

Norwich City Council
SCRUTINY COMMITTEE

Item No 6

REPORT for meeting to be held on Thursday 7 February

Norfolk Health and Overview Scrutiny Committee (NHOSC)

Summary: Councillor David Fullman is the council's representative on the Norfolk Health Overview and Scrutiny Committee.

The last meeting of the NHOSC took place on 17 January 2019. Attached is the representative's update from that meeting.

Conclusions: The purpose of this report is to receive an update from Scrutiny's representative on NHOSC.

Recommendation: To note the update of the NHOSC representative.

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Notes of Health Overview and Scrutiny Committee

17 January 2019

The meeting discussed two health trusts, both of which are in special measures. The Queen Elizabeth Hospital in King's Lynn has a new Chair and Chief Executive. Their CEO is a trained nurse and midwife and so has a very practical understanding of the work of the hospital. The trust scored high on caring and wants to build on that. Her focus will be on leadership and staff engagement, addressing urgent care, and quality and governance issues. They have already developed a detailed Quality Improvement Plan.

The mental health care trust also has a new management team. They accept the criticism of them and recognise their failings. Again, they scored well on caring in the CQC inspection and wish to build on that. They have started a programme of staff involvement where they gather staff experience of what works well and build on that. This is part of what was described as a cultural shift within the trust. The main problem they had identified was that there was a massive turnover of staff within the first two years of their appointment. They have changed their HR approach and this is already having a positive effect.

The HOSC took a positive attitude to both trusts and encouraged them in their efforts to improve. Both trusts will come back to the HOSC when more progress has been made.

Last July I had asked the HOSC to look at services to transgender people, and particularly younger ones, as there is a very high level of dissatisfaction with the NHS and a very high level of both attempted and successful suicide among this group. The HOSC staff tried to get statistics from Great Yarmouth CCG which leads locally on this, but failed as it is a national service. An attempt to get national statistics also failed as they either are not collated in a way that would illustrate the service in Norfolk or not collected at all. Therefore the HOSC staff have concluded that the issue is not one that they can scrutinise. However the young people who use this service still complain that it is unresponsive and does not meet their needs and the rate of suicide, attempted suicide and self-harm among this group is still very high. If anyone has ideas how this could be taken forward I would be delighted to hear them.

Councillor David Fullman
22nd January 2019.