

**NHS LANARKSHIRE  
& NHS GREATER GLASGOW & CLYDE**

**CHP SOUTH OPERATING MANAGEMENT  
(PERFORMANCE MANAGEMENT) COMMITTEE**

**Note of a meeting held on Monday 19<sup>th</sup> May 2008 at 9.30 am in  
The Boardroom, Calder Ward, Udston Hospital.**

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| PRESENT: | <b>Mrs N Mahal</b><br><b>Mr A Lawrie</b><br><b>Ms J Miller</b><br><b>Mrs F Porter</b><br><b>Mr J Mitchell</b><br><b>Mr R Watts</b><br><b>Mrs I Miller</b><br><b>Ms J Hope</b><br><b>Ms J Mouriki</b><br><b>Miss F Leckie</b><br><b>Ms R Hibbert</b><br><b>Cllr J Handibode</b><br><b>Mr R Anderson</b> | <b>Chair</b><br><b>Director CHP South</b><br><b>Support Services Manager</b><br><b>Deputy Director of Finance</b><br><b>Patient Representative</b><br><b>Head of Planning and Performance</b><br><b>Patient Representative</b><br><b>Acute Division Representative</b><br><b>Voluntary Sector Representative</b><br><b>Associate Director of Nursing</b><br><b>Divisional HR Director</b><br><b>South Lanarkshire Council</b><br><b>Carers Representative</b> |
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**In Attendance: Michele Dowling, Planning Manager – Health, South Lanarkshire Council,  
Calvin Brown, Communications Manager.**

| <b>Item</b> | <b>Action Notes</b>                                                                                                            | <b>Action by</b> |
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| <b>1</b>    | <b>APOLOGIES</b><br><br>Apologies were received from Dr L Armitage, Mrs M Nelson, Mr P McCrossan, Mr H Stevenson, Mrs M Samson |                  |
| <b>2</b>    | <b>DECLARATIONS OF INTEREST</b><br><br>There were no declarations of interest.                                                 |                  |
| <b>3</b>    | <b>Minutes of last meeting (17<sup>th</sup> March 2008)</b><br><br>Accepted as an accurate record.                             |                  |

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| <p><b>4</b></p> | <p><b>MATTERS ARISING:</b></p> <p><b>4.1 Membership</b><br/> The Chair welcomed Robert Anderson as a full member of the OMC representing Carers and asked that the amended Constitution to reflect the change in membership be brought to the next meeting for approval.</p> <p><b>Action: JM to liaise with NLCHP on this matter</b></p> <p><b>4.2 Workforce Quarterly Report</b><br/> RH responded to the comments made at the previous meeting regarding the low numbers of completed exit questionnaires. RH advised that this was an issue across all areas of NHSL and is attributable both to managers not always taking staff through an exit questionnaire, and staff taking them away on leaving and not returning them.</p> <p><b>Action: RH to keep OMC advised of progress in improving this.</b></p> <p><b>4.3 Primary Care Medical Director</b><br/> AL reported that following the retiral of Dr Shiona Mackie, Dr Gregor Smith had been appointed as the new Divisional Medical Director for Primary Care. Dr Smith comes from the post of Lead GP for the Hamilton Locality and is also a GP in Larkhall. A further post of Associate Medical Director for the South Lanarkshire CHP will shortly be advertised.</p> <p><b>4.4 Practice Dissolution East Kilbride</b><br/> AL reported that following the dissolution of a two-GP practice in East Kilbride, the contract to provide General Medical Services with the practice has now ceased. Following discussions with the CLO and SGHD to ensure NHSL acts both legally and in line with SG policy, it was agreed that a contract to provide General Medical Services would be advertised. The advert was placed in the BMJ on 10<sup>th</sup> May. Patients have received two written communications and have also been invited to attend a Patient Engagement Meeting on 27<sup>th</sup> May. A further meeting will be held if required. MSPs and Local Councillors have been invited to a pre-briefing.</p> <p>A paper outlining the process will be submitted to the next NHSL Board.</p> <p><b>Action: AL to provide OMC members with the Board paper and report on the outcome of the 27<sup>th</sup> May meeting.</b></p> | <p><b>JM</b></p> <p><b>RH</b></p> <p><b>AL</b></p> |
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|          | <p><b>4.5 Rutherglen and Cambuslang</b><br/> AL advised that a Project Implementation Board had now been set up and meets for the first time on 21<sup>st</sup> May 2008. This Board will cover both the Northern Corridor and Rutherglen/Cambuslang.</p> <p>Local PPFs will also be involved in the process</p> <p>The aim is to have the process completed by 1<sup>st</sup> April 2009. Minutes and actions from this group will be reported to the OMC.</p> <p><b>Action: AL to keep OMC informed of progress.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>AL</b> |
| <b>5</b> | <p><b>PERFORMANCE</b><br/> <b>5.1 Financial Position to 31<sup>st</sup> March 2008</b></p> <p>FP discussed her report which showed an underspend at the end of the financial year for South Lanarkshire CHP of £1,162k. Figures for Cambuslang and Rutherglen were also included within the report and showed an underspend of £42.9k.</p> <p>The overall Primary Care underspend was £10,676k of which pays were £6,140k and supplies £4,536k.</p> <p>It was noted that the underspend position on pays had improved slightly with posts being filled. The underspend in supplies remains largely due to underspends in the prescribing budgets.</p> <p>FP gave some detail for each Locality and it was noted that £1,393k had been spent on the CHP Invest to Save initiatives at the end of the Financial Year.</p> <p>The overall NHSL underspend was £12,137k which is in line with the approved financial plan for the year.</p> <p>The Chair noted the report and the good end of year results but acknowledged the challenge over the coming years to achieve the planned developments and also produce the required Cash Releasing Efficiency Savings.</p> |           |
|          | <p><b>5.2 HR Reports</b></p> <p><b>Sickness Absence Performance</b><br/> RH discussed the above report and noted the key points.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |

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|  | <p>Sickness levels have decreased from 6.0% in January 08 to 5.5% in March 08. These figures are provided from locally collected data.</p> <p>Whilst it is acknowledged that work continues to reduce levels, and in general they are heading in the right direction, levels still fall short of the 4% target.</p> <p>In order to address this issue, a new project – EASY (Easy Access to Support You) is being launched in June, managed by SALUS.</p> <p>This is a centralised attendance management project which will be run by a call centre approach. Staff who have reported sick will be referred to a Case Manager who will contact them immediately and will support and assist them to return to work.</p> <p>Additional investment in SALUS staff, HR staff and IT has been made and the pilot will commence in Bellshill Locality, followed by PSSD, Care of the Elderly and East Kilbride Locality.</p> <p>The pilot will be rigorously evaluated to assess the impact on sickness absence levels.</p> <p><b>Action: RH to report on progress to next meeting.</b></p> <p>The committee noted the report and the good progress being made but also noted the difficulties in obtaining timeous performance figures for Cambuslang and Rutherglen.</p> <p><b>Action: RW to take this issue forward with NHSGGC</b></p> | <p><b>RH</b></p> <p><b>RW</b></p> |
|  | <p><b>5.3 Performance Management Reports</b></p> <p><b>Performance Monitoring Report</b><br/>RW discussed the Monitoring Report for January 2008.</p> <p>The 3 red areas remain the same as the last report and are:</p> <ul style="list-style-type: none"> <li>• Sickness absence</li> <li>• CAHMS</li> <li>• Emergency readmissions</li> </ul> <p>The EASY project will address some of the issues in Sickness Absence.</p> <p>The technical problems have now been resolved in the CAHMS service and staff are now being trained on the PIMS system.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                   |

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|  | <p>A range of actions are also being taken to address the issues surrounding Emergency Readmissions, however, SLCHP remains slightly under target.</p> <p>There was some discussion around the apparent lack of schools taking part in the Primary School Toothbrushing Programme (only 52.7%) and RW agreed to bring further detail to the next meeting outlining the plans for take up and any areas of concern.</p> <p><b>Action: RW to provide information on the programme and the participating schools to the next OMC</b></p> <p>It was also noted that the Submission on Performance Reporting for Community Care in 2007/08 is due in on 30<sup>th</sup> June.</p> <p><b>Action: RW to provide a presentation on the Submission to the next OMC</b></p> <p><b>Waiting Times Monitoring Report</b></p> <p>RW advised that all local services had now adopted the 18 week national target as good practice and the only service in SLCHP with waits exceeding 18 weeks is the Podiatry service in Hamilton, however, a range of actions are currently being taken to address this.</p> <p>It was noted that overall whilst the total numbers waiting for all AHP services had increased in March 2008, the length of time waiting had reduced.</p> <p>The only service covered by national guarantee is medical paediatrics and this service continues to meet the target.</p> <p>There was a discussion around waiting times in Paediatric Audiology and also podiatry and orthotics and the Chair asked for a full report on AHP Services to include Audiology to be brought to the September OMC. With regard to Orthotics, JH advised that a new appointment had been made in the Acute Division looking at linking up services across the 3 acute sites.</p> <p><b>Action: RW &amp; PMcC to bring report on AHP Services to September OMC</b></p> <p><b>Action: JH to provide further information on the new post to the July OMC.</b></p> <p>It was noted that included in RW's report was a full section on Capacity Plans and subsequent Action Plans.</p> | <p><b>RW</b></p> <p><b>RW</b></p> <p><b>RW/PMcC</b></p> <p><b>JH</b></p> |
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|                 | <p>The committee noted the report.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |
| <p><b>6</b></p> | <p><b>PLANNING</b></p> <p><b>6.1 Joint Health Improvement Plan</b></p> <p>Michele Dowling discussed her report and circulated copies of the final document – “Stronger Together for Health 3”</p> <p>It was noted that there are 6 priority areas which will be addressed:</p> <ul style="list-style-type: none"> <li>• Smoking</li> <li>• Nutrition</li> <li>• Alcohol</li> <li>• Physical Activity</li> <li>• Mental Health and Wellbeing</li> <li>• Creating Healthier Environments</li> </ul> <p>The strategy aims to develop a consistent reporting framework for Health Improvement by having one set of priorities for Health Improvement regardless of where it sits in practice.</p> <p>It is also hoped that the JHIP will form an integral part of the Partnership Single Outcome Agreement in future years.</p> <p>The committee thanked Michele for the update and noted the good progress made.</p> <p><b>6.2 New Horizons – Primary Care Strategy</b></p> <p>AL presented the strategy outlining the key areas for action:</p> <ul style="list-style-type: none"> <li>• Unscheduled Care</li> <li>• Long Term Conditions</li> <li>• Health Improvement</li> <li>• Extended Primary Care</li> </ul> <p>He went on to outline some of the key outcome measure and the support that would be required for implementation e.g. eHealth, financial plan, capital investment.</p> <p>AL advised that the full report would be submitted to the NHSL Board in either June or July, following a period of consultation.</p> | <p><b>AL</b></p> |

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|                 | <p>JMitchell expressed concerns at the overall presentation of the document, and the short timescales for the PPF to respond.</p> <p>AL agreed that the report would therefore go to the Board in July to allow the PPFs to comment.</p> <p>RA asked that more reference be made to the contribution by and support for Carers in the final document.</p> <p><b>Action: AL to review the document and prepare the final version for submission to the NHSL Board in July 2008.</b></p> <p><b>Action: Comments to be submitted to AL</b></p> <p><b>6.3 NHSL Winter Plan</b></p> <p>AL advised that the report had been included to inform OMC members of the issues raised and recommendations received from the previous year and that planning for the coming year would commence imminently.</p> <p>It was noted that whilst this was a “winter” plan, pressures on the acute division remained well into the spring and therefore some of the initiatives would be embedded into the year-round service.</p> <p><b>6.4 Communications Report</b></p> <p>Calvin Brown attended the meeting to give an update on the work of the Communications Department.</p> <p>The report outlined the positive press and some of the more controversial issues. Some of the recent press has focused on the revised capital programme as a result of the A &amp; E review.</p> <p>The PPF acknowledged the support of the department.</p> <p>The committee noted the report and welcomed the proposal to produce a “Good Practice Guide to Communications”.</p> | <p><b>AL</b></p> <p><b>ALL</b></p> |
| <p><b>7</b></p> | <p><b>GOVERNANCE</b></p> <p><b>7.1 HMIE Inspection on Child Protection</b></p> <p>FL advised that verbal feedback had been received following the inspection and it had been very positive.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                    |

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|           | <p>The inspectors were satisfied with the levels of protection and complimentary about the levels of knowledge across all staff groups. They also commented very positively on Public Health Nurse alignment. Overall South Lanarkshire should have scored very well in the inspection.</p> <p>The draft interim report will be circulated to the agencies for comment in June with the final report due in September 2008.</p> <p><b>7.2 Lanarkshire Data Sharing Partnership Minutes</b></p> <p>These were noted by the committee</p> <p><b>7.3 Staff Partnership Forum Minutes</b></p> <p>These were noted by the committee and they also acknowledged the inclusion of minutes from the Health and Safety Committee.</p> <p><b>7.4 South Lanarkshire PPF Minutes</b></p> <p>JMitchell advised that the last meeting had been predominantly looking at the Ashbrook Report and he gave some examples of the findings.</p> |  |
| <b>8</b>  | <p><b>FOR INFORMATION</b></p> <p><b>8.1 North Lanarkshire CHP OMC Minutes</b></p> <p>These were noted by the committee.</p> <p><b>8.2 Acute OMC Minutes</b></p> <p>These were noted by the committee.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <b>9</b>  | <p><b>AOCB</b></p> <p>IM advised the committee that a successful training event had been held for all Chairs and Vice Chairs of PPFs on Meetings Management. The event had been held in Clydesdale.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <b>10</b> | <p><b>DATE OF NEXT MEETING</b></p> <p>The date of the next meeting is Monday 21<sup>st</sup> July 2008 in the Boardroom at Calder Ward in Udston Hospital.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |