

**REPORT FOR: OVERVIEW AND
SCRUTINY COMMITTEE
AND SCRUTINY SUB-
COMMITTEES**

Date of Meeting:	13 April 2010
Subject:	Scrutiny Lead Members Report
Responsible Officer:	Alex Dewsnap, Divisional Director Partnership Development and Performance
Scrutiny Lead Member area:	Councillors Margaret Davine and Janet Mote, Policy and Performance Lead Councillors Children and Young People
Exempt:	No
Enclosures:	Report from the Scrutiny Lead Councillors for Children and Young People

Section 1 – Summary and Recommendations

The report accompanies the report from the Scrutiny Lead Members for Children and Young People

Recommendations:

Councillors are recommended to:

- I. Consider the report from the Scrutiny Lead Councillors for Children and Young People and agree the action proposed therein.

Section 2 – Report

Introductory paragraph

This report outlines the outcomes from the meeting between the Children and Young People scrutiny lead councillors and the incoming and outgoing Corporate Directors of Children’s Services.

The report also updates the committee on correspondence between the Adult Health and Social Care scrutiny lead councillors and the Chief Executive of NHS Harrow and the Chief Executive of the North West London Hospitals NHS Trust.

There are no reports from the other scrutiny lead councillors

Financial Implications

There are no financial implications associated with this report

Performance Issues

There are no performance issues associated with this report.

Environmental Impact

There is no environmental impact associated with this report

Risk Management Implications

There are no risks associated with this report.

Corporate Priorities

Please identify which corporate priority the report incorporates and how:

- Improve support for vulnerable people
- Build stronger communities

Section 3 - Statutory Officer Clearance

Not required for this report.

Section 4 - Contact Details and Background Papers

Contact: Lynne Margetts, Service Manager Scrutiny, 020 8420 9387

Background Papers: None

APPENDIX ONE

Children and Young People Lead Members Quarterly Briefing

The Lead Members met on 16 March 2010.

Meeting attendees:

Councillor Margaret Davine, Policy Lead Member Children and Young People
Councillor Janet Mote, Performance Lead Member Children and Young People

Paul Clark, Outgoing Corporate Director for Children's Services

Catherine Doran, Incoming Corporate Director for Children's Services

Fola Beckley, Scrutiny Officer

The meeting began with introductions and a welcome to the new Corporate Director of Children's Services.

School Reorganisation

The lead members received an update on the school re-organisation in the borough. In September 2010 fifty nine community schools are re-organising to become infant, junior, primary or secondary schools and 2,000 year 7 pupils will transfer to high schools from the primary sector. With most schools the re-organisation is going well, for some schools that are experiencing challenges there is support being provided in terms of budget planning over the next three years and establishing staffing structures.

Transitions

The transitions scoping workshop that was carried out in September 2009 was discussed. The workshop was a roundtable discussion involving the lead members, the Corporate Director for Children's Services and key officers from children's services as well as other key practitioners. The workshop was held in order to address the issue of transition from children's care to adults.

The Incoming Corporate Director for Children's Services highlighted to members that the transformation programme will possibly be addressing some of the issue and concerns related to the transitions service. Some of the issues that were raised during the scoping workshop include:

- The roles and responsibilities in children's and adult services
- information sharing systems
- individual budgets
- personalised plans

The Transformation programme will be looking at how to enhance and change the services. The way forward for this review, should it be agreed as part of the 2010/2011 scrutiny work programme will need to be well considered in order to ensure there is no duplication. The lead members explained that in addressing transition services they are very keen to get the views of children and young people, parents and carers.

For action: To ensure that if the Transitions project is included in the scrutiny work programme for 2010/11, discussions take place to ensure that it does not duplicate other work being undertaken by the service as part of the Transformation Programme

Coram

The lead members reviewed progress of the adoption service Coram. Coram is the Voluntary Adoption Agency (VAA) that provides the council's adoption services. It was noted that since Coram's involvement in the council's adoption service the number of children with a 'should be placed for adoption recommendation' has gone up from 2% of looked after children for adoption to 14% between the periods of 2006/07 to 2008/09. The improvement and notable development in the borough has been noted (Policy Exchange, January 2010).

The Outgoing Corporate Director for Children's Services also discussed the impact of the positive service provided by Coram and the implications on the CAA results. Due to the fact that Harrow is the only authority that has a partnership approach (commissioning adoption services out externally) the CAA initially didn't recognise this until the way in which we approach adoption services was explained.

Youth Mayor

The lead members discussed the prospects of whether the councils was any nearer to having a Youth Mayor which has been a consideration for a while. The previous groups that were involved with liaising and engaging young people were also discussed such as the All Party Special Interest Group (APSIG) as well as the predecessor to this group, the Youth Operation Fund Steering Group.

It was stressed that any further engagement needs to ensure that the liaison and learning from discussions with children and young people is manifested into something tangible. Further thought also needs to be given to this due to the fact that resources are limited.

The lead members decided that future work that could be carried out could involve looking into where the council is at present in terms of citizenship and engagement with children and young people and good practice in other boroughs that already have a Youth Mayor such as Lewisham, Newham, Tower Hamlets etc. The Incoming Corporate Director of Children's Services briefed members on some successful work that had been carried out in relation to citizenship and engagement with young people at Government Office for London.

For action: *That the next Overview and Scrutiny committee considers the inclusion of work regarding young people and citizenship in its 2010/11 work programme*

Corporate Parenting

The issue of member commitment and involvement in their Corporate Parenting role was discussed. It was noted that this could be built into the member development programme post the elections in May 2010 as it will be a good opportunity to get buy-in early on.

Children's Services at Northwick Park Hospital

The leads discussed the proposed changes to children's health services provided in the borough at Northwick Park Hospital. There are imminent changes to come to children's health services, but at present it appears as though Northwick Park Hospital will maintain most of their services currently

provided whilst there are a number of concerns for Central Middlesex. The leads members also discussed the concerns around the polyclinics and A & E services.

The lead members felt that it would be helpful to look at the relationship between polyclinics and other community services like extended schools and children's centres. Health provision for those under 18 was also discussed in the context of a need for clearer care pathways.

For action: *That the Scrutiny lead members for children and young people for 2010/11 monitor the links between community facilities and children's facilities*

Correspondence Adult Health and Social Care Scrutiny Lead Councillors

The Adult Health and Social Care leads have contacted both the Chief Executive of NHS Harrow and NW London Hospitals NHS Trust with regard to respectively, Out of Hours GP services and Implementation of the Hyper Acute Stroke Unit at Northwick Park Hospital. A copy of the letters sent and responses received are attached.

The recent National GP Patient Survey suggests that satisfaction with out-of-hours GP services in Harrow is amongst the sixth lowest in the country. The letter from the Adult Health and Social Care leads has asked for further information as to what NHS Harrow proposes to do to address this.

The Overview and Scrutiny committee has monitored the provision of stroke services in the borough closely and supported NW London Hospital Trust's successful application to house a Hyper Acute Stroke Unit. The letter from the Chief Executive updates the leads on progress towards implementation and seeks reassurance on a number of issues raised by the Overview and Scrutiny during discussion of the proposal.

For action: *With regard to the Out of Hours GP service, the committee is asked to consider how it wishes to investigate the poor performance of the service further.*

With regard to the Hyper Acute Stroke Unit, the committee is asked to instruct the Adult Health and Social Care leads to continue to monitor progress and to update the Overview and Scrutiny in due course.

18th March 2010

Our ref:

Dr Sarah Crowther
Chief Executive
NHS Harrow
The Heights
Fourth Floor
59-65 Lowlands Road
Harrow
HA1 3AW

Dear Sarah

OUT-OF-HOURS GP SERVICE

We were concerned to read earlier this week of the results of the National GP Patient Survey which suggests that satisfaction with out-of-hours GP services in Harrow is amongst the sixth lowest in the country. This is entirely unacceptable to us and we would welcome your comments on the survey results. In particular, we would like to know whether you were aware of this chronically low satisfaction rate and what plans you have put in place in order to address it.

The next and final meeting of the Overview and Scrutiny meeting for this administration will take place on 13th April. We should be grateful if you could provide us with a written response to this letter in time for this meeting in order that we can discuss the issue further with the committee and make recommendations to our successor body as to how they might investigate this further.

With best wishes

Yours sincerely



Councillor Vina Mithani
Scrutiny Policy Lead Councillor
Adult Health and Social Care



Councillor Rekha Shah
Scrutiny Performance Lead
Councillor
Adult Health and Social Care

9th March 2010

Our ref:

Fiona Wise
Chief Executive
The North West London Hospitals NHS Trust,
Northwick Park Hospital,
Watford Road,
Harrow,
HA1 3UJ

Dear Fiona

HYPER ACUTE STROKE UNIT AT NORTHWICK PARK

In July 2009, you reported to the Overview and Scrutiny committee NW London Hospitals Trust's successful bid to become a site for a hyper acute stroke unit. At this time the committee raised a number of issues with you regarding the implementation of the proposals and would very much appreciate an update on the implementation of the unit at Northwick Park hospital. Rather than ask you to attend the committee however, would it be possible for you to provide us with information which we can then report to the committee at its meeting on 13th April. In particular, we would welcome advice on the following:


- Detail of the opening of the unit, and whether this has proceeded in accordance with the agreed timetable
- Whether sufficient resources are available at the hospital to support the unit
- Whether sufficient staff are now in place to support the unit
- Whether there is sufficient capacity within the normal stroke unit or within primary care to support the transfer of patients from the hyper acute stroke unit

Many thanks for your support in this matter.

Yours sincerely



**Councillor Vina Mithani
Scrutiny Policy Lead Councillor
Adult Health and Social Care**



**Councillor Rekha Shah
Scrutiny Performance Lead
Councillor
Adult Health and Social Care**

Councillor Vina Mithani
Councillor Rekha Shah
Harrow Council
Civic Centre
Station Road
Harrow
Middlesex
HA1 2XP

26th March 2010

Dear Councillors

Re: Harrow GP Out of Hours Services

Thank you for your letter dated 18th March raising concerns regarding GP Out of Hours services in Harrow.

We are aware of the results and agree that they are unacceptable.

Out of Hours provision in Harrow is commissioned by two contracts. The telephony contract is commissioned directly by NHS Harrow and at the time of this report the service was being provided by NHS Direct.

The Out of Hours clinical contract and visiting service is commissioned directly by GPs in Harrow, their provider is Harmoni.

Whether we commission the services directly or not we maintain oversight and as such have taken steps to address this poor performance.

We have recently put new contracting arrangements in place for telephony services, as last years patient survey results also reflected poor call handling. The problems were tracked back to NHS Direct who could not provide reassurance of their ability to resolve the issues. Having two separate providers was also causing operational challenges. Therefore a new pilot arrangement was made with Harmoni to see if results improved. As these measures have been taken fairly recently, they will not be reflected in the quarter 1 and 2 survey results.

Secondly, we have raised the Out of Hours clinical contract and visiting service with our GPs and whilst they are not picking up direct concerns from patients, the survey results speak for themselves. Harmoni have been asked to comment on these results and have stated that although the results are disappointing, a recent patient survey that they have commissioned locally shows improvement in the visiting and telephone triage this year. Harmoni are also negotiating with local providers to relocate the Primary Care Centre, currently at Northwick Park Hospital, to an

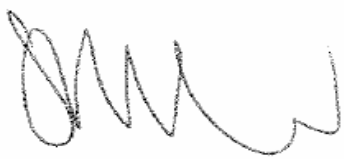
alternative site as there have been patient complaints regarding accommodation.

Harmoni provide a number of Out of Hours services across the country and some areas have reported far better results than Harrow. We will be exploring this further with Harmoni directly.

It is important to note that this data only relates to quarters 1 and 2 of 2009/10, the full year results are not available until the end of June 2010.

Whilst Quarters 1 and 2 were particularly challenging due to the impact of swine flu, we expect better from our providers and will be following performance to ensure it improves.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sarah Crowther', written in a cursive style.

Dr Sarah Crowther
Chief Executive
NHS Harrow

The Trust Office

Chairman: Mr Tony Caplin
Direct Line: 0208 869 2002
Fax: 0208 864 5511
Chief Executive: Ms Fiona Wise
Direct Line: 0208 869 2002
Fax: 0208 864 5511

Trust Headquarters

Northwick Park
Hospital
Watford Road
Harrow
Middlesex
HA1 3UJ

25th March 2010

Councillor Vina Mithani
Scrutiny Policy Lead Councillor – Adult and Social Care

Councillor Rekha Shah
Scrutiny Performance Lead Councillor
Adult Health & Social Care

Overview and Scrutiny Committee
Harrow Council
Civic Centre
P.O. Box 57
Station Road
Harrow HA1 2XF

Dear Vina and Rekha

Thank you for your letter of 9th March 2010 requesting a progress report on our Hyper Acute Stroke Unit. I will address the points raised in your letter.

1. *Detail of the opening of the unit and whether this has proceeded in accordance with the agreed timetable.*

The London Stroke Strategy is led by the Cardiac and Stroke Network and implementation commenced from 1st January 2010. In consultation with London acute hospitals and PCTs, a phased opening of Hyper Acute Stroke Units (HASU) and Stroke Unit (SU) beds was agreed across the capital. Northwick Park opened 4 HASU beds on 1st February in its newly refurbished stroke unit on Haldane Ward. From 6th April there will be 8 HASU beds and 26 SU beds, with the final total of 16 HASU beds and 34 SU beds open by mid July 2010.

2. *Whether sufficient resources are available at the hospital to support the unit and whether sufficient staff have been recruited.*

There are sufficient resources and staffing for the beds that are currently open and our recruitments plans coincide with the opening of the additional beds over the next three months. Before any beds can be opened, the Trust participates in an exacting review by external assessors including the Director of Stroke for London, the Cardiac and Stroke Network and the Acute Commissioning Partnership. The aim of these assessments is to ensure that the appropriate levels of staffing and infrastructure are in place and that agreed performance standards are met.

Please inform the OSC that the Trust participated in assessments in December 2009 and February 2010 and was successful in both.

3. *Whether there is sufficient capacity within the normal stroke unit or within primary care to support the transfer of patients from the HASU.*

To date there has been sufficient capacity within the Northwick Park SU to transfer patients directly from our HASU and also to accept local patients who had been admitted from other HASUs, for example at Charing Cross Hospital. In order to ensure this we are dependent on a number of internal and external variables. The Trust has agreed robust internal bed management policies and systems to ensure quick and safe access to the SU. However we are also dependent on the local PCTs providing sufficient community based rehabilitation and intermediate care beds. Similarly neighbouring hospitals are required to accept repatriation of their patients who have been admitted with stroke at Northwick Park.

Although we are not experiencing any problems at the moment, we are mindful of the potential pressures arising from the following issues:

- The suspension of Clinicenta (in London) contract for home based rehabilitation in both Harrow and Brent.
- The general lack of intermediate care facilities locally.
- Delays from hospitals outside London which are not part of the London agreed repatriation policies and protocols.

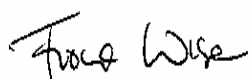
I should emphasise that despite these risks, the service is running smoothly.

Please let me know if you require further information prior to your meeting on 13th April.

Thank you for your continued support.

Best wishes

Yours sincerely



Fiona Wise
Chief Executive