

NHS Dorset Clinical Commissioning Group Governing Body

Matters Arising

Part One

Report of the Chair on Matters Arising from the Minutes from Part One of the NHS Dorset Clinical Commissioning Group Governing Body meeting held on 18 September 2013.

1. Purpose

To report to the Governing Body on any matters arising from the draft minutes of the last Governing Body meeting.

2. Recommendation

That the Governing Body notes this report and directs any action it sees fit.

3. Background Information

This report covers all outstanding action points contained in the minutes and is required in order that the Governing Body can be satisfied that all action points in the action column have either been done, are being done or will be done in accordance with the timescale contained in the minute, if any.

4. Minutes

- 4.2 Amendment to the minutes: Dr Peter Blick was incorrectly listed as Dr Peter Blake.

CGL – Actioned

9. Delivery

9.1 Performance Report

- 9.1.5 The Governing Body directed the Chief Finance Officer to carry out further benchmarking work against other ambulance providers in the country regarding performance and report to the next Governing Body meeting.

PV – An update will be added on South Western Ambulance's relative performance against other Ambulance Trusts, in the next Performance Report.

- 9.1.7 The Governing Body directed the Director of Service Delivery to seek further information on the First Responders and the investment made, and their suitability to deliver service.

JP – Community First Responders

There are 60 groups of Responders within Dorset and they are all volunteers, these include:-

- **Community First Responders** - volunteers who support their local community by attending emergency calls ahead of an ambulance;
- **St John Ambulance Community First Responders** - volunteers who under their work with St John Ambulance, respond within their local community ahead of an ambulance;
- **Fire Co-Responders** - retained fire fighters who attend emergency calls on behalf of the Trust, as part of their day to day role with the fire and rescue service;
- **RNLI Co-Responders** - life guards who patrol beaches and respond to local incidents;
- **Establishment Based Responders** - staff who respond to an incident that may occur during their normal working date, for example in a railway station or shopping centre;
- **Staff Responders** - ambulance clinicians who volunteer to attend emergencies in their local communities on their day off (of which there are 10 within Dorset).

As these are volunteers, it is not a service that the CCG commissions, however contributions to training and equipment have been made in the past. Recruitment of volunteers is on-going.

9.3 Quality Report

- 9.3.9 The Locality Chair for Purbeck said that the Medical Director position at DHUFT had not been widely advertised. The Governing Body directed the Director of Engagement and Development to place this vacancy in the weekly CCG Bulletin.

CS– On review, this vacancy closed on 19 September. DHUFT have re-advertised with a 16 October closing date. Detail has been published via the CCG Update Bulletin on 7 October 2013.

- 9.3.10 The Governing Body directed the Director of Quality to obtain and report on data on 999 calls coming from Care Homes.

SR - The data in relation to 999 calls indicates that care home calls feature in the frequent caller data, however the number of calls made is within the same range as the number of calls from GPs, acute hospitals and some private addresses. They are therefore not an obvious outlier.

The 999 call data does not currently collect numbers that result in a conveyance to hospital. This will be discussed with SWAST to ascertain if this data can be recorded.

9.4 Finance

- 9.4.4 The Chief Finance Officer said he would provide a clearer picture at the next Governing Body meeting.

PV – This related to the financial impact on the Continuing healthcare retrospective costs. Currently, a sample of 58 retrospective cases are in the process of being assessed, so the CCG is still uncertain of the financial impact. As soon as this work is concluded, then the financial reports will update the Governing Body accordingly.

9.6 Adult Safeguarding Report

- 9.6.3 The Governing Body directed the Director of Quality to report further with benchmarking and to confirm the period of time with regard to section 5.1 of the report.

SR - The data in this section of the report was incorrect. Details have been checked and an updated report provided to the Quality Group on 26 September 2013.

- 9.6.4 The Director of Quality said that the Adult Safeguarding Nurse Specialist, was investigating the limited number of referrals in the report of Learning Difficulty and Mental Health, particularly in the East.

SR – This has been addressed by the Adult Safeguarding Nurse Specialist spending time with all of the 3 local authority safeguarding teams, to increase their knowledge base of the need to raise awareness of all alerts pertaining to all providers. Since this has been in place, there has been an increase in awareness which will continue to be monitored. This has also been strengthened by the recent pathway 4 investigation into one of the local learning disabilities residential care home.

Early themes presenting from some of the learning disabilities safeguarding alerts, is underpinned by the challenges of an aging demographic and the increasing changes within diseases trajectory and complexity, and the skill set of LD teams to manage these changes. This has been highlighted for further discussion across the CCG.

9.7 Children's Safeguarding Report

- 9.7.3 There had been issues attracting applicants for the Children's Safeguarding role and she would welcome feedback from Governing Body members to assist in making the role more attractive to applicants.

All – To be updated at the meeting.

9.7.4 The Governing Body directed the Director of Quality to ensure that the number of meritable referrals was clearer in future reports.

SR – Actioned.

9.8 **Annual Delivery Plan (ADP)**

9.8.4 The Governing Body directed the Director of Service Delivery to provide a detailed update regarding Community Nursing Services.

JP – Work in progress and a detailed report will come to a meeting before the end of the financial year.

9.11 **Standards of Business Conduct**

9.11.5 The Governing Body **approved** the Report of the Chief Officer and the Standards of Business Conduct Policy, subject to a minor amendment to ensure continuity with the Disciplinary Procedure.

CGL – Actioned.