

Meeting of: Joint Health Overview and Scrutiny Committee for Pennine Care Foundation Trust

Date: Thursday 17th September 2015

Present:
Councillor McGee (Stockport MBC) (Chair)
Councillor McClaren (Oldham MBC)
Councillor Gartside (Rochdale MBC)
Councillor Gordon (Stockport MBC)
Councillor Adams (Bury MBC)
Councillor Walker (Bury MBC)
Councillor Grimshaw (Bury MBC)

Apologies:
Councillor Wright (Stockport MBC)
Councillor Judge (Oldham MBC)
Councillor Welsh (Tameside MBC)
Councillor Robinson (Rochdale MBC)
Councillor Bell (Tameside MBC)
Councillor Bowden (Tameside MBC)

In Attendance:
Dan Smith – Area Consultant Paramedic – Northwest Ambulance Service
Ben Woffenden – Complaints Manager – Pennine Care NHS Foundation Trust

PC 15/16-15 APOLOGIES

Apologies were detailed above.

PC 15/16-16 DECLARATIONS OF INTEREST

Councillors Gordon and Walker declared personal interests in all matters under consideration as they are both members of the Pennine Care Foundation Trust.

PC 15/16-17 PUBLIC QUESTIONS

There were no questions from members of the public

PC 15/16-18 MINUTES OF THE LAST MEETING

It was agreed:

The minutes of the meeting held on the 18th June 2015 be approved as a correct record.

PC 15/16-19 MATTERS ARISING

There were no matters arising.

PC 15/16-20 NORTHWEST AMBULANCE SERVICE

Members of the Joint Health Overview and Scrutiny Committee considered a verbal presentation from Dan Smith Area Consultant Paramedic – Northwest Ambulance Service. The presentation contained the following information:

- Northwest ambulance service covers the North West footprint; 33 Clinical Commissioning Groups, 1,420 GP practices, 29 Acute Trusts
- 1.3 million 999 calls per year
- 81% of red calls are answered within 8 minutes and 95% within 19 minutes
- 63% of patients arriving at A&E by ambulance in Greater Manchester end up in a hospital bed.

The Area Consultant Paramedic reported that the ambulance service has changed. Paramedics now work differently; a paramedic pathfinder scheme has been introduced as well as community care pathway and community paramedics.

The Area Consultant Paramedic reported that paramedics now provide an enhanced treatment role. Paramedics will often safely manage more patients at the scene, treat them at home or refer them to a community based service.

The Area Consultant Paramedic reported that in 2014/15, 30% of the calls they responded to the patients was either left at home or with an alternative care package. In 2015/16 that figure had risen to 42%. Of the 500,000 calls responded to in the same period, 10% were defined as life threatening.

In response to a Member's question with regards to the paramedic pathfinder scheme; the Area Consultant Paramedic reported that the scheme allows the paramedic to assess the patient and if required arrange to review the patient again after a period of two hours.

The Area Consultant Paramedic reported that a number of calls are received from healthcare professionals, a large proportion of calls are received in the same period, causing peaks in demand. The Ambulance Trust is working with other healthcare professionals to educate them in respect of this issue.

In respect of mental health, the Area Consultant Paramedic reported that in all areas there has been an increase in the percentage of 999 activity coded as suicide, self harm, overdose or mental health. The Paramedic reported that any incident of overdose/self harm or acute mental illness would automatically be transferred to A&E. Paramedics do also have powers with regards to the Mental Health Act or Mental Capacity Act when there is an immediate threat to life. Paramedics will liaise with GPs and mental health services in respect of the most suitable place for a patient.

In response to a Member's question, the Area Consultant Paramedic reported that the Ambulance service would classify a patient as a frequent caller, if they called the service four times in twenty eight days or twice in seven days. The Ambulance service will work with patients categorised as frequent callers and assess what support is available must appropriate to their needs.

The Area Consultant Paramedic reported that the Greater Manchester Fire Service, Community Risk Intervention Team has been established to extend support to other emergency services. The team will respond to NWS low-priority calls including; falls in the home and instances where they can help people to stay in their own homes rather than go into hospital.

In response to concerns expressed in relation to the provision by Pennine Care of Crisis Home Treatment Teams; the Area Consultant Paramedic reported that the service is operating well, there have been no problems recently when accessing the service. For paramedics there is a great deal of risks in treating a patient with a mental health condition. Paramedics will discuss the crisis team to receive assurance and information in relation to a particular patient's mental health condition.

In response to issues identified above, Northwest ambulance service is in the process of recruiting a mental health practitioner based at their call centre.

The Area Consultant Paramedic reported that there is a blue light user group with representation from all the emergency services that meets regularly to review cases.

Members expressed concern about cases Ambulances being used to transport patients to different areas of the country. The Area Consultant reported that depending on availability it may be necessary to source an alternative mode of transport to transfer the patient.

It was agreed:

1. That Dan Smith, Area Consultant Paramedic be thanked for his attendance.
2. That the figures in relation to the number of ambulance journeys made to transfer mental health patients to out of Borough placements be provided to the Joint Health Overview and Scrutiny Officer and circulated to members of the committee.

PC 15/16-21 PENNINE CARE FOUNDATION TRUST COMPLAINTS REPORT

Members of the Committee considered a verbal presentation from Ben Woffenden, Complaints Manager, Pennine Care Foundation Trust. The presentation contained the following information:

- During Quarter 1, the Trust's community healthcare services have received 31 complaints. This represents a decrease of 3 (9%) compared to the previous quarter.

- In the same period, the Trust's community healthcare services responded to 43 complaints. 95% (41 out of 43) of those complaints were responded to within the timescale agreed with the complainant
- This quarter, the Trust's mental health services have received 45 complaints. This represents an increase of 2 (5%) compared to the previous quarter.
- In the same period, the Trust's mental health services responded to 46 complaints. 93% (43 out of 46) of those complaints were responded to within the timescale agreed with the complainant.

The Complaints Manager reported that through the continued analysis of complaints received and responded to across all community health services, it was identified that several complaints involved a particular member of staff within Community Services Bury. The borough has been able to provide assurance that the identified theme has been addressed appropriately via HR procedures. There was a significant increase in the number of complaints received in quarter 1 about Trafford Division; however there is no discernible reason for this.

There has been analysis of the complaints received and responded to within the quarter, to establish if there are any themes or trends:

- Bury

There was a 33% reduction in the number of complaints raised about mental health services in Bury during the reportable quarter in comparison to the previous quarter.

Of the complaints received, there were three received about the Department of Psychiatry (in comparison for none received in the previous three quarters). That increase has been analysed and it is apparent that all three relate to different staff and issues. There is no trend apparent from the complaints responded to in the Quarter.

- Heywood, Middleton and Rochdale

There was a 33% reduction in the number of complaints raised about mental health services in Heywood, Middleton and Rochdale during the reportable quarter in comparison to the previous quarter. Given the fluctuation experienced quarter on quarter over the past year, it is helpful to compare the number of complaints received this quarter with an average taken over the past year; 7 complaints on average have been received per quarter and 6 were received this quarter.

There have been three complaints this quarter and also last quarter received about the Department of Psychiatry. These have been considered to establish if there is a trend, which there is not; the cases relate to different members of staff and different issues.

- Oldham

This quarter, Oldham mental health services have received 5 complaints. This was 3 more than received in the previous quarter. Whilst a significant

percentage increase, it is notable that there has been quarter-on-quarter fluctuation in the number of complaints received in Oldham for the past 12 months. There is no discernible reason for the increase of 3 complaints; despite that increase, the total of 5 received this quarter is below the average of 6 received per quarter in the preceding 12 months.

- Stockport

There was a significant increase in the number of complaints received by the Trust regarding its mental health services in Stockport during this quarter. The majority of these were received in May 2015.

There has been an analysis of those complaints received. In terms of the 3 cases received about Norbury Ward, 2 were from different members of the same family regarding the same matters. All three have now been investigated and there are no common issues regarding the care of the two different patients.

There have been 4 cases regarding The Meadows (three about Davenport and one about Saffron), with common issues around communication, premises and attitude of staff. These remain under investigation.

- Tameside

There was no theme or trend apparent from the complaints received or responded to relating to Tameside mental health services during the applicable period.

In quarter Q1 2015-16, the Patient Advice Liaison service has received 84 cases relating to mental health service across the Trust. This compares to 74 in quarter 3 2014-15, showing a 13.5% increase

The Committee were informed that the Trust have recently developed a Patient Experience Strategy. The Strategy will aim to catch data in real time and take into account the development of the friends and family test.

Members of the Joint Committee expressed concerns about the higher than average number of complaints in Stockport. The Complaints manager reported that the reason for this is multi-factorial and as part of the investigation process the complaints manager and senior staff from the Trust have met with service users, carers and representatives from the Meadows to discuss concerns raised.

In response to a Member's question, the Complaints Manager acknowledged that the majority of complaints continue to be a result of communication problems. The Trust has developed a patient experience partnership and any learning from complaints is highlighted through organisational development and within training.

It was agreed:

The Pennine Care Foundation Trust, Complaints Manager be thanked for his attendance.

PC 14/15-22 URGENT BUSINESS

There was no urgent business reported.