

NOTES

Friday 15 August 2014

Present

- County Councillor Margaret Brindle
- County Councillor Fabian Craig-Wilson

Apologies

- County Councillor Steve Holgate
- County Councillor Mohammed Iqbal

Notes of last meeting

The notes of the Steering Group meeting held on 25 July were agreed as correct.

NWAS 5 year plan

Officers from the North West Ambulance Service attended Steering Group to discuss the Trust's 5 year plan. In attendance was:

- Maddy Edgar, Senior Communications Manager
- Peter Mulcahy, Cumbria and Lancashire Head of Service

A number of documents were attached for information:

- Stakeholder briefing Summer 2014
- Good2Great – 5 year plan
- G2G Powerpoint presentation

Officers talked members through the presentation and a discussion took place the main points being:

- Maddy explained that they had written to all Health Overview and Scrutiny Committees, HealthWatch and Members of Parliament with regard to the 5 year plan.
- G2G was put together following a consultation with staff – decided to use standard NHS principles and mission statement – i.e. Culture of Change
- Economic pressures – all NHS trusts having to save 4% of their budget while having a rise in activity. (national issue, not unique to the NW)
- Looking at how to handle the minor cases differently – doing this frees up the service for emergency calls. The Trust to look at helping people to find alternatives to hospital admission.
- Work ongoing looking at the types of calls they have received where they have determined that many could be dealt with by a GP – rather than take them to hospital.
- Delivering safe care closer to home – asked staff what it meant to them, resulted in changes to the service.
- Crews have greater freedom in terms of the services they can deliver – and the Trust are training and up-skilling them accordingly.

- Only take paramedic recruits from universities – they need to have a foundation degree in paramedic skills – many local universities provide this course.
- Trying to improve the overall culture of the organisation – merged 4 Trusts in 2006 to NWAS.
- Members asked what the percentage of bariatric patients the Trust have to deal with - Peter to provide the information.
- Long term it will be an additional cost to provide services for obese patients.
- Lancashire operate a pilot on sharing electronic records that are available to the ambulance crews.
- "Lions pots" – information that paramedics can find in a person's house, (if they are unable to communicate) about their condition and/or medication.
- Staff can be off sick with stress and the Trust have a self-referral counselling service – can be as a result of violence and aggression towards staff.
- Lancs/Cumbria has the highest clinical performance in the NW.
- #team999 – campaign that dealt with people's expectations of the service – surveys before and after the campaign and it did demonstrate a better understanding of the service.
- Always pass feedback onto staff that is received by the public.
- The Trust are assisting in the 'dementia friends' campaign, looking at how frequent fallers can be dealt with differently.
- Working with care homes re skills in dealing with residents who fall to make sure they can deal with them safely and effectively and don't just call the Trust to put someone back in bed.
- Trust getting a lot of dental calls to the 111 number.

It was agreed that any additional comments on the G2G plan to be forwarded to the Trust for consideration.

Lancashire Care Foundation Trust – update

Alastair Rose attended the meeting to provide an update about the East Lancashire site and he will be joined by Network Director for Adult Mental Health. He was joined by Tanya Hibbert who provided an update on the transition from the existing service to the new and related bed reduction as per the 2006 consultation.

Attached were a number of documents for information:

- Plan on a page summary (previously provided to Blackburn OSC)
- Pennine Lancashire Mental Health briefing (forwarded to all East Lancs CCs)

A discussion took place and the main points were:

- Lancaster site opened in June.
- Harbour opens in March.
- Pennine Lancashire unit – similar format to the harbour. Will include strategic expansion space – future proofing for changes to service.
- 12 September – planning permissions for 116 beds but will only be creating 72.
- The central Lancashire unit can then be built for whatever service provision is still needed.
- Ribblesdale site is already owned by the Trust and may be used for central Lancashire site.

- East Lancashire Clinical Commissioning Group are looking to commission specialist dementia nursing home care within the area.
- Transport issues that need to be dealt with by Blackburn with Darwen – Shuttle bus between Burnley/Blackburn - can that be used? – not sure, maybe look at community provision.
- Community based services – plan over next 5 years is to reduce the overall number of beds. Managing to turn patients around faster on the wards and now in a position to reduce by another 22 beds (male only ward) (ward 18 on Burnley) – and aim to close completely by Jan next year. Contingency plans by reducing some female beds across the whole system so the hit isn't all taken by male beds.
- Once the Harbour is opened next March, that becomes the dementia beds for the county. After that can review what other need there is. Hopefully the perfect model would be something similar to the Buckshaw village model.
- Ideally have something similar in each district – needs to be commissioner driven.
- Further update due – after planning decision (December)
- Trust and Wendy to organise a visit round the Harbour before patients go in.
- Start Feb 2015 – moving in late 2016, official launch early 2017

Work plan – work in progress

The current work plan for the Committee and Steering Group was attached for comment and update.

Dates of future meetings

- 5 September – Richard Jones, NHS England: Lancashire Area Team
- 26 September – Care Quality Commission.
- 17 October - tbc