

# ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM AGENDA



Wednesday 6<sup>th</sup> September 2006

at 2.00 pm

in Committee Room "B"

MEMBERS: ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY  
FORUM:

Councillors Barker, Belcher, Brash, Fleet, Griffin, Lauderdale, Lilley, Rayner, Wistow,  
Worthy and Young.

Resident Representatives: Mary Green and Evelyn Leck

1. **APOLOGIES FOR ABSENCE**
2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
3. **MINUTES**
  - 3.1 To confirm the minutes of the meeting held on 25<sup>th</sup> July 2006 (*attached*)
4. **RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM**

No items
5. **CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE**

No items

6. **CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY FRAMEWORK DOCUMENTS**

No items

7. **ITEMS FOR DISCUSSION**

- 7.1 Covering Report – Scrutiny Presentation by Chief Executive North Tees and Hartlepool NHS Trust – *Scrutiny Support Officer*
- 7.2 Annual Library Plan 2006-2007 – *Director of Adult and Community Services*
- 7.3 Scrutiny Investigation into Access to GP Services – Closing the Loop Report – *Scrutiny Support Officer*

8. **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

**ITEMS FOR INFORMATION**

- i) **Date of next meeting Tuesday 10<sup>th</sup> October 2006, commencing at 10.00 am in Committee Room “B”.**

# ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

## MINUTES

25<sup>th</sup> July 2006

### **Present:**

Councillor: Gerald Wistow (In the Chair)

Councillors: Stephen Belcher, Jonathan Brash, Mary Fleet,  
Sheila Griffin, Geoff Lilley and Gladys Worthy

Resident Representatives:

Mary Green and Evelyn Leck

Also present:

J Pearson and P Wolfe, Save Our Hospital Campaign  
Tracy Foster, Hartlepool Community Network

Officers: Ewen Weir, Assistant Director, Adult and Community Services  
Sajda Banaras, Scrutiny Support Officer  
Angela Hunter, Principal Democratic Services Officer

### **19. Apologies for Absence**

Apologies for absence were received from Councillors Caroline Barker and Pat Rayner.

### **20. Declarations of interest by Members**

Councillors Jonathan Brash and Caroline Barker declared a non-prejudicial interest in minute 26.

### **21. Minutes of the meeting held on 23<sup>rd</sup> June 2006.**

Confirmed.

### **22. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum**

No items.

**23. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee**

No items.

**24. Consideration of progress reports/budget and policy framework documents**

No items.

**25. Joint Section 7 Consultation Committee (Acute Services Review – Update Report) *(Scrutiny Support Officer)***

The Scrutiny Support Officer updated the Forum with the recommendations made by the Acute Services Review. In relation to maternity and paediatric services, the Joint Scrutiny Committee was of the view that the proposals were not in the interests of the local health service, the communities they serve and the communities the Committee represents. Consequently, under the health scrutiny powers granted to it, the Joint Scrutiny Committee had referred this matter to the Secretary of State for consideration and determination. The four key principles for the referral were detailed in the report.

In addition, the Forum was advised that Stockton Borough Council's Health Scrutiny Committee have also referred the matter to the Secretary of State under a different rationale urging the Secretary of State to retain the Women and Children's Centre of Excellence at North Tees along with all paediatric and emergency gynaecology.

The Forum was asked to consider what action, if any, they would like to take in response to the referrals as the position of both the Joint Committee and Stockton's Health Scrutiny Committee could impact on Hartlepool's previously expressed support for the full implementation of the Darzi proposals, Members were requested to consider reaffirming their position. It was noted that the Darzi recommendations would ensure that the future of all local hospitals was sustainable and that each hospital should be awarded a Centre of Excellence. It would be difficult to sustain any hospital without this award. Members felt it was unfortunate that there had been no financial information or business plan provided by the Health Secretary for the implementation of the Darzi report.

A representative from the Save Our Hospital Campaign informed the Forum that they had written to the Secretary of State in July and December of last year to confirm their support for the implementation of the Darzi report. This had been reiterated to the Secretary of State in July highlighting the 30,000 petition in support also. The Chair welcomed the support from the Save Our Hospital Campaign as it had been forward thinking whilst recognising that some changes would be necessary.

A Member asked whether the hospital would be viable if a Centre of Excellence was not retained. It was noted that within this Scrutiny Forum's work programme there was an inquiry into social prescribing and the development of services in the community. This would include the examination of whether hospital beds would be reduced.

Members were reminded that in a letter to the Secretary of State, the Prime Minister was quoted as saying that no hospital would close or services ran down. The Secretary of State at the time also stated that there would be no reduction in services in Hartlepool. It was suggested that a letter be sent to the Secretary of State seeking reassurance regarding the future of the University Hospital of Hartlepool, including reference to the above two statements. Members also requested that a letter be sent to Iain Wright, MP asking him to add his support with a copy of the letter to the Secretary of State attached for his information. It was discussed that a press release could be issued to keep Hartlepool residents informed of the actions being undertaken by the Scrutiny Forum. Given the timescales involved, Members may wish to give delegated power to the Chair of the Scrutiny Forum to approve the letters.

A representative from the Save Our Hospital Campaign advised that they had contacted Easington District Councillors to enlist their support. The Chair indicated that a copy of the letter could also be sent to Easington District Council for their information.

Members were thanked for their valuable input into this inquiry through the scrutiny process.

### **Decision**

- i) A letter be sent to the Secretary of State seeking reassurance of the future viability and sustainability of the University Hospital of Hartlepool, including reference to the Save Our Hospital campaign and petition, whilst referring to the statements made by the Prime Minister and the previous Secretary of State.
- ii) A letter be sent to Iain Wright, MP requesting his support for Hartlepool's case.
- iii) Both letters be circulated to all Forum members upon approval
- iv) A press release be issued once the letter was finalised.
- v) A copy of the referral letter be forwarded to Easington District Council.

## **26. PCT Reconfiguration** (*Adult and Community Services and Health Scrutiny Forum*)

The Chair of the Forum advised Members that he had attended a meeting last week with the Chief Executive, the Chief Solicitor and Counsel to discuss the PCT Reconfiguration. Following Counsel's advice, further information would be reported to the Council meeting on 27<sup>th</sup> July. Therefore it was requested that the consideration of this item be deferred until Council had considered the

report from Counsel.

### **Decision**

The consideration of this item be deferred until Council have had an opportunity to consider Counsel's report in full.

## **27. Scrutiny Investigation into Social Prescribing** (*Scrutiny Support Officer*)

The Scrutiny Support Officer presented a scoping report for the Forum's investigation into Access to GP services.

- **The aim of the investigation**

To explore the ways in which social prescribing was being developed in Hartlepool.

- **The terms of reference for the investigation**

- (a) To gain an understanding of national policy and practice in relation to 'Social Prescribing'
- (b) To seek evidence for the effectiveness of social prescribing
- (c) To identify current provision of social prescribing in Hartlepool.
- (d) To identify challenges in integrating social prescribing within primary care practice and other areas
- (e) To identify the funding streams that currently support and in future will support social prescribing and, to examine the long-term sustainability of these
- (f) To compare what good practice exists in other Local Authorities in relation to social prescribing
- (g) To seek the views of the service users in relation to social prescribing initiatives; and
- (h) To seek the views of GPs and service providers in the statutory and non-statutory sectors.

- **Proposed Timetable of the Scrutiny Investigation**

25<sup>th</sup> July 2006 – Scoping of the Scrutiny of the Topic

6<sup>th</sup> September 2006 – Setting the Scene

10<sup>th</sup> October 2006 – Establishing Current Service Provision in Hartlepool

14<sup>th</sup> November 2006 – Identifying the challenge of Integration

Date to be determined – Best Practice

19<sup>th</sup> December 2006 – Community Engagement

30<sup>th</sup> January 2007 – Draft Final Report

A Member informed the Forum that the Briarfields Allotments Association were keen to be involved in this inquiry with the aim of highlighting the benefits of gardening and had asked to be made aware of the future meetings of this inquiry.

#### **Decision**

Members noted the content of the report and discussion and agreed the terms of reference outlined above.

### **28. Any Other Business – University Hospital of Hartlepool**

Members were reminded that Ian Dalton, Chief Executive of the University Hospital of Hartlepool would be attending the meeting of this Forum due to take place on 5<sup>th</sup> September to give evidence. It was suggested that Members may wish to meet 30 minutes prior to this to discuss possible questions.

#### **Decision**

The Scrutiny Support Officer would circulate a list to Members of areas they may be interested in questioning.

### **29. Any Other Business – Concessionary Fares**

Members were informed that the Portfolio Holder for Culture, Leisure and Transportation had approved an amendment to the criteria for applications for concessionary fares to include “those in receipt of Disability Living Allowance (DLA) mobility component at the higher rate”.

#### **Decision**

- i) A letter be sent to the Portfolio Holder thanking him for considering this item and making the above recommendation.
- ii) A press release be issued acknowledging the input from Scrutiny into this amendment.

### **30. Any Other Business – Mental Health Trust Meeting**

Members were updated on a meeting which had taken place with Con Hegan, the Chief Executive for the Mental Health Trust that covered the area from Scarborough to Carlisle. He indicated in this meeting that he would be happy to attend a future meeting, possibly on 10<sup>th</sup> October 2006, of the Scrutiny Forum to engage with Members.

**Decision**

Members noted the update.

GERALD WISTOW

CHAIRMAN



**ADULT AND COMMUNITY SERVICES AND  
HEALTH SCRUTINY FORUM**

**6 September 2006**



**Report of:** Scrutiny Support Officer

**Subject:** COVERING REPORT – SCRUTINY PRESENTATION  
BY CHIEF EXECUTIVE NORTH TEES AND  
HARTLEPOOL NHS TRUST

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**1. PURPOSE OF REPORT**

1.1 To inform Members of the Adult and Community Services and Health Scrutiny Forum that arrangements have been made for the Chief Executive of North Tees and Hartlepool NHS Trust to be in attendance at this meeting to deliver an introductory presentation around key issues facing the Trust.

**2. BACKGROUND INFORMATION**

2. As Members are aware, undertaking health scrutiny reviews forms a significant part of this Committee's remit. As a result, arrangements have been made for the Chief Executive of North Tees and Hartlepool NHS Trust to provide Members with background information about the Trust and, key issues facing the Trust.

2.2 It was considered that this will assist in both developing the Scrutiny forum's relationship with the Trust and eventually will aid the Forum in completing the Annual Health Check process.

**3. RECOMMENDATIONS**

3.1 It is recommended that Members of this Forum note the content of this report.

**Contact Officer:-** Sajda Banaras – Scrutiny Support Officer  
Chief Executive's Department – Corporate Strategy  
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**ADULT AND COMMUNITY SERVICES &  
HEALTH SCRUTINY FORUM**

6<sup>th</sup> September 2006



**Report of:** Director of Adult and Community Services

**Subject:** ANNUAL LIBRARY PLAN 2006-2007

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**1. PURPOSE OF REPORT**

- 1.1 To consider the draft Annual Library Plan referred from Cabinet on 3<sup>rd</sup> July 2006.

**2. BACKGROUND**

- 2.1 The Annual Library Plan is a key strategic document, which forms part of the Council's Budget and Policy Framework.
- 2.2 The Cabinet considered the Draft Annual Library Plan on 3<sup>rd</sup> July. The Cabinet report is attached as **Appendix 1**. At this meeting Cabinet approved the plan for consultation.

**3. ANNUAL LIBRARY PLAN**

- 3.1 The Plan for 2006-2007 (see **Appendix 2**) consists of the following parts: -
- An introduction and summary of the major changes, achievements and performance of the library service during 2005/6.
  - An illustration of the current library management structure and where libraries fit within Adult and Community Services.
  - A description of how the library service is organised into six teams, or areas of responsibility in order to develop services in line with the requirements of 'Framework for the Future'
  - A brief description of the key partnerships the library is involved with.
  - An outline of the library performance management process and how it will be communicated internally and externally
  - The priorities governing the Annual Library Plan 2006/7

- Action plan 2006/7 and performance targets

#### **4. CONSULTATION UNDERTAKEN**

- 4.1 Further to Cabinet approval to consultation, this has been undertaken with the following: -
- Neighbourhood Consultative Forums
  - Library users
  - Key Stakeholders

#### **5. CHANGES AND ADDITIONS TO THE FIRST DRAFT PLAN RESULTING FROM CONSULTATION**

- 5.1 There have been a number of additions made to the plan as a result of consultation. These appear in the action plan in bold/italic in the copy of the plan submitted to scrutiny (**Appendix 2**). They are summarised below with the relevant page number in the plan:
- 5.2 Provision of suitable staff ICT training is now a specific action within the plan (20).
- 5.3 Action to explore possibility of making the Central Library entrance appear less dark from outside. (21)
- 5.4 The costs and benefits of abolishing lunch time closure in branches is to be investigated. (21)
- 5.5 The implications and feasibility of extending Sunday opening to one or more branches in addition to the Central Library are to be explored. (22)
- 5.6 A proposal to extend work with the Wharton Trust in order to investigate how services resources of the two organisation can combine to improve services at Brougham Annex Library. (22)

#### **6. ISSUES FOR SCRUTINY**

- 6.1 Does the Annual Library Plan reflect members' views of the delivery of library services in Hartlepool?
- 6.2 Do members wish to highlight to Cabinet any particular areas of the Plan for amendment or addition?

#### **7. CONCLUSION**

- 7.1 The draft Annual Library is for consideration by Members of the Scrutiny Forum.

CONTACT OFFICER: Graham Jarritt, Borough Librarian:

Background Papers

Framework for the Future, DCMS 2003.

Public Library Service Standards. Audit Commission BVPI 220

Adult and Community Services Departmental Plan 2006-2007 / 2008-2009

# CABINET REPORT

3<sup>rd</sup> July 2005



**Report of:** Director of Adult and Community Services

**Subject:** ANNUAL LIBRARY PLAN

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## SUMMARY

### 1. PURPOSE OF REPORT

To consider the draft Annual Library Plan for consultation.

### 2. SUMMARY OF CONTENTS

The previous year marked a number of significant staff changes for the library service. Nevertheless latest published figures indicate that Hartlepool Libraries remain among the top performers in the country. The plan describes how the Library Service identifies its role in delivery of the Council's corporate objectives and how it will continue to work towards fulfilling the DCMS ten year plan, 'Framework for the Future'.

### 3. RELEVANCE TO CABINET

The Annual Library Plan is part of the Budget and Policy Framework proposed by the Executive Cabinet for approval by Council.

### 4. TYPE OF DECISION

Non-key.

### 5. DECISION MAKING ROUTE

Cabinet 3<sup>rd</sup> July 2005.

### 6. DECISION(S) REQUIRED

The Cabinet is requested to:-

Approve the draft Annual Library Plan for consultation.

**Report of:** Director of Community Services

**Subject:** ANNUAL LIBRARY PLAN

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### 1. PURPOSE OF REPORT

- 1.1 To consider the draft Annual Library Plan (**Appendix 1**) for consultation.

### 2. BACKGROUND

- 2.1 In 2006 Hartlepool Borough Council produced the document 'Service Planning 2006/7 – a unified approach'. The Annual Library Plan incorporates these guidelines and identifies how library services link directly to the objectives of both the Adult & Community Services Departmental Plan and the Corporate Plan. The Plan also sets out how library services in Hartlepool are adapting and developing to meet the DCMS ten year forward plan for libraries, 'Framework for the Future'. In line with the guidelines of this document, Libraries in Hartlepool have increased capacity to develop services in the areas of lifelong learning, reader development, ICT and services to pre-school children.
- 2.2 The Library Impact Measures described in last year's plan and report are now formally collected as part of the CIPFA annual statistical return. However following discussion between MLA (Museums Libraries and Archives Council) and the Audit Commission, at this stage it is not proposed that they will be included in this year's CPA assessment.

### 3. ANNUAL LIBRARY PLAN

- 3.1 The Annual Library Plan as part of the Budget and Policy framework of the Council is required to allow examination of the service and its development.
- 3.2 The plan for 2006/7 consists of the following parts:
- An introduction and summary of the major changes, achievements and performance of the library service during 2005/6.
  - An illustration of the current library management structure and where libraries fit within Adult and Community Services.

## 7.2 Appendix 1

- A description of how the library service is organised into six teams, or areas of responsibility in order to develop services in line with the requirements of 'Framework for the Future'
- A brief description of the key partnerships the library is involved with.
- An outline of the library performance management process and how it will be communicated internally and externally
- The priorities governing the Annual Library Plan 2006/7
- Action plan 2006/7 and performance targets

### 4. CONSULTATION

- 4.1 Consultation with the public and with stakeholders is part of the planning process. With the public this will be through the Neighbourhood Consultative Forum, and with stakeholders through circulating the draft plan with invitation to comment.

### 5. SECTION 17

- 5.1 Section 17 of the Crime and disorder Act 1988 requires local authorities and police authorities to consider the community safety implications of their activities.
- 5.2 As outlined in the Annual Library Plan, a DCMS requirement of libraries is support of citizenship. The ethos and basic principles of the library service demand responsible and civilised behaviour. A large number of library activities encourage the development of social skills and civil awareness, particularly among the young.
- 5.3 In cases where it is required the Library also works closely with other agencies including the Anti-Social Behaviour Team and the Police in order to limit anti-social behaviour and to prevent or detect crime.

### 6. DIVERSITY

- 6.1 Part of the Library Action Plan for 2006/7 includes a review of the vehicle delivered services. It is important that issues of diversity and the interests of people with particular needs are carefully considered within this review. A Diversity Impact Assessment form has been completed for this process and is included as an appendix to this report. **(Appendix 2)**

### 7. TIMETABLE

- 7.1 Subject to the agreement of Cabinet, consultation will take place throughout August, with the plan then being referred to the Adult Care and Community

## 7.2 Appendix 1

Services Scrutiny Panel. It will then be returned to Cabinet in September and onward for full Council approval in October 2006.

### 8. RECOMMENDATIONS

Members of the Cabinet are requested to: -

- i) Approve the draft Annual Library Plan for consultation.

CONTACT OFFICER: Graham Jarritt, Borough Librarian

#### Background Papers

Framework for the Future, DCMS 2003.

Annual Library Plan 2005-2006 Hartlepool Borough Libraries.

Public Library Service Standards. DCMS Oct 2004



**Annual Library Plan  
2006/07**

DRAFT

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## Introduction

The Public Libraries and Museums Act 1964 requires the 149 first tier English local authorities to provide "comprehensive and efficient" public library services.

The Act requires library authorities to provide access for people who live, work or study in their area to borrow or refer to books, printed material and pictures in line with their needs and requirements, free of charge. Since 1964 the development of new media formats, most notably in the areas of ICT, means that electronic media and internet access are now interpreted as part of library provision alongside printed materials. Also the role of the library as provider of community space for a wide variety of public purposes is seen as a key purpose of a public library service.

The terms 'comprehensive and efficient' are not quantified in the Act. However the ten Public Library Service Standards (BVPI 220), against which all services are annually measured are the means used to provide a definition. They are a set of targets across core provision areas. They are not based in statute and failure to meet one or more of the standards does not necessarily signify a breach of the 1964 Act. However, failure to comply with the standards has an impact upon the Comprehensive Performance Assessment (CPA) of the local authority.

Previously authorities were required to submit an Annual Library Plan to DCMS for assessment. This is no longer a requirement. However the submission of the Annual Library Plan to Council, and the public and stakeholder consultation included in this process ensures that approval of library services in Hartlepool is embedded in the local democratic process and is measured against the Council's constitutional principles of decision-making. It provides Members and public with opportunity to examine, review and influence how the library sets priorities and delivers services.

## **Overview 2005/6**

### **Staffing**

April 2005 saw the arrival of Jane Aiken as Reference Services Officer. The post had been vacant since the sudden death of Mary Hoban, the fondly remembered former Reference Officer in August 2004. Jane is a valuable addition to our staff with a background in both academic and public libraries and also in education. Susan Atkinson, who had contributed significantly as Borough Librarian since taking office in 2001, moved on from that post at the end of August to return to university. The following month Ann Russell, Senior Library Manager and Training Officer retired.

Graham Jarritt was appointed Borough Librarian in October and in January 2006 Chris Rogers, formerly of Hartlepool College of Further Education was appointed ICT Officer. This is the first time Hartlepool Libraries have appointed a professionally qualified ICT officer and this is a reflection of the expanding role ICT is playing in library service provision. A staffing re-structure to commence in April 2006 was produced to reflect the changing pattern of demand for services. The Reference Officer's role is expanded to include responsibility for developing lifelong learning provision. The appointment of a dedicated ICT officer means that Denise Sparrowhawk, who had previously been responsible for stock selection and for ICT, is now Stock and Reader Development Officer. Reader development is now identified by DCMS as one of the three core services required of a modern library service. Phyl Rafferty and Jayne Halliday take on senior posts supervising service development, staffing and staff development in all branches.

Following significant achievements, notably in development of Bookstart provision and also integrating library services with those of the Early Years Partnership, the responsibilities of Gill Slimings, Children and Young Persons' Officer are expanded. In 2006 Gill will also be coordinating the staging of the Northern Childrens' Book Festival Gala Day in Hartlepool. It is the largest European literary festival for young people and this will be the first time it has been held in Hartlepool.

### **Performance and achievements**

The principal measure for libraries is BVPI 220, performance against the 10 Public Library Standards. The most recently published performance indicators show that none of the 149 authorities in England meet all 10 standards, but Hartlepool is one of only eleven top authorities who met 9 of them, maintaining Hartlepool's strong national reputation. Also the Home Library service met its substantially expanded targets within LPSA1 and has received a valuable reward grant.

Other achievements of note have been the introduction of the updated library online services, Talis Prism, which provides a more user friendly online access to

the catalogue, to book reservation, renewals and to posting information enquiries online to the Reference and Information section. Additionally online resources such as the Xrefer online reference database, the Encyclopaedia Britannica or the EBSCO journal article database, all services to which the library subscribes, are now available free of charge to all members of Hartlepool's libraries online from home, (or indeed from any internet connection). Previously these services could only be accessed from computers inside the library. Current technology now allows the bar-code number of a Hartlepool library ticket to be recognised and to act as a password. These ICT developments represent an important step. Remote, or virtual visits to library services will become a performance indicator in the future.

However progress has not been restricted to computer based services. Family Learning Week in October saw an exciting programme organised at the Central Library. Called 'Einstein in the Library', it commemorated the hundredth anniversary of the publication of the General Theory of Relativity and was organised in partnership with Hartlepool College of Further Education and the Institute of Physics. Events were held for schools during the week, and culminated at the week-end with two very popular family learning days. It represented a significant development in approach to lifelong learning for the library to find itself promoting natural science rather than arts and humanities focussed events. This programme, as well as making science and physics fun and accessible is also an attempt to contribute to addressing concerns about the decline in interest in physics as a school and Higher Education subject. A similar event is proposed for 2006.

More traditionally, The Foggy Furze Writers Group produced an excellent compilation of short stories and poems by local writers, entitled 'First Impressions'. In partnership with museums 'Their Past Your Future' combined WW2 history with work by young people looking at the past, the present and the future and reflecting on the many issues of war and conflict. Throughout the year a number of projects were held with young people and included groups in a number of libraries writing a radio play which addressed the theme of bullying and also another play conceived, written and illustrated by a group of looked after children

The Bibliographic Services Section of the Library, and the Vehicle Delivered Services moved in November from Cromwell Street to their new offices and working area at the Carnegie Building, Northgate. Also worthy of note, the lighting system at the Central Library which had gone well past its sell by date and was causing many problems, including financial ones, was replaced through Neighbourhood Services with a new system which uses considerably less energy and provides much better lighting.

Finally, in January we were informed by John Mennear, the Assistant Director of Community Services, that the Culture Minister, David Lammy, wished to see an example of work with 'hard to reach' groups whilst visiting the region, and had

been directed to a project which had involved Hartlepool Libraries, Hartlepool Museum Service and Stonham Housing Trust. The result was a visit by the Minister to the Central Library and the opportunity for a number of members of staff to discuss their particular areas of work with him.



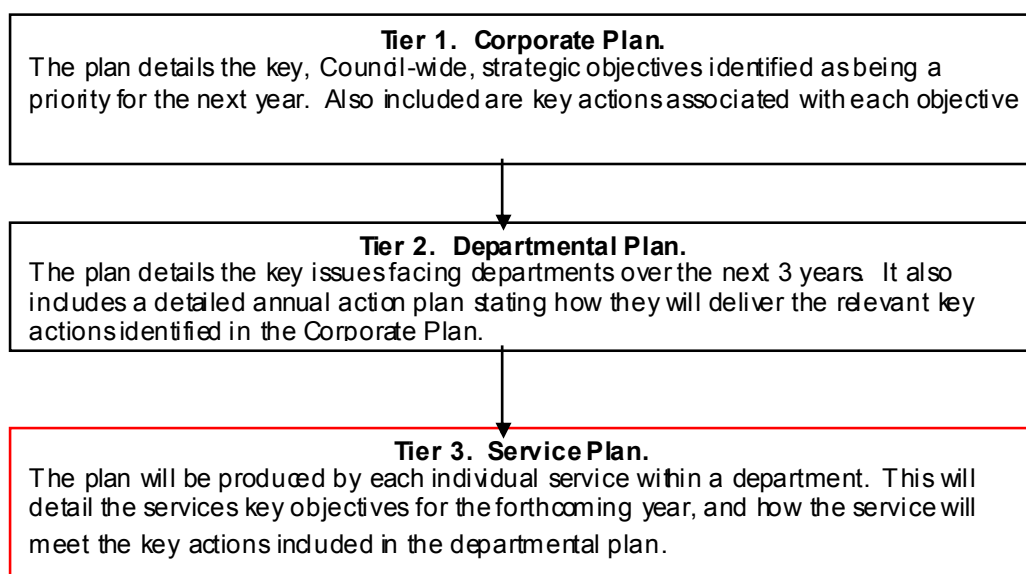
Culture Minister David Lammy (second from right) with (l to r) Penny Wilkinson (Chief Executive, Museums Libraries and Archives Council North East), David Lammy's Private Secretary, John Mennear, (Assistant Director, Community Services), Nicola Bailey (Director, Adult and Community Services), Graham Jarritt, (Borough Librarian). Hartlepool Central Library Jan 27<sup>th</sup> 2006

## Library Service Plan 2006/7

This section of the Annual Library Plan is the Library Service Plan for 2006/07 and forms part of the Council's overall Service Planning arrangements. The plan details the key priorities and issues facing the Library service over the next year, and includes a detailed action plan showing how these priorities will be delivered.

The plan details how the Library Service will meet the Council's key priorities as stated in the Corporate Plan and the Adult and Community Department's key priorities as stated in the Adult and Community Departmental Plan 2006/07-2008/08.

This plan should be looked at in conjunction with both the Council's Corporate Plan, and the Adult and Community Departmental Plan, that together form part of the Council's overall Service Planning Arrangements. Figure 1, below, demonstrates how the plans are linked: -



This approach ensures that any objective that appears in the Corporate Plan can be traced through the Departmental plan to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall objectives.

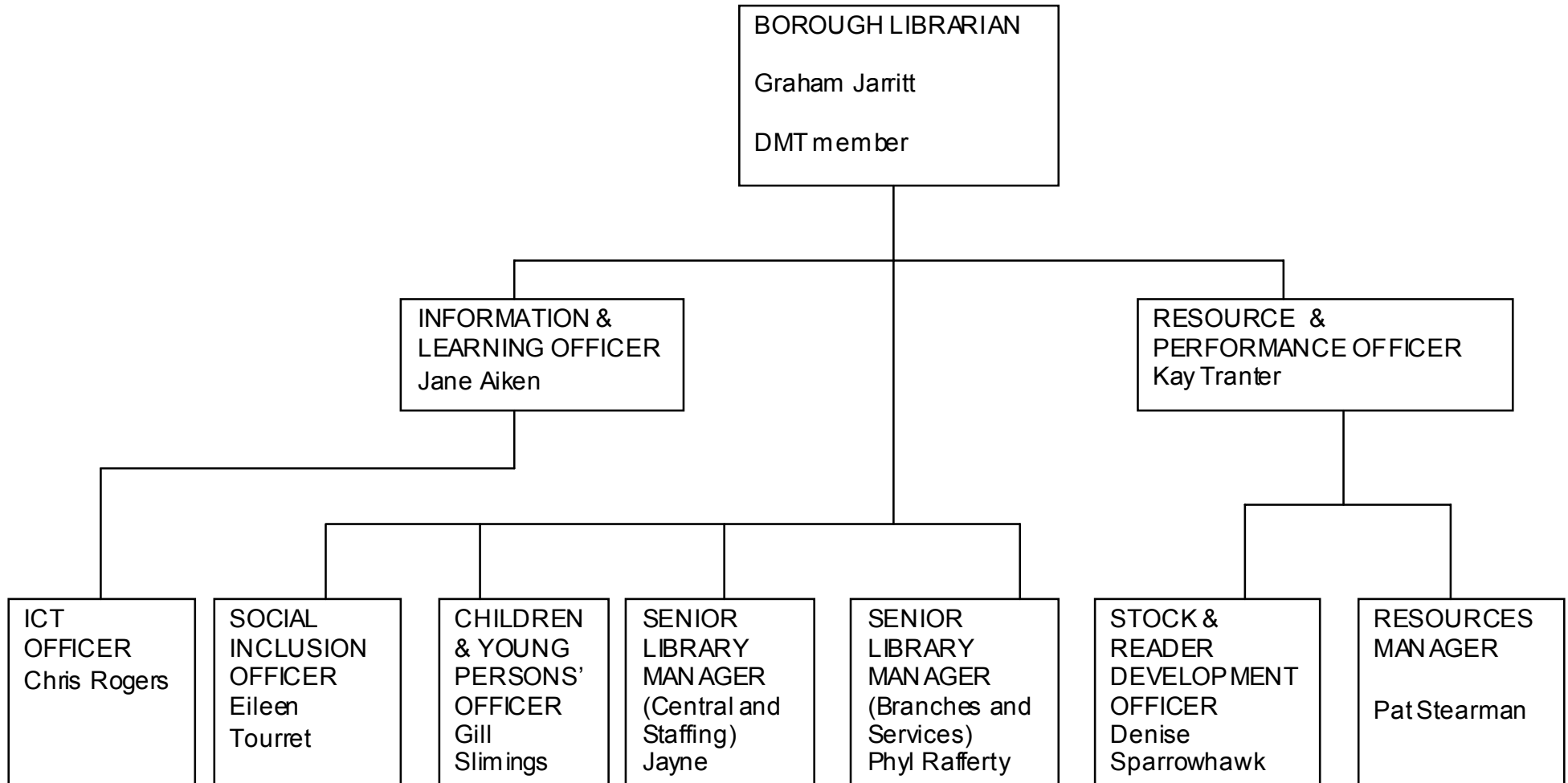
# **Service Structure**

## Contents

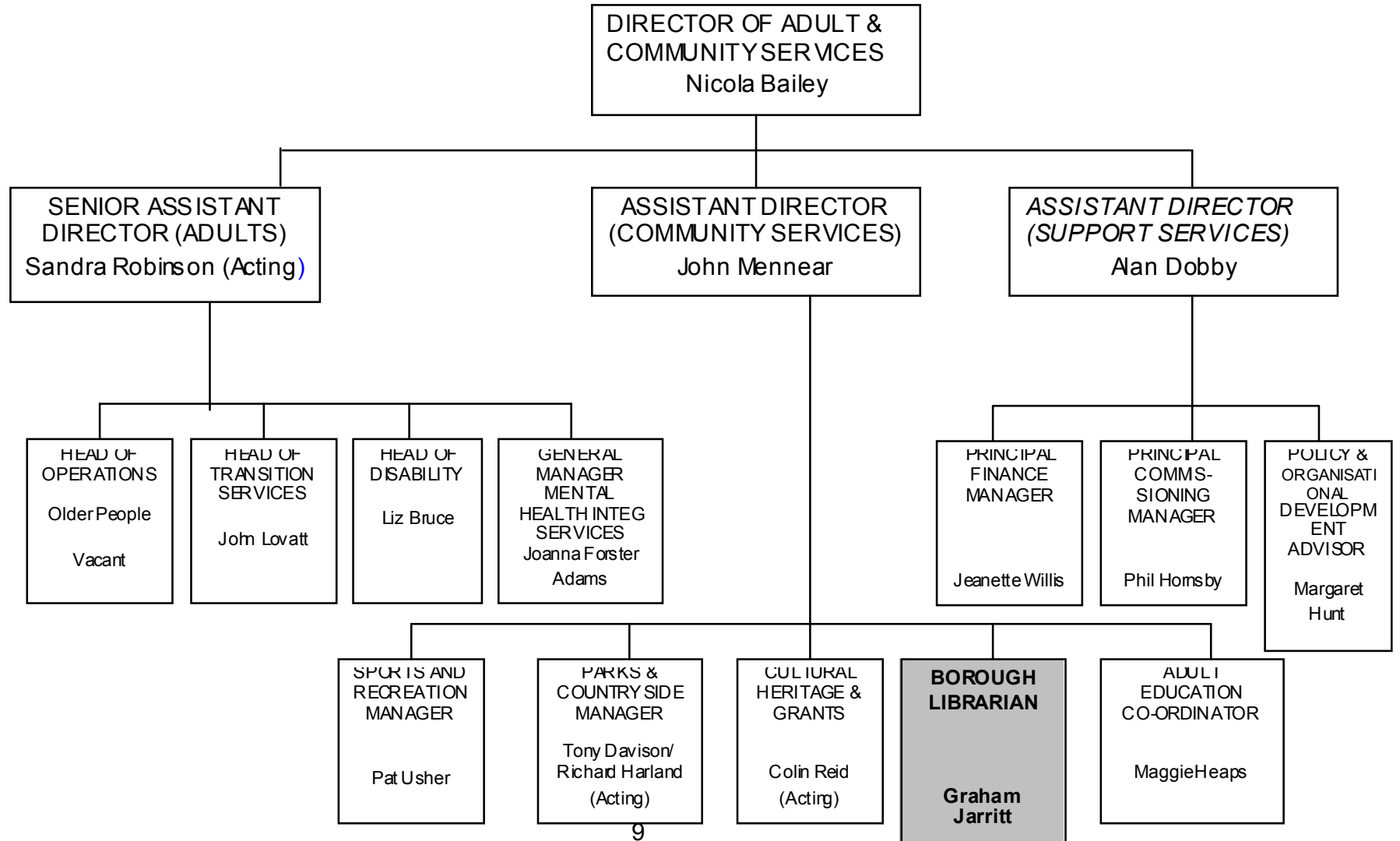
- The senior officer structure – DMT membership and management structure within the Library service
- Overview of departmental structure, and where the Library service sits in this structure.
- Individual service areas within the service.
- Links with other services/departments/organisations in providing joint/cross-cutting services



## Library Service Senior Management Structure



## Where Libraries fit within Adult and Community Services Departmental Management

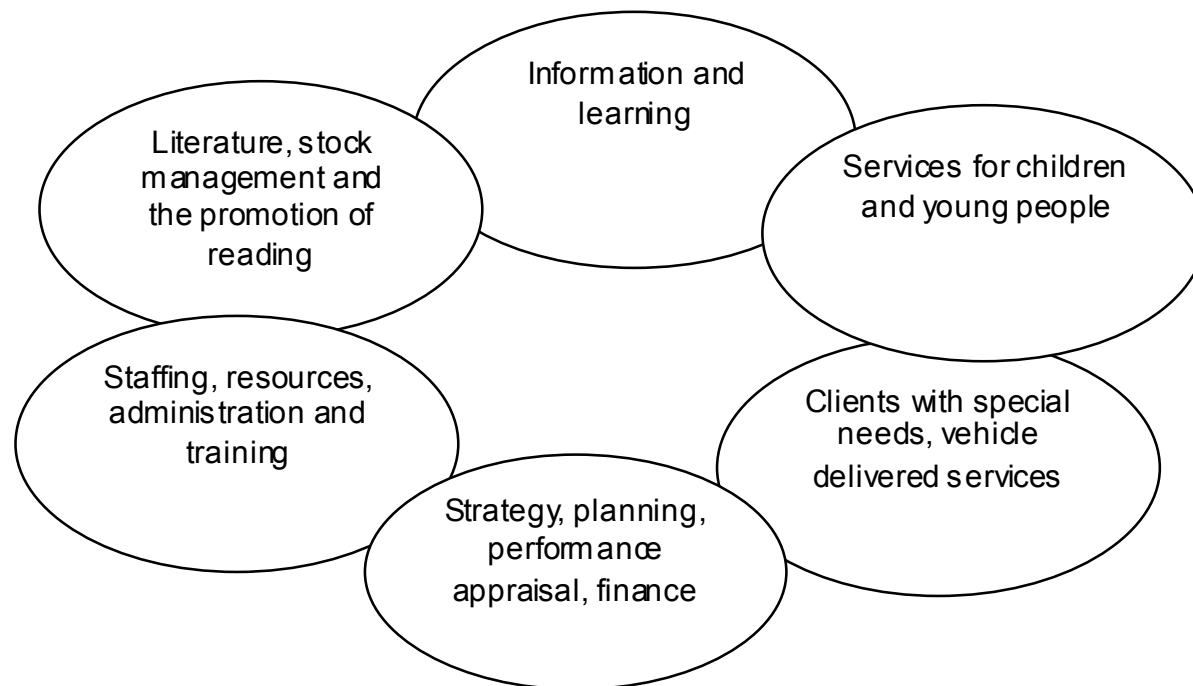


## Service areas within the Library Service

Framework for the Future, the ten year forward plan for UK public libraries was published in 2003. It sets the following 3 areas of activity at the heart of Libraries' modern mission:

- The promotion of reading and informal learning.
- Access to digital skills and services including E-Government
- Measures to tackle social exclusion, build community identity and develop citizenship.

To plan and organise service development and delivery the six areas in the diagram below represent the principal divisions of service and responsibility (teams). At the same time, it needs to be recognised that there is a considerable degree of overlap with service delivery involving the coordinated action of more than one team.



Service area	Officers
Literature, stock management and promotion of reading	Resource and Performance Officer, Stock and Reader development officer.  Senior Library Manager (Branches and Services)  Resources manager
Information and Learning	Information and learning officer  ICT Manager
Services for children and young people	Children and Young Persons' Officer
Clients with special needs, vehicle delivered services	Social Inclusion Officer
Staffing, resources administration and training	Senior Library manager (Central and Staffing),  Resource and Performance Officer,  Borough Librarian
Strategy, planning, performance appraisal, finance	Borough Librarian,  Resource and Performance officer

## **Links with other services and organisations**

The Library Service in Hartlepool works in partnership with a number of organisations and Services. Sometimes these arrangements are short-lived and focus on a single project. Others become established in a more sustained manner. A description of the more sustained working links is outlined below.

### **Partnerships primarily for work with children and young people:**

- The Early Years Partnership, Sure Start, Health Visitors.

Libraries work with these partners as coordinator of the Bookstart scheme, which supports reading development for pre-school children.

- The Childrens' Information Service

Following the success of partnership work with the Bookstart scheme the Childrens' Information Service has now re-located to the Central Library.

- The Youth Service

Due to the fact that a large number of young people use the libraries as drop in centres or meeting points, since 2004 the Youth Service has employed a youth worker to be based in the Central Library. This has led to young people engaging in a large number of positive activities including The Duke of Edinburgh's award scheme.

- New Deal For Communities

Again, to build positive action from the use of the libraries by many young people, New Deal for Communities provides funding for the Library Service to provide a varied programme of activities and sessions, every day throughout school holidays at Central Library. This has proved a very successful and cost effective arrangement. It is necessary to address how this work can be sustained when NDC funding ceases

- Schools and Nurseries

Libraries work with their local area schools, providing both a library lending service and also additional services such as library and information skills training and storytimes. Services are also provided to nurseries, who are now included in the third phase of the Bookstart Programme.

### **Partnerships and working links for services primarily for adults**

- Adult Education Dept.

Libraries work with the Adult Education Service in a number of ways, as a provider of learning materials, as a venue for classes and as a partner for the development of joint educational projects. The recent Council re-structure has added impetus to joint working relations.

- Hartlepool College of Further Education

A partnership agreement exists between the Library and the College, which allows for staff work experience exchanges and promotes mutual usage of both resources.

- Inspire

This is a national library networking programme to enable learners to access any appropriate library collection, irrespective of the status of the learner or location of the materials. The local public library is the access point to this service, which enables the user to access hitherto inaccessible resources in, eg, an academic library.

- Tees, Esk and Wear Valley NHS Trust, MIND

The Library Service is working with these organisations to provide a specialist collection of books for helping people with mental health difficulties as part of a 'books on prescription' initiative.

- Museums, Archaeology.

These are services where there is often a link, which calls for joint working. Recent examples are the "Their Past, Your Future" WW2 events, The "Dig, Dive and Discover" project and the Port Cities digitisation project.

### **Professional Links**

National guidance and management of public libraries operates through the Department of Culture, Media and Sport, (DCMS), which is the responsible Government Department, and the Museums, Libraries and Archives Council (MLA), which is the national development agency.

Consultation and information relating to national policy is managed substantially at a regional level. MLA North East is the regional section of the MLA. There are also a number of regional library specialist bodies which come under the overall management of Northern Chief Librarians, examples being the Northern Training Group, YEL (young people and education), and Reading North (literature and reading development). Hartlepool Libraries work closely with the other libraries in the Northern region and it is often that projects involve more than one authority, as is the case with the current Tees Valley Voices writing project, which involves libraries and adult education departments across the five Tees Valley Authorities, and the Northern Children's Book Festival which operates across virtually the whole region.

## Performance Management

- **Monitoring and Reporting**

The action plan detailing how the Library service will meet its main objectives for the forthcoming year will be monitored constantly, reported regularly and reported to Departmental Management Team on a quarterly basis.

Throughout the year, in certain circumstances, it may become necessary to either remove or amend an objective or specific action from the action plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments to the plan will only be made with full agreement of DMT.

- **Reviewing the Plan**

As previously explained the action plan will be constantly monitored and reviewed, with any proposed changes being presented to DMT for agreement.

- **Communication**

### *External communication*

Annual public consultation for libraries in Hartlepool will take place during August 2006. This will take place at Neighbourhood Forum Meetings, through the distribution of the Annual Library Plan with invitation to comment to stakeholders and the publication of information in library service points. Performance will be communicated through this process.

### *Internal communication*

Internal communication includes communication within the library service, and communication within the Adult and Community Services directorate.

There are three levels of staff meeting within the library service

- Library section heads' meeting.

This is held fortnightly and is attended by library senior managers.

- Service team meeting.

This meeting is held monthly and is the business meeting for all Library service point managers. It is also attended by some of the senior managers, especially when their service area is an agenda item.

- Service unit meetings:

These are monthly update meetings chaired by the service unit manager with service unit staff. The service units in the library are the six single branch libraries, the central library, vehicle delivered services and bibliographic/resource services. In the case of the

individual branches it has historically been difficult to involve all staff in a single meeting, and communication between manager and staff has tended to be a series of individual contacts. The appointment of the new post of Senior Library Manager, (Branches and Services) means it will be possible to examine if there are improved ways of organising regular meetings with branch front-line staff.

Quarterly updates on performance management will be communicated through the meetings described above. A bi-monthly staff newsletter will also communicate library performance to staff.

Communication within the directorate.

- Community Services section heads meeting

This meeting is held fortnightly. This meeting allows all service heads within the section to review performance and discuss issues relating to performance management regularly.

- Departmental Management Team (DMT) meeting

Chaired by the Director of Adult and Community Services, this meeting is held fortnightly. Quarterly review of performance is a formal aspect of these meetings' agenda and purpose.

- Line Manager review.

Monthly meetings are held between the Borough Librarian and the Assistant Director of Community Services. Review and updates with regard to performance are part of these meetings purpose



## Priorities

The following section details the priorities for the library service 2006/7 indicating initially how these relate to a) Corporate priorities, b) Departmental priorities.

The main priorities for the library service 2006/7 are described below, with some explanation and background. Following this the detail of how these priorities will be achieved is set out in the Action Plan. This sets out library service objectives and actions, provides relevant milestones and identifies responsible officers.

### Section one – direct links to Corporate Plan

The Departmental Actions relating to the Library Service and linking directly to the Corporate Plan are

- Provide Knowledge, information and contact points for the community

This action links to Corporate Plan objective LAA29; “ Enrich people’s lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport”.

- To increase opportunities for participation in a wide range of cultural and leisure activity

This action links to Corporate Plan objective LAA 30; “Cultural and Leisure Services, including libraries, better meet the needs of the community, especially disadvantaged areas”

- Increase participation from priority groups

This action links to Corporate Plan objective; “Increase provision of high quality learning and skills opportunities that drive economic competitiveness, include participation of adults in learning and build social justice”.

### Section two – direct links to Adult & Community Services Departmental Plan

Libraries are given responsibility for 4 actions within Adult and Community Services’ Departmental Plan;

- “ To provide cultural and literary services in libraries and other venues for adults, young people and for families.” (LAA29)
- “Review current vehicle delivered library services and develop plan for delivering sustainable services” (LAA30)
- “To provide library services targeted towards hard to reach groups and individuals” (LAA30)

- “To explore opportunities for benefiting library service users and services through partnership work with adult services”

In the Departmental Plan this fourth action is linked to the Corporate Plan objective; “Increase provision of high quality learning and skills opportunities that drive economic competitiveness, include participation of adults in learning and build social justice”. This emphasises the scope for a close working relationship between Libraries and the Adult Education Service, and it is the case that the two services are developing a number of areas of partnership working. However it is also meaningful to link this action to Corporate Plan objectives LAA 12 Mental Well-being; “To promote a positive approach to the mental well-being of Hartlepool residents”, and LAA13 Access to Services – “to support easier access to services which are integrated and tailored to individual need” as Libraries also plan to explore opportunities for working in partnership with sections of Adult Services in these areas.

The Adult and Community Services Department guiding vision is:

“To encourage comprehensive and collaborative links across a wide number of services and agencies – thus providing greater opportunities for people to learn; to be able to better access relevant vocational, cultural and leisure activities; and for care to be delivered in responsive, person centred ways”

The Departmental Plan also includes as a priority:

“Implementing the Framework for the Future of the Libraries.”

Framework for the Future is the 10 year forward plan for public libraries published by DCMS in 2003. It identifies the following three key roles for library services:

- Promotion of reading and informal learning
- Providing access to digital skills and services including E-Government
- Measures to tackle social inclusion, build community identity and develop citizenship

### **Section 3 – Library Service Plan priorities**

Library priorities are governed by the expressed needs and requirements of the people of Hartlepool, the Corporate and Departmental plans of the Council, national guidelines and plans produced by DCMS and MLA, and the capacity of the Library management and staff.

Change is a significant influence on Library service thinking in producing the 2006/7 service plan. Over the previous nine months there has been a change of Borough Librarian and a staffing re-structure. Only two members of the senior management team have been in their current job for longer than one year. Libraries have also moved to the new Adult and Community Services Directorate. Alongside these structural changes,

implementation of the 10 year Framework for the Future forward plan involves ongoing change and development to what services are delivered.

The creation of the six teams (p 6) represents the way the library management sees its priorities for service development and delivery. Within each team area it is possible to examine current performance, to identify opportunities, to explore difficulties and improve practices.

Library Service Priorities for 2006/7 are:

- To consolidate, and where achievable, improve performance in the core public library services that contribute to Performance Management indicators.
- To support and develop services in the development areas identified in Framework for the Future:
  - Promotion of reading and literature
  - Lifelong learning
  - Development of ICT based services
  - Provision of services that promote social inclusion and support citizenship
- To improve communication, strategic awareness, teamwork, capability and capacity among staff.
- To develop partnership working where it is advantageous to developing better services and/or improving efficiency.
- To consult with the public and stakeholders to assess quality of services and scope for improvement.

## Library Service Action Plan 2006/07

Corporate Plan LAA29 Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	To provide cultural and literary services in libraries and other venues for adults, young people and for families.	Take part in Northern Children's Book Festival, delivering author visits to local schools and hosting Gala Day.	Nov 2006	CYPO	BVPI 220 PLSS 8
		To deliver a customer focussed library stock in which cost, supply times and management are monitored and adapted to optimise efficiency and customer satisfaction.	Mar 2007	RDO	BVPI 220, 119 PLSS 5, 7, 9
		To ensure that the data underpinning the library management systems is accurate, enabling the management of stock and catalogues to operate and support service delivery.	Mar 2007	RDO	BVPI 220 PLSS 5
		To host events which add value to and enhance enjoyment of literature.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 6, 7, 8
		Coordinate and deliver the Bookstart scheme.	Mar 2007	CYPO	BVPI 220

		To support the personal, cultural, social and educational development of children by providing an inclusive, friendly and secure library environment, appropriate resources and targeted services.	Mar 2007	CYPO	BVPI 220 PLSS 6, 7, 8
		To provide appropriate training and development for all staff.	Mar 2007	BL	
		<b>To ensure staff receive ICT training sufficient for them to effectively support the public in use of Library ICT services</b>	<b>Mar 2007</b>	<b>ICTO</b>	<b>BVPI 220</b>
		Develop and extend the network of reading and writers' groups across Hartlepool.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 7
		To establish targets for visitor numbers and issues in all service points	July 2006	SLM (B/S) & (C/S)	BVPI 220 PLSS 6
		To monitor reservation satisfaction timescales and take appropriate action to ensure targets are met	July 2006	SLM (B/S) & (C/S)	BVPI 220 PLSS 5
		Ensure that Reference and Information services are relevant and available to all.	Mar 2007	ILO	BVPI 220 PLSS 3, 4, 9
		Ensure all sections of the library work in partnership with other organisations as	Mar 2007	BL	

	<p>appropriate. Participate in Summer Reading Challenge and it's promotion and evaluation.</p> <p>To maximise the use of stock through a variety of promotional activities and presentation methods, linking with local, regional and national initiatives.</p> <p>Establish working relations with voluntary sector organisations in at least one area to explore partnership service delivery and produce feasibility study.</p> <p><b><i>To explore the costs and benefits and funding sources for improving the front entrance to the Central Library and to make it less dark</i></b></p> <p>To deliver service plan whilst ensuring suitable measures are in place to regularly monitor and review the budget.</p> <p>To ensure effectiveness and quality of services is monitored appropriately.</p> <p><b><i>To investigate costs, benefits and practicality of abolishing lunch-time closure of branches</i></b></p>	<p>Sept 2006</p> <p>Mar 2007</p> <p>Mar 2007</p> <p><b><i>Mar 2007</i></b></p> <p>Mar 2007</p> <p>Mar 2007</p> <p><b><i>SLM (B/S)</i></b></p>	<p>CYPO</p> <p>SRDO/CYPO</p> <p>BL</p> <p><b><i>RDO/SLM(C/S)</i></b></p> <p>BL/RDO</p> <p>BL/RDO</p>	<p>BVPI 220 PLSS 6, 8</p> <p>BVPI 220 PLSS 7, 8</p> <p>BVPI 220</p>
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**Corporate Plan LAA30** Cultural and Leisure Services better meet the needs of the community, especially disadvantaged areas.

Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	Review current vehicle delivered library services and develop plan for delivering sustainable services.	To review current vehicle service delivery in consultation with vehicle service staff	July 2006	SIC/BL	LIPCS 12a
		To draw up a costed draft proposal for re-organisation of vehicle services including providing expanded Home Library service in mainstream budget	Sept 2006		BVPI 220 PLSS 1
		To plan for public consultation on any potential changes to vehicle service delivery	Sept 2006		BVPI 220 PLSS 7
	To provide Library services targeted towards hard to reach groups and individuals.	Continue to deliver services inclusively and seek funding for value added projects.	March 2007	CYPO	BVPI 220 PLSS 6, 8
		<b>To explore potential benefits, and also capacity, costs and funding sources for extending Sunday opening to one or more additional service point(s)</b>	<b>Mar 2007</b>	<b>BL</b>	<b>BVPI 220</b>
		<b>To extend partnership working with Wharton Trust to explore scope for benefit through greater integration of Brougham Annex Library with the</b>	<b>Mar 2007</b>	<b>BL/SLM (B/S)</b>	

		<b><i>Borough Library facilities and resources.</i></b>			
	Promote archaeology by education at all levels and to increase public awareness of and interest in the archaeology of the area	To work with Adult Ed and other Skills for life providers to create opportunities for learning and development of literacy skills.  To work with members of DMT to explore scope for partnership working in delivery of services to people with special needs.  Work in partnership with Tees Archaeology to promote awareness and increase participation.	March 2007  Mar 2007  Mar 2007	SRDO  BL  ILO	BVPI 220 PLSS 6, 7

**Corporate Plan - Increase the participation of adults in learning.**

Ref:	Objective	Action	Miles tone	Responsible Officer	Associated PIs
	Increase the participation of adults in learning particularly amongst priority groups.	To position the Library Service to maximise the opportunities for promoting learning to adults including priority groups.	Mar 2007	ILO	BVPI 220 PLSS 6, 7



	To explore opportunities for benefiting library service users and services through partnership work with adult services.	To build and strengthen partnership working practices with relevant Adult Education staff and to develop a joint programme of learning provision to maximise the impact of informal and formal learning.	Mar 2007	ILO/SRDO	BVPI 220 PLSS 6,7
<b>Corporate Plan LAA11</b> To support vulnerable adults to exercise choice and control and to retain dignity in all aspects of their life.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Increasing the number of people with a disability accessing further education, leisure, sports and recreation opportunities.	To investigate the use of new formats for library and information materials and how this may impact on access issues.	Mar 2007	SIO	BVPI 220 PLSS 6,7

**Corporate Plan LAA12** Mental Well-being – To promote a positive approach to the mental well-being of Hartlepod residents.

Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Community Services to contribute to the preventative mental well-being agenda by ensuring services are easily accessible to vulnerable groups.	To develop partnership working with relevant partners, notably Adult and Community Services, Tees Esk and Wear Valley Health Trust and MIND to develop services to contribute to the preventative mental well-being agenda	Mar 2007	BL	BVPI 220 PLSS 6, 7

<b>Corporate Plan LAA13</b> Access to Services – to support easier access to services, which are integrated and tailored to individual need.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	<p><b>To ensure compliance with the Council's Diversity and Equality policies and provide equal opportunities in service provision.</b></p> <p><b>To ensure community, cultural and recreation facilities and services are compliant with the DDA.</b></p>	To deliver service plan objectives whilst ensuring suitable measures plans, actions and officer responsibilities are in place to meet health and safety, accessibility, diversity and well-being requirements and standards.	Mar 2007	BL	
<b>Corporate Plan LAA35</b> Strengthening communities – encourage freedom from discrimination and harassment. (CS SC8)					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	<b>Improve public information across Adult and Community Services by increasing the % in accessible formats</b>	Develop online services available from the library and carry out a programme to promote and educate the public in what is available and how to make best use of the ICT resources.	Mar 2007	ICTO	BVPI 220 PLSS 3, 4

**Corporate Plan** – improved access to and understanding of the public

Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	<b>Implement IT/IS improvement plan for Adult and Community Services dept</b>	Ensure that the library ICT infrastructure is robust, and works efficiently and that it is developed in line with technological progress, and the requirements of the council ICT strategy and departmental ICT improvement plan to support the needs of the Library Service and its customers.	Mar 2007	ICTO	BVPI 220 PLSS 3, 4

## Performance Indicators

The action plan detailed a number of Performance Indicators that will be used to measure the successful implementation of the actions. Those indicators are included in more detail in the table below. For those indicators that are only collected on an annual basis please indicate so in the 'Quarter 1 Target' Column.

Ref	Definition	Outturn 2005/06	Target 2006/07	Quarter 1 Target	Quarter 2 Target	Quarter 3 Target	Quarter 4 Target
BVPI 220	Performance against the ten Public Library Standards	3	4	annual			
LPICS 12a	No Hs bound ppl rec home library service once evry3 weeks	508	505	annual			

# ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

6 September 2006



**Report of:** Scrutiny Support Officer

**Subject:** Scrutiny Investigation into Access to GP Services –  
Closing the Loop Report.

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## 1. PURPOSE OF THE REPORT

1.1 The purpose of this report is to provide Members of the Adult and Community Services and Health Scrutiny Forum with feedback on the recommendations from the investigation into the *Access to GP Services*, which was reported to the PCT Board Meeting on 30 July 2006.

## 2. BACKGROUND INFORMATION

2.1 Between December 2005 and April 2006 the Adult and Community Services and Health Scrutiny Forum carried out an investigation into current access to GP services within Hartlepool. At the April PCT Board meeting an early copy of the Scrutiny Committee's report was presented and discussed. It was agreed that the PCT would develop an action plan to address access issues fulfilling recommendations made within this report.

2.2 This report provides feedback from the PCT Board following its consideration of decisions in relation to this Forum's recommendations and the PCT's action plan is enclosed as appendix one.

2.3 In addition to this report a further progress report will be produced for Member's consideration six months after the Final Report was considered by PCT Board to enable Members to monitor the implementation of their recommendations.

## 3. SCRUTINY RECOMMENDATIONS AND NHS RESPONSE

3.1 Following consideration of the Final Report, the PCT Board has responded to the recommendations. Details of each recommendation and proposed actions to be taken following approval by the PCT Board are provided in the Action Plan attached at **Appendix 1**.

#### 4. RECOMMENDATIONS

- 4.1 That Members note the proposed actions detailed within the Action Plan, appended to this report (**Appendix 1**) and seek clarification on its content where felt appropriate.

**Contact Officer:- Sajda Banaras – Scrutiny Support Officer**  
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#### BACKGROUND PAPERS

No background papers were used in the preparation of this report.

Agenda Item

**Board**

**Thursday 30<sup>th</sup> July 2006**

**Board Room, Mandale House**

<b>Title</b>	Access Action Plan
<b>Date</b>	5.7.06
<b>Summary</b>	<p>Between December 2005 and April 2006 the Adult and Community Services and Health Scrutiny Forum carried out an investigation into current access to GP services within Hartlepool. At the April Board meeting an early copy of the Scrutiny Committee's report was presented and discussed. It was agreed that the PCT would develop an action plan to address access issues fulfilling recommendations made within this report. This action plan is enclosed as appendix 1 and is to be shared and agreed with the PPI Forum, practices and the Scrutiny Committee.</p> <p>Access is a continuous challenge for primary care. From April 06 access became a Direct Enhanced Service rewarding practices for what their patients say about access across four domains; 48 hour GP access, advance booking, ease of telephone access and GP of preference. Changes in monthly monitoring procedures and the introduction of a new independently DH funded national patient survey will enable PCTs to better performance manage practices to ensure they are actually offering an improved patient experience.</p>
<b>Responsible Director</b>	Ali Wilson Director of Primary Care & Modernisation
<b>Report Prepared By</b>	Julie King Service Improvement Facilitator
<b>Clinical Governance Implications</b>	
<b>Financial Implications</b>	
<b>Required from the Board</b>	<p>The Board is asked to:</p> <ul style="list-style-type: none"> <li>• Note progress on access to date</li> <li>• Agree actions contained within the plan</li> <li>• Consider the action plan as part of a formal response to the Scrutiny Committee</li> </ul>



### Hartlepool Primary Care Access – Action Plan

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
1	<b>Establish campaign that explains the role of GPs and other primary care professionals to help patients get the best value from the system</b>	<b>Two campaigns will be combined</b> Develop a spirit of positive collaboration between the PCT, GP practices and local patient groups through a public launch statement		Standing item on Patient Forum meetings	
2	<b>Establish a major campaign to increase awareness of the availability of additional primary care services including nurse provision and the minor ailments scheme</b>	Reflect both campaigns in Hartlepool Community Strategy  Develop a communications marketing plan for PCT services to include the following: <ul style="list-style-type: none"> <li>• <i>Arrange feature articles in Hartlepool Mail in liaison with PCT and GP practice staff in order to raise awareness of their roles</i></li> <li>• <i>Raise awareness of 'positives' delivered by GP practices and their staff by encouraging feedback of compliments through the PCT PALS service</i></li> </ul>	Currently being developed with Hartlepool Partnership  The PCT is now considering the issues raised in the Scrutiny Access Report in the wider context of patient feedback gathered through the 'Your Health, Your Care, Your Say Consultation and the Annual Patient Survey.	1 <sup>st</sup> draft – Oct/Nov 06 Council Cabinet & Scrutiny – Jan 07 In place April 07  July with a Dec 06 review	Full use will be made of existing communications and public involvement mechanisms and activities as the PCT has no budget to use for advertising or externally printed materials. However, the

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
		<ul style="list-style-type: none"> <li>• <i>Arrange presentations and discussion sessions regarding access issues through local networks</i></li> <li>• <i>Prepare and distribute a communications and information support pack for GP practices</i></li> <li>• <i>Reflect these issues in the 2005/06 PCT Annual Report</i></li> <li>• <i>Hold an event in Middleton Grange Shopping Centre to 'showcase' new and existing services</i></li> <li>• <i>Ensure that the next 'Your Guide to Services' explains how access systems work</i></li> </ul> <p>Promote the PCT Service Directory</p>	<p>A full directory of Services has recently been developed. Wider campaigns to encourage appropriate use of services such as 'Get The Right Treatment' and 'Dr Wisely (OOH services) have been jointly run annually by Tees PCTs. These include press, radio and poster advertising, backed up by leaflets and posters. These may be continued on a limited basis during 06/07.</p> <p>The PCT's 'Your Guide to Services' information is reproduced in Yellow</p>	<p>Launch August – promotion during 06/07.</p> <p>Review ed annually</p>	<p>use of sponsorship for activities w ill be explored</p>

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
		<p>Create and develop a dedicated section on the PCT website and use as a feedback mechanism for members of the public.</p> <p>Ensure PCT and practice staff awareness of campaigns via existing communications mechanisms</p> <p>Practices to promote services via in-house posters and leaflets</p> <p>Ongoing evaluation on the uptake of minor ailments scheme.</p>	<p>Pages. The NHS Direct self care guide is printed in full in the back of the Thomson's Directory and has useful advice on treating minor ailments and on symptoms where clinical advice should be sought.</p> <p>The PCT website has recently been redeveloped as part of the Hartlepool Community Portal. The contents of this will be shared with the PPI Forum for their input</p> <p>The PCT has well established existing mechanisms through which it communicates all new developments with PCT and GP practice staff, eg, Staff Forum Meetings, Staff at Hart New sletter and Team Brief</p> <p>Some surgeries have implemented publicity campaigns producing in-house posters and leaflets. More have been encouraged to adopt this initiative and incorporate this into their access action plans.</p> <p>Numbers of patients accessing minor ailments are recorded on a monthly basis in order to evaluate utilisation.</p>	<p>August 06</p> <p>In place</p> <p>July 06</p> <p>In place</p>	

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
			This service has achieved maximum capacity with 2,000 patients per month entering the service		
3	<b>That an action-plan is devised to address the short-fall in the number of GPs in Hartlepool</b>	<p>Carry out a review of non GMS contracts with a view to ensuring value for money in line with Our Health, Our Care, Our Say.</p> <p>Consider independent sector procurement of primary care services resulting in an increase of GPs to the area.</p> <p>Implement ongoing audit of open and closed practice lists.</p> <p>Implement urgent access facility providing services for minor injury and urgent primary care complaints.</p>	<p>Paper drafted for consultation but awaiting further guidance from DoH in July.</p> <p>Working with the DoH with an anticipated specification development by September 06</p> <p>Developing system for practices to inform PCT of current list status</p> <p>This service aims to reduce the number of emergency and unplanned admissions. It will provide contingencies for practices at periods of very high demand and limited capacity. Facility progressing well and will be supported by Emergency Care Practitioners, Salaried GPs and nursing staff.</p>	<p>July 06</p> <p>Sep 06</p> <p>August 06</p> <p>July 06</p>	<p>Consider value for money and if necessary withhold funding where practices have failed to recruit and use for alternative provision.</p>

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
		<p>Encourage and increase the development of training practices to aid recruitment and retention.</p> <p>Continue with salaried GP programme providing additional GP capacity and supporting practices.</p> <p>Continue to effectively manage capacity in general practice</p>	<p>The PCT currently has 4 training practices with plans in place to increase numbers to 6.</p> <p>The PCT currently employs 10 salaried GPs, several of whom have specialist interests, e.g, musculoskeletal, heart failure and palliative care. Our PEC chair and clinical governance lead are salaried GPs.</p> <p>All primary care provision is now supported by additional community nursing teams:</p> <ul style="list-style-type: none"> <li>• Rapid response team providing 24 hr care when needed</li> <li>• Community Matrons – supporting those with chronic disease</li> </ul> <p>Both these services aim to keep patients out of hospital as long as possible and take referrals from GPs. The community nurses work within nursing and residential homes, deflecting significant workload from the GPs in the town.</p> <p>PCT has successfully implemented nurse led services providing advice, treatment and preventative services. The nurses are highly trained, can write prescriptions and refer to other services</p>	<p>07</p> <p>In place</p> <p>In place</p>	

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
			as required.		
4	<b>Results of the patient satisfaction survey in relation to the OOH service is shared</b>	<p>Ensure that patients' views are sought and appropriately actioned</p> <p>Results of any OOH surveys are shared with the wider community.</p>	<p>Primecare (current OOH provider) carries out its own annual patient satisfaction survey. Results of the last survey in Oct 05 were presented and shared with all commissioning PCTs</p> <p>Hartlepool PCT conducted an OOH patient satisfaction survey in January 06. This survey will be repeated on an annual basis.</p>	<p>Reviewed on annual basis</p> <p>Results to be shared at OOH Board July 06</p>	
5	<b>That disability awareness for primary health care professionals be provided to ensure disabled patient groups gain improved access to services</b>	<p>Provide training and relevant information for PCT staff</p> <p>Work with Hartlepool Access and all ability forums to support primary care providers to increase all ability awareness and to improve accessibility to premises</p>	<p>Mandatory 'Equality and Diversity' training was introduced in September 2005. To date approximately 45% of all staff have attended. Optional low vision awareness training was implemented in April 06 for nursing and front line practice staff. Various health care groups have been issued with low vision literature.</p> <p>PCT is working on an updated estates strategy to identify where estates development is required.</p> <p>Practices are reminded of their responsibilities under the DDA legislation at practice meeting.</p>	<p>In place</p> <p>October 06</p>	<p>As there is no premises board funding – proposals for improvements that are outwith the responsibility of the practice, are required to</p>

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
		Work in partnership with Hartlepool Borough Council on improving access for those with learning disabilities	<p>Health Facilities Lead to be appointed to lead strategically on assisting and supporting people with learning disabilities to access primary and secondary health care.</p> <p>Health Action plans are currently being produced in conjunction with a Health Working Group (a sub-group of the learning disability partnership board)</p>	<p>End Sep 06</p> <p>In place</p>	develop a business case to be put to Board
6	<b>PCT supports GP practices in developing a mechanism to share models of best practice in developing the role of support staff as facilitators to direct patients to the most appropriate care</b>	<p>Provide support to practices with various initiatives and models to improve access,</p> <p>Provide support in devising an access plan with emphasis on the following elements:</p> <p><i>Opportunity to consult a GP within 2 working days</i></p> <p><i>Opportunity to make advanced bookings</i></p> <p><i>Improvements in telephone access</i></p> <p><i>Practitioner of choice</i></p>	<p>A PCT service improvement facilitator (SIF) visited all practices in May and June 06 to discuss access issues and share best practice.</p> <p>A template to aid the design and production of an action plan to address access was issued and discussed with every practice during May and June 06. Initiatives to improve on key access elements include:</p> <ul style="list-style-type: none"> <li>• Facilitation of capacity and demand exercises</li> <li>• Forward planning of annual and study leave</li> <li>• Flexibility of staff and increase in</li> </ul>	<p>Completed – on going support at practices request</p> <p>June 06</p>	

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
		<p>Share best practice initiatives</p> <p>Improve performance management of access using new reporting mechanisms.</p>	<p>skill mix</p> <ul style="list-style-type: none"> <li>• Introduction of more telephone lines and increased telephonist support at peak times</li> <li>• Increase in telephone line opening hours</li> <li>• Internet booking</li> <li>• Flexing the availability of pre-bookable appointments</li> <li>• Development of more patient panels</li> </ul> <p>SIF to attend practice manager meetings to discuss the results of access action plans in order to promote best practice</p> <p>As part of ongoing evaluation, practices aim to perform their own patient satisfaction surveys based on DES access elements in order to gauge progress and target relevant issues.</p> <p>Access Direct Enhanced Service introduced in April 06. All practices 'signed up' to this service in June 06. New DH Patient Survey is expected to be piloted in the Autumn of 06 and issued to patients between January 07 and March 07. Improved monthly monitoring (via PCAS survey) measures</p>	<p>Aug 06 Practice Managers Meeting</p> <p>Autumn 06</p> <p>In place</p> <p>March 07</p>	



No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
			introduced in July 07		
7	<b>PCT research patient views in relation to advanced/improved access for each GP practice via the annual survey as part of the Quality Framework in 2006/07</b>	<p>Promote maximum 'sign up' to PCAS survey by all practices</p> <p>Benchmark access results from QOF patient questionnaire in order to measure any improvements and identify shortfalls</p> <p>Analyse and act upon results of new DOH access survey</p>	<p>All practices have agreed to take part in the PCAS survey.</p> <p>QOF questionnaire results have been examined to establish baseline measurements with benchmarking of 05/06 data.</p> <p>National Survey (see section 6)</p>	<p>June 06</p> <p>July 06</p> <p>March 07</p>	
8	<b>PCT considers PPI Forum Report and makes its response to the issues raised therein available to the Health Scrutiny Forum</b>	<p>Present primary care action plan at PPI Forum</p> <p>Arrange further meetings with members of PPI forum, the PCT and the scrutiny committee</p>	<p>Draft report presented in June 06. Report greeted favourably with additions and comments added to this plan.</p> <p>Monthly access meetings in place.</p>	<p>June 06</p> <p>In place</p>	
9	<b>That learning from the Connected Care Scheme is rolled out to other areas of deprivation in the Town</b>	<p>Implement service specification for Connected Care in Owton working with partner organisations to establish CC within current services.</p> <p>Recruit CC workers to support community navigation.</p> <p>Identify appropriate wards to undertake CC audit and identify</p>		<p>July 06</p> <p>Sept 06</p>	

No	Recommendation	Proposed Actions	Progress to Date	Delivery Time-scales	Contingencies
		appropriate service response i.e. roll-out of Connected Care initiative to other deprived wards			
10	<b>PCT review patient experience of open access at Medical Centres operating the system with a view to improving access to GP services in Hartlepool</b>	<p>Encourage all surgeries to implement pre-bookable and open access systems in order to extend patient choice.</p> <p>Examine results of recent QOF patient satisfaction survey and DH national patient survey with regard to overall satisfaction of access</p> <p>Investigate reasons as to why patients queue before surgery opening hours.</p>	<p>Only one practice failed to consistently deliver a pre-bookable service. Practice will implement this in June 06.</p> <p>QOF survey carried out in March 06. Report of findings produced. DH survey to be issued Jan – March 07.</p> <p>PCT has supported McKenzie House in producing a questionnaire for those patients who queue out of hours. Administer random questionnaires throughout June 06</p>	<p>July 06</p> <p>March 07</p> <p>Results and actions expected end July 06</p>	
11	<b>PCT audits Patient Panels in GP practices and offers support to all practices in establishing similar patient forums</b>	<p>PPI Team to offer support for those practices wishing to develop patient panels</p> <p>PPI Team to attend practice patient panel in order to audit format and results.</p>	A number of practices have already successfully introduced patient panels with members of PCT PPI group in attendance. Other practices have indicated in access action plans an intention to develop patient panels.	In place	
12	<b>That the funding of GP practices is reviewed</b>	<p>As per recommendation 3 above re: review of PMS contracts</p> <p>National review of GMS funding 2007</p>	<p>Guidance awaited from DoH in July.</p> <p>Awaiting national guidance</p>	<p>July 06</p> <p>Spring 2007</p>	