measures they have in place to reduce infection.

Third Domain – Governance

Evidence to support Core Standard C7 (e)

Warwickshire Health Overview and Scrutiny Committee were given a report in June/July 2006, which showed that the trust is proactively challenging discrimination, promoting equality and respect for human rights

Fourth Domain – Patient Focus

Evidence to support Core Standard C14 (a)

Warwickshire Health Overview and Scrutiny Committee has been made aware that the trust has an excellent website which has details on how to make a complaint. The Patient

Advice and Liaisons representative from this trust has provided the committee with excellent advice on how to refer patients or relatives when they have particular concerns about their treatment or NHS services. - the PPI Forums also find PALs representative very helpful

Evidence to support Core Standard 16

Warwickshire Health Overview and Scrutiny Committee is impressed with the comprehensive set of leaflets, available on the website, which provide information on particular conditions, treatment, visiting times etc. The trust has provided support and information during the Acute Services Review, which helped the committee during the two day hearing and draw together appropriate recommendations. Also the committee has appreciated the open and candid approach taken when discussing the financial difficulties it has faced during the past year.

Evidence to support Core standard 18

Warwickshire Health Overview and Scrutiny Committee has been made aware of the trusts plan to provide access to ambulatory cancer care services for patients in the south of the county. This has been given the go ahead.

Seventh Domain

Evidence to support Core Standard 22 (a)

Warwickshire Health Overview and Scrutiny Committee has found the trust very helpful when asking for information such as rate of MRSA or requiring a representative to attend the committee such as during the Acute Services Review during August/Sept 2006

Evidence to support Core Standard 23

Warwickshire Health Overview and Scrutiny Committee considers the health calculator on their Website as an excellent aid to help the public monitor safer drinking, healthy eating and quitting smoking, etc. which should go some way to promote public health.

Yours sincerely

Alwin McGibbon

Health Scrutiny Officer

(on behalf of Warwickshire Health Overview and Scrutiny Committee)

Jenny Cole
Clinical Governance Manager
University Hospitals Coventry & Warwickshire NHS Trust
University Hospital
Coventry
CV2 2DX

Performance and Development

Alwin McGibbon , BA Hons Health & Social
Policy
Scrutiny
PO Box 9, Shire Hall
Warwick
CV34 4RR
Tel: 01926 412075
Fax: 01926 476881
alwinmcgibbon@warwickshire.gov.uk
www.warwickshire.gov.uk

28 March 2007

Dear Jenny Cole

Declaration on Core Standards – University Hospitals Coventry & Warwickshire NHS Trust 2007

Warwickshire's Health Overview and Scrutiny Committee have been invited by University Hospitals Coventry & Warwickshire NHS Trust to comment on their declaration

Warwickshire Health Overview and Scrutiny Committee would like to make the following additional comments to the Healthcare Commission in support of their declaration.

First Domain - Safety

Evidence to support Core Standard C4

The Patient and Public Involvement Forum regularly provide inspection reports on infection control and cleanliness for Warwickshire Health Overview and Scrutiny Committee. The report for April/June did highlight good procedures amongst staff (apart from doctors) however, there were concerns about visitor's awareness of preventing infection. The PPI Forum made several recommendations which Health Overview and Scrutiny Committee fully support. The committee is pleased that the PPI Forum has received such a positive response from the trust to these recommendations.

Fourth Domain - Patient Focus

Evidence to support Core Standard C15

Warwickshire County Council has been invited to regularly attend the Community Engagement Committee at the University Hospital, Coventry. Information from the last meeting indicates that patients at the hospital are provided with choice and specially prepared meals if required. Dieticians are working with the hospital to ensure that the meals provide a balanced diet.

There are also procedures in place to ensure that patients have protected mealtimes (visitors//doctors are not allowed to interrupt) and to help with feeding if necessary

Seventh Domain – Public Health

Evidence to support C22 (a)

Warwickshire Health Overview and Scrutiny Committee has found the trust very helpful when asking for information or requiring a representative to attend the committee such as during the Acute Services Review during August/Sept 2006

Evidence to Support C23

Warwickshire Health Overview and Scrutiny Committee have been made aware that the University Hospital in Coventry have implemented strict no smoking policy within the new hospital to promote public health. They are now keen to extend this to the grounds of the hospital including car park. The committee support these measures.

Yours sincerely

Alwin McGibbon

Health Scrutiny Officer

(on behalf of Warwickshire Health Overview and Scrutiny Committee)

Lucy Noon
Governance & Performance
Warwickshire Primary Care NHS Trust
Westgate House
21 Market Street
Warwick
CV34 4DE

Performance and Development

Alwin McGibbon , BA Hons Health & Social
Policy
Scrutiny
PO Box 9, Shire Hall
Warwick
CV34 4RR
Tel: 01926 412075
Fax: 01926 476881
alwinmcgibbon@warwickshire.gov.uk
www.warwickshire.gov.uk

28 March 2007

Dear Lucy Noon

Declaration on Core Standards – Warwickshire Primary Care NHS Trust 2007

Warwickshire's Health Overview and Scrutiny Committee have been made aware that Warwickshire Primary Care NHS Trust would like them to comment on their declaration on core standards but have not been formally invited.

Warwickshire Health Overview and Scrutiny Committee would like to make the following additional comments to the Healthcare Commission in support of their declaration.

Fifth Domain – Accessible & Responsive Care

Evidence for support of Core Standard C17

All the Primary Care Trusts (PCTs) before reconfiguration were proactive in providing Warwickshire Health Overview and Scrutiny Committee support with recent consultations, information when there was a likely change in service provision and detailed update on their Local Delivery Plans. They also regularly attended committee meetings.

However, since reconfiguration obtaining information and attendance at meetings has been made more difficult. The committee consider that some of these difficulties may be due to delays in appointing relevant directors, staff providing cover for more than one position and adapting to organisation change since reconfiguration. The Primary Care Trust has been invited to provide important information on the Local Delivery Plan on two occasions 24th January and 21st March 2007, they did not attend and no apologies were received. The committee is hoping this will be resolved by the next meeting on the 28th March 2007.

The committee would also like to add their concerns relating to engagement with the local Patient and Public Involvement Forum. The PPI Forum have informed the committee that they are disappointed with the lack of substantive response from the PCT to their Transport Report (November 2006), Young Carers Report (November 2006) and their requests made early in 2007 for information about the Local Delivery Plan and financial position of the PCT. The committee considers it is important that the PCT maintains a

good working relationship with the PPI Forum especially as they will be going through change themselves to become the new Local Information Networks

Despite these concerns there has been some positive engagement and the work on the current Dental Review has continued. Recently representatives from the PCT have provided the Dental Review Panel with a valuable update on the new Dental Contracts and how dental provision is progressing in Warwickshire. These representatives will be attending the Health Overview and Scrutiny Committee meeting on the 28th March 2007 to discuss dental provision with all the councillors.

Evidence for support of Core Standard C19

Health Overview and Scrutiny Committee do have concerns with the telephone system in Warwick and whether the public would be able to easily access information without being frustrated. When put through by the operator, to the extension requested, there is nothing to indicate that you are still connected, only silence, automated message system does eventually let you know no-one to answer call but then cuts you off. Very rarely is there an option to leave a message. The committee would recommend that the PCT review the system in Warwick as a matter of priority, because although the committee can contact via e-mail not all members of the public have access to a computer. The telephone system in the other locality offices in Rugby and North Warwickshire does not cause these problems.

Seventh Domain – Public Health

Evidence for support of Core Standard C22

(a) Anecdotal evidence indicates this could be improved – evidence still required to support this.

(b) The committee are aware that the Trust has started work on Local Area Agreements to develop partnership working arrangements.

(c) A Public Health Director has been appointed (this is a joint appointment with Warwickshire county Council). Before this appointment the Public Health Directors from each of the three PCT before reconfiguration had a year's secondment with the Local Authority. There has always been a good working relationship with Warwickshire Health Overview and Scrutiny Committee and one of the former Directors is still providing support for the Childhood Obesity Review panel.

Core Standard C23

Before the reconfiguration of the Primary Care Trust there was evidence that the three PCTs were meeting Core Standard C23, via the information provided by their Local Delivery Plans. At the moment the committee cannot comment on whether this standard is still being met due to delays in obtaining information from the PCT. However, the Health Overview and Scrutiny Committee have been assured that a representative from the PCT will be attending the committee meeting on the 28th March 2007.

Yours sincerely

Alwin McGibbon

Health Scrutiny Officer

(on behalf of Warwickshire Health Overview and Scrutiny Committee)

Diane Lee
Director of Corporate Services
West Midlands Ambulance Service NHS Trust
St Chad's Court
213 Hagley Road
Edgbaston
Birmingham
B16 9RG

Performance and Development

Alwin McGibbon , BA Hons Health & Social
Policy
Scrutiny
PO Box 9, Shire Hall
Warwick
CV34 4RR
Tel: 01926 412075
Fax: 01926 476881
alwinmcgibbon@warwickshire.gov.uk
www.warwickshire.gov.uk

22 March 2007

Dear Diane Lee

Declaration on Core Standards - West Midlands Ambulance Service NHS Trust 2007

Warwickshire's Health Overview and Scrutiny Committee have been invited by West Midlands Ambulance Service NHS Trust (WMAS) to comment on their declaration. The committee have noted the comments made by each of the core standards and support the submission they have made to the Healthcare Commission.

Warwickshire Health Overview and Scrutiny Committee would like to make the following additional comments to the Healthcare Commission relating to Fourth Fifth and Seventh Domain in support of their declaration.

Fourth Domain - Patient Focus

Evidence to support Core Standards 14 and 16.

Warwickshire Health Overview and Scrutiny Committee consider that the WMAS act on concerns and where appropriate make changes to ensure improvements in service delivery.

Since the reconfiguration of Ambulance Services the WMAS has been proactive in providing information to Health OSC on how it planned to implement change since reconfiguration. The committee did have concerns that they would not be aware of changes in performance or delivery locally after reconfiguration. However, a representative from the Ambulance Service contacted Health OSC on 10th August 2006 and provided information to assure councillors that although it was a much larger organisation, it still intended to provide locality based information relating to Coventry and Warwickshire as part of the wider service, to enable councillors to compare performance before and after reconfiguration. The WMAS do intend to provide this information on a regular basis and a meeting has been arranged for the 28th March 2007.

Fifth Domain – Accessible and Responsive Care and Seventh Domain – Public Health

Evidence to support Core Standards 17 and 22 (a)

Warwickshire Health Overview and Scrutiny Committee considers that the West Midlands Ambulance Service do actively seek the views of patients, their carers and **others** and these are taken into account in designing, planning, delivering & improving healthcare services

The meeting with the Chief Executive on the 11th January 2007 provided the committee with an update on the structure of the organisation and progress on their declaration for 2007. The WMAS also chose this meeting to obtain initial thoughts on a possible move of location of the call centre arrangements in Leamington to another in either Coventry or Warwickshire. The committee appreciate being involved with this proposed change at an early stage and are looking forward to the visits being arranged by the WMAS to the call centres in Brierley Hill, Dudley and Leamington Spa. There will be an opportunity for the committee to understand the changes being proposed before making any recommendations.

The committee would like to acknowledge the effort and time that WMAS is taking to ensure they have adequate information and their views are being taken into account when there is a proposal to make service changes.

Yours sincerely

Alwin McGibbon
Health Scrutiny Officer
(on behalf of Warwickshire Health Overview and Scrutiny Committee)