

TITLE	Possible Implications for Scrutiny of the Francis Report Working Group - update
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 26 January 2016
WARD	None Specific
DIRECTOR	Andrew Moulton, Head of Governance and Improvement Services

OUTCOME / BENEFITS TO THE COMMUNITY

That Members will be updated on the implementation of the recommendations of the Possible Implications for Scrutiny of the Francis Report Working Group, which were agreed by the Health Overview and Scrutiny Committee on 10 September 2014.

RECOMMENDATION

That the Health Overview and Scrutiny Committee considers the update on the implementation of the recommendations of the Possible Implications for Scrutiny of the Francis Report Working Group and ascertains whether it wishes to take any further action.

SUMMARY OF REPORT

The Possible Implications for Scrutiny of the Francis Report Working Group was set up to look at the potential implications of the Francis Report for scrutiny in Wokingham.

The purpose of the review was:-

- to identify the key potential implications for overview and scrutiny from the Mid Staffordshire NHS Foundation Trust Public Inquiry (the Francis Report) and to identify any areas of further development for health scrutiny in Wokingham and;
- to recommend any improvements to the health scrutiny practices in Wokingham, to the Health Overview and Scrutiny Committee.

The Working Group made 28 recommendations which were agreed by the Health Overview and Scrutiny Committee on 10 September 2014.

Background

The Mid Staffordshire NHS Foundation Trust Public Inquiry (the Francis Inquiry) was established to examine poor care and failings at Stafford Hospital between 2005 and 2008. Examples of inadequate care identified included patients being left in soiled bedclothes for some time, unclean wards and a lack of dignity and privacy. In addition to looking at the hospital the Inquiry also considered the role and actions of organisations including the Department of Health, the Strategic Health Authority, the Primary Care Trust, Care Quality Commission, Monitor, local patient and participation organisations and local authority scrutiny. The second and final report of the public inquiry into Mid Staffordshire NHS Foundation Trust was published on 6 February 2013 and made 290 recommendations.

The key recommendations for scrutiny from the Francis Report are detailed below:

Recommendation 43 – *Those charged with oversight and regulatory roles in healthcare should monitor media reports about the organisations for which they have responsibility.*

Recommendation 47 – *The Care Quality Commission should expand its work with overview and scrutiny committees and Foundation Trust governors as a valuable information resource. For example it should further develop its current ‘sounding board’ events.*

Recommendation 119 – *Overview and Scrutiny Committees and Local Healthwatch should have access to detailed information about complaints although respect needs to be paid in this instance to the requirement for patient confidentiality.*

Recommendation 147 – *Guidance should be given to promote the co-ordination and co-operation between local Healthwatch, Health and Wellbeing Boards, and local government scrutiny committees.*

Recommendation 149 – *Scrutiny committees should be provided with appropriate support to enable them to carry out their scrutiny role, including easily accessible guidance and benchmarks.*

Recommendation 150 – *Scrutiny committees should have powers to inspect providers rather than relying on local patient involvement structures to carry out this role, or should actively work with those structures to trigger and follow up inspections where appropriate rather than receiving reports without comment or suggestion for action.*

Recommendation 246 – *Department of Health/ the NHS Commissioning Board /regulators should ensure that provider organisations publish in their annual quality accounts information in a common form to enable comparisons to be made between organisations to include a minimum of prescribed information about their compliance with fundamental or other standards, their proposals for the rectification of any non-compliance and statistics on mortality and other outcomes. Quality Accounts should be required to contain the observations of commissioners, overview and scrutiny and Local Healthwatch.*

On 25 November 2013 HOSC agreed to establish a working group to look at the potential implications of the Francis Report for scrutiny in Wokingham.

Analysis of Issues

Update on Working Group Recommendations

Recommendation 1:

That the Health Overview and Scrutiny Committee (HOSC) receive the report of the Possible Implications for Scrutiny of the Francis Report Working Group and agrees the recommendations set out within the report which relate to HOSC.

Update: Received by HOSC on 10 September 2014 and recommendations agreed.

Recommendation 2:

That the HOSC members ensure that they are fully prepared for committee meetings and read the agenda thoroughly prior to the meeting to help identify any issues of concern/good news and to structure questioning, seeking advice from the supporting Democratic Services Officer as and when required.

Recommendation 3:

That a pre meeting is held 30 minutes prior to each HOSC meeting and that it include;

- a) a brief discussion of agenda items to highlight any areas of concern;
- b) a brief discussion of questions to be asked of presenters to ensure a coordinated approach is taken, high quality questioning and full Member participation;
- c) a brief discussion of forward programme;
- d) information briefings from officers, where required.

The Working Group was of the opinion that in order for pre meetings to be most effective, Members should not arrive later than 5 minutes after the commencement of the pre meeting

Update: A pragmatic approach is taken according to the nature of the items on the agenda and the Chairman decides whether a pre meeting is required.

Recommendation 4:

That the HOSC takes a more selective approach to its work programme, prioritising issues that will have the greatest impact on residents and where the Committee can make a difference.

Update: The HOSC's Work Programme for 2015/16 was considered at the Committee's meeting on 3 June 2015. Members discussed possible topics for review throughout the year. The Executive Member for Health and Wellbeing, Director of Health and Wellbeing, Consultant in Public Health and Healthwatch Wokingham Borough had been previously asked for suggestions for items where it was felt that the Committee may be able to add value. When looking at potential items for its work programme, the Committee considered to what extent it would have an impact on residents; whether it was a widespread issue (e.g. affecting more than one ward) and what value HOSC could add by looking at the item.

The Work Programme is an evolving document and items can be added or removed as required.

Recommendation 5:

That the HOSC agendas include a main topic for discussion along with an ancillary topic, in addition to the standard items, to ensure that agendas are of a manageable size.

Update: Agendas now include a main discussion topic plus one or two ancillary items, in addition to the standing items. The Committee's work programme is flexible and items can be added, removed or deferred as required.

Recommendation 6:

That all HOSC members monitor local and national media for reports regarding providers of NHS services to Wokingham Borough residents and inform the Chairman and supporting officer of any items which may require further investigation by the Committee.

Update: Members are encouraged to raise items for further consideration by the Committee under the Work Programme item which is a standing item on the HOSC agenda.

Recommendation 7:

That all HOSC members and substitutes should receive induction and refresher training and briefings on topics which the Committee will be looking at in detail.

Update: All scrutiny members and substitutes were invited to a training session on an introduction to scrutiny on 28 September 2015. Six members attended.

A briefing session on the Care Act was held for all HOSC members and substitutes on 17 November 2014 prior to the commencement of the work of the Implementation of the Care Act Task and Finish Group. This was poorly attended with five Members attending. Training on the Care Act was also offered to all Members in April 2015 but again this was poorly attended.

Recommendation 8:

That an introductory information briefing be provided to Task and Finish Groups on topics which have been selected for review, prior to the commencement of scrutiny reviews.

Update: An introductory briefing was held prior to the Implementation of the Care Act Task and Finish Group beginning its work, which was open to all Health Overview and Scrutiny Committee members and substitutes. A separate briefing was held for those Task and Finish Group members who were unable to attend.

The first meeting of the Better Care Fund Task and Finish Group provided members of the Task and Finish Group with an introduction to the Better Care Fund, General Practice, issues regarding access to GPs and Neighborhood Clusters.

Recommendation 9:

That the HOSC members and substitutes inform the supporting officer of any areas where they feel that additional training or a briefing, would be beneficial.

Update: Whilst so far no suggestions have come forward there is a mechanism whereby HOSC members and substitutes can inform the supporting officer of any areas where

they feel that additional training or a briefing would be beneficial.

Recommendation 10:

That new HOSC members be encouraged to view membership of the Committee as a long term commitment, so far as possible.

Update: The current makeup of the Committee is a mixture of Members with some experience of health scrutiny and those who are new to health scrutiny.

Members should consider how greater continuity can be ensured. In addition Members should consider a consistent approach to organising scrutiny to help the long term effectiveness of the function.

Recommendation 11:

That the HOSC utilises support from the Public Health Team with regards to the interpretation of statistical data and the provision of briefings on reports and presentations that the Committee receive, to help ensure that Members' questions are effective and well-formed according to the information presented.

Update: This facility has been little used but remains available to the Committee.

Recommendation 12:

That consideration be given to seeking advice from independent experts on review topics, where it was considered that this will assist Members in their investigations.

Update: Task and Finish Groups are provided with support from the relevant service areas in addition to that provided by the supporting Democratic Services Officer.

Consideration should be given to seeking advice from external independent experts on review topics, where it is considered that this will assist Members in their investigations.

Recommendation 13:

That the HOSC receives high level anonymised complaints data regarding any Adult Social Care and Public Health complaints.

Update: Members have been provided with high level anonymised complaints data relating to complaints received between April 2014 and August 2015.

Recommendation 14:

That the HOSC requests receipt of the quarterly and annual report from the complaints advocacy service, SEAP.

Update: The Council, along with 10 other councils across the south east has commissioned Support Empower Advocacy and Promote (SEAP) to provide an NHS Complaints Advocacy service.

Committee members have been sent a copy of the SEAP Annual Report 2015 for information.

Recommendation 15:

That the HOSC members monitor information regarding complaints published by each of the NHS Foundation Trusts which provide services to Wokingham Borough residents

and on which the Committee is prioritising its focus, for Board meetings held in public. That Committee members highlight any concerns to the Chairman, for follow up by the Committee.

Update: The Committee is updated periodically regarding complaints.

There is provision for the HOSC to assign members of the Committee to lead roles in relation to particular health issues or health service providers, if necessary. The Committee may wish to consider appointing individual Members to monitor complaints of the main NHS Foundation Trusts which provide services to residents (Royal Berkshire NHS Foundation Trust, Berkshire Healthcare Foundation Trust and South Central Ambulance Service), prioritising focus for Board meetings held in public, highlighting any concerns to the Chairman, for follow up by the Committee as a whole.

Recommendation 16:

That the Chairman of HOSC and one other Committee member maintain contact with the local CQC manager and meet with them no less than twice a year.

Update: This recommendation has not been implemented due to changes in Committee membership.

The Committee is encouraged to share concerns it may have regarding the quality or safety of care delivered by local providers, or other relevant information.

HOSC may wish to nominate several Committee members to liaise with the CQC as and when required.

Recommendation 17:

That all HOSC members receive the email alerts from the CQC regarding published inspection reports and highlight any concerns to the Committee, via the Chairman and supporting officer, as necessary.

Update: Members are sent email alerts when a service in the Wokingham Borough has been inspected by the CQC and has been rated 'Requires Improvement' and the report has been published.

Recommendation 18:

That at least one HOSC member attends each CQC 'Listening Event' for the three main NHS Foundation Trusts providing services for Wokingham residents.

Update: Two Members attended the CQC 'Listening Event' for the Royal Berkshire NHS Foundation Trust in March 2014. No further events have been held for the three main NHS Foundation Trusts.

Recommendation 19:

That, where possible, the Chairman of HOSC engages in CQC Quality Summits for the NHS Foundation Trusts providing services to Wokingham residents.

Update: No further CQC Quality Summits have been held for the main NHS Foundation Trusts providing services to Wokingham residents since the Working Group's recommendations.

Recommendation 20:

That Members be encouraged to raise awareness of Healthwatch Wokingham Borough through their ward work e.g. in ward surgeries.

Update: The Chairman of HOSC has emailed all Members to encourage them to raise awareness of Healthwatch Wokingham Borough through their ward work e.g. in ward surgeries, where appropriate.

Recommendation 21:

That a joint workshop be held between the HOSC, the Health and Wellbeing Board and Healthwatch Wokingham Borough to refresh Members' understanding of each other's roles and responsibilities and the interdependencies between the three.

Update: This recommendation has not been implemented. The membership of both the HOSC and the Health and Wellbeing Board has changed to some extent since this recommendation was agreed. The Committee should consider whether a joint workshop would be beneficial to refreshing Members' understanding of the role and responsibilities of the Health and Wellbeing Board and Healthwatch and also to improve the ways in which the three work together.

Recommendation 22:

That Healthwatch Wokingham Borough be requested to continue to inform the HOSC of any significant concerns and recommendations following inspections and the Committee follow these up as and when necessary.

Update: Healthwatch Wokingham Borough provides an update on their work at every HOSC meeting and circulates the reports of their Enter and Views and other work e.g. "Totes Emosh" How Young People in Wokingham Borough feel', 'Food Bank Report' and 'Wokingham Medical Centre'.

Recommendation 23:

That the Chairmen of the HOSC and the Health and Wellbeing Board meet to discuss whether any improvements could be made to the way in which the HOSC and the Health and Wellbeing Board work together.

Update: The Chairmen of HOSC and the Health and Wellbeing Board have met to discuss improving the way in which the committees work together. It was agreed that the Committees' work programmes would be shared with the Chairmen to ensure a minimisation of duplication. This has been implemented.

Recommendation 24:

That the HOSC maintains contact with the Council's representatives on local NHS Foundation Trust Boards or Governing Bodies, including requesting these Member representatives report to the Committee twice a year.

Update: The Council's representative on Royal Berkshire Hospital Foundation Trust Board of Governors and Berkshire Healthcare Foundation Trust, Councillor Pitts has been invited to provide an update on his role at the Committee's meeting on 26 January 2016.

Recommendation 25:

That in order to access patients' views on their experiences, the HOSC regularly

receives the following information:

- a) A summary of the information on the NHS Choices website on the main healthcare providers for Wokingham Borough residents, including NHS Choice user ratings, CQC national standards, recommended by staff, staff satisfaction with incident handling, Mortality rate, NHS England patient safety notices and Friends and Family scores;
- b) GP Patient Survey results;
- c) CQC annual Inpatient Survey results;
- d) Information from Patient Opinion and Patient Association
- e) Any reports from regulators regarding Royal Berkshire NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust and South Central Ambulance NHS Foundation Trust

Update: Members have been provided with the results of the GP Patient Surveys, the CQC annual Inpatient Survey results for the Royal Berkshire NHS Foundation Trust and several summaries of the information on the NHS Choices website on the main healthcare providers for Wokingham Borough residents.

Recommendation 26:

That on receipt of Quality Accounts from the Royal Berkshire NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust and South Central Ambulance NHS Foundation Trust, the HOSC be divided into three groups and that each group focuses on a specific set of Quality Accounts and formulates a response. Each response should be circulated to the full Committee for agreement.

Update: The Committee divided into three groups to look at the 2014/15 Quality Accounts for Royal Berkshire NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust and South Central Ambulance NHS Foundation Trust.

Consideration should be given as to how the Committee wishes to respond to Quality Accounts in the future.

Recommendation 27:

That the Overview and Scrutiny Management Committee be sent the report of the Possible Implications for Scrutiny of the Francis Report Working Group and be requested to consider whether any of the improvements recommended for HOSC could be applied to the Overview and Scrutiny Management Committee and the other Overview and Scrutiny Committees.

Update: The Overview and Scrutiny Management Committee received the report on 13 October 2014. The Chairmen of the Overview and Scrutiny Committees were requested to bear in mind the recommendations of the Working Group. No further feedback has been received.

Recommendation 28:

That the Health Overview and Scrutiny Committee review the implementation of any agreed recommendations after a period of 12 months.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough

Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	N/A	NA	N/A
Next Financial Year (Year 2)	N/A	N/A	N/A
Following Financial Year (Year 3)	N/A	N/A	N/A

Other financial information relevant to the Recommendation/Decision
--

N/A

Cross-Council Implications

N/A

Reasons for considering the report in Part 2

N/A

List of Background Papers

Final report of the Possible Implications for Scrutiny of the Francis Report Working Group The Francis Report
--

Contact Madeleine Shopland	Service Governance and Improvement Services
Telephone No 0118 974 6319	Email madeleine.shopland@wokingham.gov.uk
Date 04.01.16	Version No. 1

This page is intentionally left blank