

**Minute of Meeting of the
East Renfrewshire Integration Joint Board
Clinical and Care Governance Committee
held at 2.00 pm on 13 September 2016 in the
Eastwood Health and Care Centre, Drumby Crescent, Clarkston**

PRESENT

Councillor Alan Lafferty	East Renfrewshire Council (Chair)
Susan Brimelow	NHS Greater Glasgow and Clyde Board
Cathy Roarty	Professional Nurse Adviser
Julie Murray	Chief Officer, HSCP
Frank White	Head of Health and Community Care
Kim Campbell	Acting Performance and Improvement Manager
Nanette Paterson	Independent Sector Representative
Elizabeth Roddick	Pharmacy Lead
Kate Rocks	Head of Children's Services and Criminal Justice (Chief Social Work Officer)
Gerry O'Hear	Optometry Lead

IN ATTENDANCE

Ron Leitch	Committee Services Officer
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APOLOGIES

Dr Alan Mitchell	Clinical Director
Mantej Chahal	Prescribing Lead
Rosaleen Reilly	Service Users Representative
Linda McCullagh	Third Sector Representative
Dr Omer Ahmed	Local GP

MINUTE OF PREVIOUS MEETING

1. The committee considered and approved the Minute of the meeting of the held on 17 May 2016.

MINUTE OF CLINICAL GOVERNANCE FORUM

2. The committee considered and noted the Minute of the meeting of the Clinical Governance Forum held on 6 May 2016.

SUPREME COURT RULING ON NAMED PERSON

3. The committee took up consideration of a report by the Professional Nurse Adviser providing an update on the recent Supreme Court ruling in respect of the legislation on Named Person.

The report explained that the Children and Young People (Scotland) Act 2014 (the Act) legislated for key elements of Getting It Right For Every Child (GIRFEC), ensuring that there was a single planning approach for children who needed additional support from services, providing a single point of contact for every child, and providing a holistic understanding of wellbeing through the Named Person service. Part of the Act had been due to be implemented on 31 August 2016. However, it had been challenged through the courts and the Supreme Court had ruled that, while the Named Person policy was “unquestionably legitimate and benign”, the information-sharing provisions of the Act were incompatible with Article 8 of the European Convention on Human Rights and that changes were needed to make those provisions compatible with Article 8.

The Professional Nurse Adviser explained that following the recent ruling the Scottish Government had indicated that it would submit for approval by The Scottish Parliament the necessary amendments to the Act to make the provisions surrounding information-sharing compatible with Article 8. In the meantime, the full implementation of the Named Person policy would be delayed until August 2017. She went on to explain some of the implications of the delay and that staff training would continue in anticipation of full implementation in August 2017.

The Chief Social Work Officer (CSWO) outlined the current position with regard to referrals to the social work service and explained that Police Scotland were currently reviewing their criteria for making such referrals and it was hoped that this would lead to a reduction in the number of referrals.

In response to enquiries from members, it was explained that, for children under the age of 5 years, the Named Person would most likely be a district nurse or health visitor and for those over the age of 5 it would be a head teacher or principal teacher; that in the case of young people aged over 16 years there was concern that they should have a right to know what information about them was being shared; that in the case of domestic abuse being witnessed by a young person the social work service would still be notified by Police Scotland; and that the judgement had placed a sharp focus on what was considered to be “consent”.

Following further brief discussion, the committee agreed to note the report.

NURSING AND MIDWIFERY PROFESSIONAL ASSURANCE FRAMEWORK

4. The committee took up consideration of a report by the Professional Nurse Adviser providing assurance in respect of professional nursing practice for Children and Families and Adult Community Nursing in East Renfrewshire.

The report explained that Scotland’s Executive Nurse Directors, in association with the Chief Nursing Officer, had developed a Nursing and Midwifery Professional Assurance Framework for Scotland and that this had been reviewed and adapted for East Renfrewshire in conjunction with Senior Nurses and Team Leaders. A copy of the East Renfrewshire Assurance Framework was appended to the report.

The Professional Nurse Adviser explained that the framework would be used to monitor practice within East Renfrewshire and made use of the red/amber/green traffic signal format to indicate the status of each proposed action.

Responding to Mrs Brimelow who, whilst commending the creation of the framework, questioned whether staff involved in mental health services, child and adolescent mental health services (CAMHS) and Allied Health Professionals (AHP) were covered by the

framework. In response, the Professional Nurse Adviser explained that these specialisms were each covered by their own assurance frameworks although the HSCP had argued that a single framework should have been created covering all specialisms.

Following discussion it was agreed:-

- (a) to note the content of the report; and
- (b) that updates would be provided on an annual basis.

The Chief Officer reported that this was Ms Roarty's final meeting of the committee prior to her retirement in October and, on behalf of the committee, wished her well for the future. She also advised that it was unlikely that a permanent replacement would be in place prior to October and that, in the meantime, Linda Allan had been appointed on a temporary basis pending a permanent appointment.

CLINICAL EFFECTIVENESS UPDATE

5. The committee took up consideration of a report by the Lead Clinical Improvement Coordinator, NHS Greater Glasgow & Clyde, providing an overview of key clinical effectiveness issues.

The Acting Performance and Improvement Manager explained that 1 improvement project relating to improving healthcare monitoring of patients receiving antipsychotic or mood stabilising medication was currently underway within East Renfrewshire whilst 3 others had ended since the last report.

Having heard the Chief Officer advise that in light of the absence of the Lead Clinical Improvement Coordinator a more detailed report would be submitted to the next meeting, the committee agreed to note the current activity on key areas of work.

GP AND OPTOMETRY COMPLAINTS

6. The committee took up consideration of a report by the Acting Performance and Improvement Manager providing an overview of the complaints reported by GP and Optometry Practices for the period April 2015 – March 2016.

The report explained that a total of 142 complaints had been received by GP Practices and 2 complaints had been received by Optometry Practices during the review period. 96% of GP complaints had been responded to within the target time of 20 days. The nature of complaints received by GP practices was wide ranging with most being in respect of appointment issues. Improvement activity had taken place in response to complaints received and where changes had been made, these tended to be small and internal resulting in some adjustment to practice protocols. The 2 complaints relating to Optometry Practices had been received by the same practice, were linked, and related to advice issued by another optometrist.

The Optometry Lead explained that he was beginning to get to know most of the local optometrists and hoped to arrange a series of meetings of cluster groups in the near future and that he would take the opportunity at these meetings to encourage all practices to submit returns in order that the true picture in relation to complaints could be obtained and reported on.

Mrs Brimelow expressed the view that further work was required to refine the reports including information in respect of how and by whom complaints were investigated. She also suggested that information relating to complaints which were submitted to the Scottish Public Services Ombudsman (SPSO) should be included in future reports.

Following further discussion, in the course of which the Chief Officer explained that it was proposed that an update on the role of Practice Quality Leads and Cluster Quality Leads would be submitted to a future meeting, the committee agreed:-

- (a) to note the content of the report; and
- (b) that an update on the role of Practice Quality Leads and Cluster Quality Leads would be submitted to a future meeting.

HSCP COMPLAINTS

7. The committee took up consideration of a report by the Business Support Manager providing an overview of the complaints reported to the HSCP for the period October 2015 – March 2016.

The report explained that a total of 22 complaints had been received by the HSCP. 56% of complaints had been responded to within the target time of 20 days. The nature of complaints received by the HSCP ranged across 5 headings with most being in respect of standard/quality of service. 14 complaints had been raised by the local MP, MSP and councillors on behalf of constituents across a range of issues including access to services; complaints about service and staff; requests for more information; or as a result of a disagreement with a policy or its application. 1 suggestion in respect of Interpretation Services been received and 1 compliment regarding support provided by RES had been logged.

The Business Support Manager expressed the view that more compliments had been received than had been logged and explained that he had undertaken to encourage staff to report compliments received in order to provide a more balanced picture.

Having heard the Chief Officer propose that future reports should include more detail with regards to complaints referred on to the Scottish Public Services Ombudsman (SPSO) as well as those referred to the independent Social Work Complaints Review Committee (SWCRC), the committee agreed:-

- (a) to note the content of the report; and
- (b) that future reports should incorporate, where applicable, details of complaints referred on to the SPSO and/or the SWCRC.

CHILD PROTECTION UPDATE

8. The committee took up consideration of a report by the Head of Children & Families and Criminal Justice (Chief Social Work Officer) providing information on local and national developments and their likely impact for East Renfrewshire and the East Renfrewshire Child Protection Committee (ERCPC).

The report explained that the Scottish Government was undertaking a formal review of Child Protection systems with a view to identifying strengths and weaknesses in existing systems,

processes and practice. A number of work streams had been created and the review group intended to make recommendations in December 2016. These recommendations would inform a further phase of work to be progressed during 2017. This Child Protection Improvement Programme (CPIP) would focus on a range of issues including, amongst others, the effectiveness of the current Child Protection system; practice in and around the Children's Hearings System; increased scrutiny through a revised inspection regime; and improvements considered necessary so that the system better addressed and responded to instances of neglect.

The CSWO explained that she was a member of the review group and that a considerable amount of work was already underway within East Renfrewshire. In response to an enquiry regarding the position of the committee within the proposed revised structure she explained that the HSCP would still have its own accountability structures and that the committee would continue to be made aware of any incidents and subsequent actions taken as a result of lessons learned.

Following discussion, in the course of which the Chief Officer proposed that it might be prudent to recirculate to members the Remit and Terms of Reference of the committee, the committee agreed:-

- (a) to note the content of the report;
- (b) to ensure that amendments to current practice, policies and procedures in key areas of child protection were progressed to meet both local and national requirements; and
- (c) that all activity aimed at improving outcomes for children and young people took place within agreed timescales as part of the ERCPC Business Plan.

ADULT PROTECTION UPDATE

9. The committee took up consideration of a report by the Head of Children & Families and Criminal Justice (Chief Social Work Officer) providing information on local and national developments and their likely impact for East Renfrewshire and the East Renfrewshire Adult Protection Committee (ERAPC).

The report explained that guidance on the involvement of GPs in multi-agency protection arrangements were currently under review including the guidance around information sharing. It was anticipated that revised guidance would be available in September/October 2016; that staff across the multi-agency workforce would be made aware of the changes in due course; and that new training materials would be available to support the changes. It went on to explain that the Social Work Scotland (Adult Protection) Significant Case Review (SCR) Sub-Group had been working with the Scottish Government to revise current guidance for Adult Support and Protection Committees. It was likely that the Scottish Government would be seeking pilot areas to test the new SCR Framework over the coming months with the revised publication being available in 2017.

Referring to the Draft Scottish Fire and Rescue Service (SFRS) Engagement Framework and the imminent publication of new guidance entitled "Working With Social Work" which aimed to offer a more streamlined approach at both an operational and strategic level, the CSWO commented on the good work currently being done within East Renfrewshire and the strong partnership approach between SFRS and HSCP in this regard.

Following discussion, in the course of which the Chief Officer explained that work was currently underway to develop more management information to bring to the committee in future with regards to serious case reviews, the committee agreed:-

- (a) to ensure that amendments to current practice, policies and procedures in key areas of adult protection were progressed to meet both local and national requirements; and
- (b) that all activity aimed at improving outcomes for adults in need of protection took place within agreed timescales as part of the ERAPC Business Plan.

Resolution to Exclude Press and Public

At this point in the meeting, on the motion of the Chair, the committee unanimously resolved that in accordance with the provisions of Section 50A(4) of the Local Government (Scotland) Act 1973, as amended, the press and public be excluded from the meeting for the following items on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 3 and 7 of Part 1 of Schedule 7A to the Act.

MAPPA UPDATE

10. The Committee took up consideration of a report providing an update on work to revise the current MAPPA processes.

Following brief discussion, in the course of which the Chief Social Work Officer (CSWO) outlined a number of issues which had arisen through the North Strathclyde MAPPA Group and their likely impact within East Renfrewshire, the committee noted the report

SIGNIFICANT CLINICAL INCIDENT

11. Having heard from the Chief Officer and following brief discussion, the committee agreed to defer consideration of this item until the next meeting.

SERIOUS CASE REVIEW

12. The Committee took up consideration of a report providing information on a serious case review which had recently taken place.

Following discussion, in the course of which the Chief Officer expressed the view that it would be beneficial to develop a revised format for reports of this nature in order to anonymise details of individuals involved, the committee noted the report.

DATE OF NEXT MEETING

13. The committee noted that the next meeting would be held on Wednesday 30 November 2016 at 10.00am in Eastwood Health and Care Centre, Drumby Crescent, Clarkston.