



Leicester  
City Council

**MEETING OF THE HEALTH AND WELLBEING SCRUTINY  
COMMISSION**

**DATE: TUESDAY, 14 JANUARY 2014**  
**TIME: 5:30 pm**  
**PLACE: THE TEA ROOM - FIRST FLOOR, TOWN HALL, TOWN  
HALL SQUARE, LEICESTER**

**Members of the Commission**

Councillor Cooke (Chair)  
Councillor Sangster (Vice-Chair)

Councillors Chaplin, Cleaver, Desai, Grant, Singh and Westley

Members of the Commission are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

**Officer contacts:**

**Graham Carey (Democratic Support Officer):**

Tel: 0116 2298813, e-mail: [Graham.Carey@leicester.gov.uk](mailto:Graham.Carey@leicester.gov.uk)

**Anita Patel (Scrutiny Support Officer):**

Tel: 0116 2298825, e-mail: [Anita.Patel@leicester.gov.uk](mailto:Anita.Patel@leicester.gov.uk)

Leicester City Council, Town Hall, Town Hall Square, Leicester LE1 9BG

## **INFORMATION FOR MEMBERS OF THE PUBLIC**

### **ACCESS TO INFORMATION AND MEETINGS**

You have the right to attend Cabinet to hear decisions being made. You can also attend Committees, as well as meetings of the full Council. Tweeting in formal Council meetings is fine as long as it does not disrupt the meeting. There are procedures for you to ask questions and make representations to Scrutiny Commissions, Community Meetings and Council. Please contact Democratic Support, as detailed below for further guidance on this.

You also have the right to see copies of agendas and minutes. Agendas and minutes are available on the Council's website at [www.cabinet.leicester.gov.uk](http://www.cabinet.leicester.gov.uk) or by contacting us as detailed below.

Dates of meetings are available at the Customer Service Centre, King Street, Town Hall Reception and on the Website.

There are certain occasions when the Council's meetings may need to discuss issues in private session. The reasons for dealing with matters in private session are set down in law.

### **WHEELCHAIR ACCESS**

Meetings are held at the Town Hall. The Meeting rooms are all accessible to wheelchair users. Wheelchair access to the Town Hall is from Horsefair Street (Take the lift to the ground floor and go straight ahead to main reception).

### **BRAILLE/AUDIO TAPE/TRANSLATION**

If there are any particular reports that you would like translating or providing on audio tape, the Democratic Services Officer can organise this for you (production times will depend upon equipment/facility availability).

### **INDUCTION LOOPS**

There are induction loop facilities in meeting rooms. Please speak to the Democratic Services Officer at the meeting if you wish to use this facility or contact them as detailed below.

**General Enquiries - if you have any queries about any of the above or the business to be discussed, please contact Graham Carey, Democratic Support on 0116 229 8813 or email [graham.carey@leicester.gov.uk](mailto:graham.carey@leicester.gov.uk) or call in at the Town Hall.**

**Press Enquiries - please phone the Communications Unit on 0116 252 6081**

# **PUBLIC SESSION**

## **AGENDA**

### **1. APOLOGIES FOR ABSENCE**

### **2. DECLARATIONS OF INTEREST**

Members are asked to declare any interests they may have in the business on the agenda.

### **3. MINUTES OF PREVIOUS MEETING**

The minutes of the meeting held on 26 November 2013 have been circulated and the Commission will be asked to confirm them as a correct record.

The minutes can be found on the Council's website at the following link:-

<http://www.cabinet.leicester.gov.uk:8071/ieListDocuments.aspx?CId=737&MId=5793&Ver=4>

### **4. PETITIONS**

The Monitoring Officer to report on the receipt of any petitions submitted in accordance with the Council's procedures.

### **5. QUESTIONS, REPRESENTATIONS, STATEMENTS OF CASE**

The Monitoring Officer to report on the receipt of any questions, representations and statements of case submitted in accordance with the Council's procedures.

### **6. WORK PROGRAMME**

**Appendix A  
(Page 1)**

The Scrutiny Support Officer submits a document that outlines the Health and Wellbeing Scrutiny Commission's Work Programme for 2013/14. The Commission is asked to consider the Programme and make comments and/or amendments as it considers necessary.

### **7. CORPORATE PLAN OF KEY DECISIONS**

**Appendix B  
(Page 13)**

The Commission is recommended to note the items that are relevant to its work in the Corporate Plan of Key Decisions that will be taken after 1 January 2014.

### **8. EMAS - BETTER PATIENT CARE - PROGRESS REPORT**

**Appendix C  
(Page 21)**

To consider a report from EMAS following attendance at a risk summit

organised by the Local Area Team for Derbyshire and Nottinghamshire, on behalf of the regulators and other key stakeholders. Since the risk summit, the Trust has been working on a Quality Improvement Plan (Better Patient Care) which sets the direction of the organisation for staff, clinical quality and responding to patients.

Clare Wade, Patient Safety and Experience Manager, EMAS, will attend the meeting to present the report and answer Members' questions.

## **9. NHS AND LEICESTER CITY COUNCIL COMPLAINTS      Appendices D-H**

To consider the complaints procedure and process, complaints data and actions taken following complaints for a number of organisations involved in the provision of health services.

There is a short covering report to introduce the following reports:-

**Appendix D  
(Page 25)**

1) UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST (UHL)  
**Appendix E  
(Page 27)**

2) LEICESTERSHIRE PARTNERSHIP NHS TRUST (LPT)  
**Appendix F  
(Page 35)**

3) LEICESTER CITY CLINICAL COMMISSIONING GROUP (CCG)  
**Appendix G  
(Page 41)**

4) EAST MIDLANDS AMBULANCE SERVICE (EMAS)  
**Appendix H  
(Page 51)**

5) LEICESTER CITY COUNCIL  
**Appendix I  
(Page 59)**

Representatives of the various organisations will be in attendance to give a brief overview of the reports and to answer any Members' questions. At present the following have indicated they will be in attendance:-

UHL - John Adler, Chief Executive and Moira Durbridge, Director of Safety and Risk

LPT – Paul Miller, Chief Operating Officer

EMAS – Clare Wade, Patient Safety and Experience Manager

**10. EXTERNAL 'FIT FOR PURPOSE' HEALTH SCRUTINY ARRANGEMENTS REVIEW** **Appendix J (Page 69)**

To consider the report of the external 'Fit For Purpose' review carried out by Ms B Cook on behalf to the Centre for Public Scrutiny.

Ms Cook will be at the meeting to present the report and answer Members' questions.

**11. FRANCIS REPORT**

To receive a verbal update on the Government's response to the Francis Report recommendations.

**12. UPDATE ON 'CLOSING THE GAP' PERFORMANCE INDICATORS FOR CARERS** **Appendix K (Page 83)**

To receive the report of the Director Care Services and Commissioning, Adult Social Care on the steps being taken to improve the indicators relating to 'carer-reported quality of life' and 'the proportion of carers who reported that they had not been included or consulted in discussion about the person they cared for'.

The report was requested at the last meeting of the Commission following consideration of the Joint Health and Wellbeing Strategy 'Closing the Gap'.

**13. NHS ENGLAND - COMMISSIONING REPORT** **Appendix L (Page 89)**

To receive a report on NHS England's Commissioning Intentions for 2014/15 which is being submitted to the Health and Wellbeing Board meeting on 30 January 2014. The Commission is invited to make comments and suggestions on the proposals which can then be submitted to Board.

The two NHS England publications below are also attached for information and as a background to the report.

Prescribed Specialised Services Commissioning Intentions 2014/15 – 2015/16 **(Appendix L 1 – Page 93)**

NHS Public Health Functions Agreement 2014 -15 **(Appendix L 2–Page 125)**

**14. UPDATE ON MATTERS CONSIDERED AT A PREVIOUS MEETING** **Appendices M-N**

The following updates on matters considered at previous meetings of the Commission are submitted for information:-

## **Improving Mental Health Services in Leicester City**

Copy of presentation attached.

**Appendix M  
(Page 157)**

## **Congenital Heart Disease Review**

The update reports listed below in relation to the Congenital Heart Disease Review. The documents highlighted in the update reports can be found at the following link:-

<http://www.england.nhs.uk/category/publications/blogs/john-holden/>

11 <sup>th</sup> NHS England Bulletin – 11 November 2013	<b>Appendix N 1 (Page 165)</b>
12 <sup>th</sup> NHS England Bulletin – 25 November 2013	<b>Appendix N 2 (Page 169)</b>
13 <sup>th</sup> NHS England Bulletin – 10 December 2013	<b>Appendix N 3 (Page 173)</b>
14 <sup>th</sup> NHS England Bulletin – 17 December 2013	<b>Appendix N 4 (Page 177)</b>

## **15. ANY OTHER URGENT BUSINESS**

### QUESTION

The Chair has agreed to receive a question from Councillor Singh under this item. The details of this are attached.