



Dumfries and Galloway  
Integration Joint Board  
Clinical & Care Governance Committee

**Minute of Dumfries and Galloway  
Integration Joint Board Clinical and Care  
Governance Committee meeting held on  
16<sup>th</sup> July 2018**

*For Approval*

Minute of the Dumfries and Galloway Integration Joint Board (IJB) Clinical & Care Governance Committee meeting held on 16<sup>th</sup> July 2018 at 2pm in Seminar Room 3.

**Voting Members Present:**

Grace Cardozo     **(GC)** Local Authority Voting Member - Chair  
Ros Surtees       **(RS)** Local Authority Voting Member

**Non Voting Members Present:**

Lillian Cringles   **(LC)** Chief Social Work Officer  
Eddie Docherty   **(ED)** Registered Nurse Practitioner  
Julie White       **(JW)** Chief Officer

**In Attendance:**

Graham Abrines   **(GA)** General Manager Community Health and Social Care  
Penny Halliday   **(PH)** NHS Voting Member  
Stephen Hare      **(SH)** Employee Director  
Nick Morris       **(NM)**  
Amber Murray     **(AM)** Office Administrator  
Linda Owen       **(LO)** Strategic Planning & Commissioning Manager  
Joan Pollard      **(JP)** Associate Director AHPs  
Valerie White     **(VW)** Consultant in Dental Public Health/Public Health  
Alice Wilson      **(AW)** Deputy Nurse Director

**1. APOLOGIES FOR ABSENCE**

Apologies were received from Lesley Bryce, Lorna Carr, Ken Donaldson, Andy Ferguson and Michelle McCoy

**2. MINUTES OF THE PREVIOUS MEETING 23<sup>rd</sup> April 2017**

The minutes were agreed as an accurate record.

**3. AGREED ACTIONS FROM THE PREVIOUS MEETING**

The actions were agreed as an accurate record and will be updated accordingly.

GC confirmed RS required leaving this meeting at 3:30pm so due to quoracy there will be no further decisions made after her departure.

ED highlighted that the last Clinical and Care Governance Committee meeting was a test of change, and we will continue with the two separate committee meetings. JW mentioned the review of governance takes place and stated there will be a meeting August / September time with Chair, vice chair and the Leader and Deputy Leader of the council. Progress will be brought to the September meeting.

**4. PATIENT SERVICES REPORT – SPIRITUAL CARE & VOLUNTEERING**

This paper provides an update on the progress and activities of the Patient Services team related to Spiritual Care, Volunteering and Patient and Carer information for the period April and May 2018.

JP mentioned NHS Dumfries and Galloway is undergoing a reinvigoration of its volunteering programme, initially in response to new ways of working in Dumfries and Galloway Royal Infirmary and is now working to offer volunteering opportunities across the region.

JW highlighted this is very important to take the learning from this volunteering, how do we develop volunteering in the localities, JP confirmed work is to be carried out and focus to be shifted to link with the locality teams. There have also been various forms of engagement with our third sector and independent sector colleagues. LC mentioned there is a strategy out at the moment for the use of volunteers, this sits within the Communities Directorate in the council.

LC asked for all Localities to be involved in any training days that will be provided.

#### **Committee Members:**

- **Discussed this report**
- **Noted the progress within Spiritual Care and Volunteering**

### **5. PATIENT SERVICES REPORT – COMPLAINTS & FEEDBACK**

This paper provides an overview of feedback and complaints submitted to NHS Dumfries and Galloway and outlines complaints performance for April and May 2018.

JP confirmed there had been a high increase in levels of feedback since the move to the New Hospital.

#### **Committee Members:**

- **Considered the NHS Board's complaints performance for April and May 2018 including key feedback themes and details of the resulting learning and improvements.**
- **Noted the key messages:**
  - **The Board has received a significantly high amount of feedback over the last two quarters, including concerns, compliments and complaints, particularly in the Acute and Diagnostic Services Directorate. This has led to a backlog and during this period a tremendous effort has been made to resolve outstanding cases.**
  - **The Board continues to face challenges around compliance with the 20 working day timescale for responding to complaints and remains below the target of 70%.**
  - **Patient Services are working closely with Directorates to address issues of compliance with procedure and timescales.**

### **6. PAPERS FOR NOTING**

- **Annual Oral Health Monitoring Report**

GC asked if other areas can be highlighted in the graph other than Lochside and Lincluden, VW will look further into analysing this information.

- **Contract Monitoring and Quality Assurance Framework**

This was recognised as a very important framework to site IJB assurance on the quality of service delivered within our contracts.

- **Healthcare Associated Infection Report**

Committee Members noted the above.

## **7. NEWTON STEWART BED CAP AND MOFFAT UPDATE**

GA gave a verbal update due to staffing shortages caused by long term vacancies for Registered Nurses The General Manager for Community Health and Social Care took professional advice from the Locality Clinical Lead and the Lead Nurse for the Community Health and Social Care Directorate, to temporarily cap the bed numbers at Moffat Hospital from twelve to eight effective from 25th May 2018. Beds at Newton Stewart had also been capped at 14 from 22.

Nurses at Newton Stewart are in the process of finishing their training, they will not be complete until the end of August.

GA and JW confirmed that we have had to put a temporary cap on admitting patients to Castle Douglas Hospital, due to a lack of Medical Cover, work is ongoing to try and resolve these issues. Patients who require medical treatment will be transferred to Kirkcudbright following discussion with Patients and their families.

Stephanie Mottram, Stewartry Locality Manager will be basing herself in Castle Douglas Hospital today to meet with Families and individuals of the patients who are required to be moved. Additional staff at Castle Douglas Hospital will be asked to cover the staffing shortages in DGRI. Stephanie Mottram will be work alongside Stephen Hare around the temporary move of staff.

GC asked for another progress update at the next meeting.

## **8. REVIEW OF DAY SERVICES FOR OLDER PEOPLE**

Dumfries & Galloway Health and Social Care Partnership funds a range of day services for older people, including older people living with dementia. All of these services have been in operation for in excess of 10 years and in the last two years have experienced challenges in terms of their financial viability. The Partnership tendered for external consultants to review these services and Gowland and Sons were awarded the contract in July 2017.

GA highlighted there are four types of day services for older people receive public funding in Dumfries & Galloway:

- Voluntary Day Centres
- Day Care in Care Homes
- Dementia Day Care
- Enhanced Sensory Dementia Day Care

The Consultants produced a draft report setting out the findings, a high-level strategy and recommendations. The draft report was circulated on a confidential basis to day centres, day service providers and managers within the partnership to ensure accuracy and feedback.

Clinical and Care Governances Committee members considered that this paper was an operational review and as such the Health and Social Care Senior Management Team should have full responsibility for delivering the agreed recommendations. It was agreed that this review did not impact on the Strategic Plan and therefore Clinical and Care Governances and IJB did not need to approve the recommendations.

Clinical and Care Governance Committee have asked for some further work to be done to develop a Strategy for Day Services for the next 5-10 years which describes new models of care.

**Committee Members:**

- **Discussed the Day Service review report findings and recommendations**
- **Approved the recommendations and actions described in section 4.4**

**9. ANY OTHER BUSINESS DEEMED URGENT BY THE CHAIR DUE TO THE NEED FOR A DECISION**

GC has asked for R Edgar to bring an update back to the IJB on consultation engagement strategy and where we are at.

**10. Date of next meeting**

The next meeting will be held on the 25<sup>th</sup> October 2018 at 2:00pm, venue TBC