

**REPORT FOR: HEALTH AND SOCIAL  
CARE SCRUTINY SUB-  
COMMITTEE**

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**Date:** 21 March 2011

**Subject:** Draft Health and Social Care Scrutiny  
Sub-Committee Section of Scrutiny  
Annual Report 2010/11

**Responsible Officer:** Alex Dewsnap, Divisional Director  
Partnership Development and  
Performance

**Scrutiny Lead  
Member area:** Councillor Ann Gate  
Lead Member (Policy) - Health and  
Social Care

Councillor Vina Mithani  
Lead Member (Performance) - Health  
and Social Care

**Exempt:** No

**Enclosures:** None

**Section 1 – Summary and Recommendations**

The enclosed report is a draft of the annual Health and Social Care Scrutiny Sub-Committee report.

**Recommendations:**

Councillors are recommended to:

- I. note the details of the draft report;
- II. make additional amendments to the report, if required;

## **Section 2 – Report**

### **Background**

Enclosed in this report is the draft annual Health and Social Care Scrutiny Sub Committee report detailing some of the work that has been carried out by the committee and the Adult Health and Social Care lead members.

At the beginning of the year members of the Overview and Scrutiny Committee took the decision to establish a Health Sub-Committee with the view of providing an arena for more detailed consideration of health issues and to allow the Overview and Scrutiny Committee to concentrate on its strategic, overarching role.

Taking into account the Health and Social Care Bill and the current Public Health White paper, it was decided that the name of the committee and the terms of reference needed to be revised in order to reflect all the changes and in March 2011 the committee became the Health and Social Care Scrutiny Sub-Committee.

### **Report from Chairman of Health and Social Care Scrutiny Sub-Committee and Adult Health and Social Care Lead Members**

#### **The Closure of Pinner Village Surgery**

The sudden closure of a GP surgery in the borough in April 2010, Pinner Village Surgery was one of the key reviews conducted by the Health Sub-Committee this year. The committee came to consider the closure following a great deal of discontent expressed by residents over the sudden closure which was highly publicised by the local press.

The review was carried out through a challenge panel that was focussed on establishing what went wrong and what safeguards and risk management structures could be put in place to stop this type of thing from happening again.

The panel's final report was also informed by additional meetings they held with NHS Harrow and with the evidence and views of residents and patients that were presented at the engagement meetings organised by NHS Harrow that took place between September and October 2010. Valuable evidence and discussions with the LMC, LINKs and the Pinner Association was also very useful in supporting the work of the panel.

As part of the review we addressed how the closure of Pinner Village was managed by NHS Harrow, the performance management structures in place for managing GP surgeries, the contracts held by GP surgeries and whether more could have been done to avoid the sudden closure of the surgery. Reference to the challenge panel was also used as evidence in the council's response to the Government's White Paper 'Equity and Excellence: Liberating the NHS' consultation.

The challenge panel revealed that it is essential to be transparent and have clear lines of communication, consultation and engagement on all levels, with service users and also partners. The challenge panel also highlighted how important it is to have effective performance monitoring and risk management structures in place, with relevant and useful information collated. Ensuring that clinical evidence is not the only criteria for measuring the effectiveness and quality of health services was also highlighted by the outcomes of the review.

Amongst some of the recommendations made related to ensuring that the contracts held with GP's are sound, that the approach to consultation and engagement with service users is well considered and executed, that assurances and improvements could be made in terms of working with partners and key stakeholders. Ensuring that there is real choice for the former patients of the surgery and effective performance and risk management procedures are put in place was also amongst the key recommendations. As a result of the review, NHS Harrow has reviewed the contracts that they hold with various GP surgeries in the borough.

### **Health White Paper - Equity and Excellence: Liberating the NHS**

The Health Sub Committee lead the councils response to the Health White Paper by co-ordinating a workshop held in September 2010 involving cross-party Overview and Scrutiny committee councillors, the Cabinet Member for Adult Social Care, Health and Well Being, council officers and representatives of Harrow's health partners. The workshop focused on the White Paper and five of the accompanying consultation documents and was helpful in garnering the views of various individuals and organisations involved in the provision of health and social care in the borough.

Our response to the white paper was generally positive but with a note of caution due to the complexity and longer term impact of the proposals and the need to ensure continuity of quality care during the transition stage.

### **Public Health White Paper – Health Lives, Healthy People**

At the end of March 2011 we also submitted our response to the Public Health White Paper.....

***[To be written once work has been completed]***

### **Quality Accounts**

From April 2010, all providers of NHS healthcare services including providers of acute, mental health, learning disability and ambulance services were required to produce a Quality Account, an annual report to the public about the quality of services delivered. Quality Accounts aim to enhance accountability to the public and engage the leaders of an organisation in their quality improvement agenda.

As part of our work this year we reviewed the Quality Accounts of North West London Hospital, Central and North West London NHS Foundation Trust and Royal Nation Orthopaedic Trust.

### **Hyper Acute Stroke Unit**

Following on from the public consultation 'The shape of things to come – Developing new, high-quality major trauma and stroke services for London that we contributed to last year, Northwick Park Hospital became one of London's eight Hyper-Acute Stroke Units, alongside a Stroke Unit and enhanced Transient Ischaemic Attack (TIA) services. We have also kept a close watch on the progress of this development in a recent audit carried out by the CQC; the trust has been rated within the top 20% nationally for this service.

### **Integrated Care Organisation**

Following a challenge panel we held in January 2010 to address the development of the Integrated Care Organisation (ICO) – the merger of NHS Ealing and NHS Harrow to deliver hospital community healthcare services we have kept close watch on the progress in this area.

By April 2010 the ICO was not yet operational and NHS Brent had also joined to form the provider alliance. We will continue to monitor the progress of the ICO in the future especially in view of the reconfiguration of health services and increasing cross boarder working in terms of the deliver of health services.

### **Children's Health**

This year we have also considered a number of key children's health issues including the establishment of two consultant led Paediatric Assessment Units at Northwick Park Hospital (NPH) and Central Middlesex Hospital (CMH) and a current London

- Better services for local children - a public consultation for Brent and Harrow

The committee considered the plans and proposals for the establishment of two consultant led Paediatric Assessment Units at Northwick Park Hospital (NPH) and Central Middlesex Hospital (CMH) and to centralise the in patient service at Northwick Park Hospital. The provision of the outcomes of the independent assessment that was conducted and NWLH early communication with the committee was welcomed in terms of these developments.

- Joint Overview and Scrutiny Committee (JOSC) - Children's Heart Surgery

A national review of children's heart surgery is currently being carried out by the NHS' National Specialised Commissioning Team. Rather than the establishment of a Londonwide JOSC on the national review of children's heart surgery we will be contributing to the standing JOSC in Outer North East London (ONEL) along with other London Authorities.

### **Working with the Care Quality Commission (CQC)**

Between July 2010 and March 2011, Councillor Mithani was involved in an action learning set focussed on developing closer working relationships between Overview and Scrutiny Committees and the CQC. The action learning set was co-ordinated by the Centre for Public Scrutiny (CfPS).

At the December Health Sub Committee the CQC Compliance Manager for Harrow attended the committee to brief the committee on their role, the changes in how services would be monitored and who will also be monitored. In particular, the CQC will now be responsible for monitoring individual GP practices, dentists and ambulance services

As an outcome of the action learning set, guides are currently being developed for Overview and Scrutiny Committee and the CQC in terms of protocols and ways of working together. We look forward to working closely with the CQC in the near future to ensure the health and social care services for our residents meet essential standards of care and quality.

### **Adult Service Consultation**

The Committee are keenly awaiting the results of the Adults services consultation which was kicked off with a pre-consultation in December 2010/ January 2011 to address the dilemma of an increasing demand for Adult Care Services whilst at the same time working with a reduced budget.

The consultation is being undertaken to ensure that people living and working in Harrow were able to influence the planning and future delivery of Adult Care Services in the borough and to get a better understanding of the services they valued the most. The consultation aimed to reach as many people as possible and had been designed to capture both quantitative and qualitative data. Officers were also involved in working with 'hard to reach' segments of the community to ensure that as many views as possible were taken into account.

### **Personalised Budgets**

We have also taken some time to ensure the personalised budgets and processes and structures that we have in place to deliver them are efficient and effective. The Council uses 'Shop for Support', an innovative online website that allows holders of personal budgets to shop for services that suits their needs. Personal Budgets give service users much greater control over their care and allows them to access relevant services. Around 35% of service users in the borough have personal budgets. We were reassured by the fact that holders of personal budgets all had a Support Care Plan in place which was used to monitor expenditure, they were required to hold a separate bank accounts and not necessarily all service users were eligible to receive a Personal Budget, in view of those with safeguarding concerns.

### **Financial Implications**

There are no financial implications associated with this report.

### **Performance Issues**

There are no specific performance issues associated with this report.

### **Environmental Impact**

There are no specific environmental implications associated with this report.

### **Risk Management Implications**

There are no specific risk management implications associated with this report.

### **Corporate Priorities**

The council has a priority to 'improve the support for vulnerable people' and 'build stronger communities', the content of this report is relevant to both these priorities and the need to safeguard the interests of residents.

### **Section 3 - Statutory Officer Clearance**

Not required for this report.

### **Section 4 - Contact Details and Background Papers**

Contact: Fola Irikefe, Scrutiny Officer, 0208 420 9389

**Background Papers:** none