
To: Renfrewshire Integration Joint Board

On: 16 September 2016

Report by: Chair

Heading: Chairman Update

1. Summary

- 1.1 The first year (2015/16) of the IJB focussed primarily on working through the legal requirements and the development of a number of key strategies and policies which were vital in shaping and defining our new organisation.
- 1.2 As Chairman I considered it equally important that I undertake a programme of site and service visits to gain a better insight and understanding of the range of services and related issues facing the IJB. I wanted to hear directly from frontline staff about the work they do as well as some of the challenges they are facing.
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2. Recommendation

It is recommended that the IJB:

- Note the content of the Chairman's report.
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3. Background

- 3.1 As I have been part of Local Authority for a number of years and have a good knowledge of Social Work Adult Services, I particularly wanted to learn about the Health side of the business also. I wanted to initiate a programme of visits that would bring me into direct contact with frontline staff to introduce myself, to hear from them how the HSCP delivers its business in particular the challenges, the things we do well and where we can improve.
- 3.2 Visits to a range of services in the HSCP were planned, where possible, as part of pre-arranged team meetings. The schedule of visits undertaken to date are set out below:

Service	Date	Venue
Health Visiting	12 May 2016	Foxbar Clinic
Rehabilitation and Enablement Service (RES)	19 May 2016	Aranthruie Centre
Family Nurse Partnership (FNP)	2 June 2016	Renfrew Health & Social Work Centre
Community Mental Health Team (CMHT)	1 August 2016	Charleston Centre

District Nursing	23 August 2016	Linwood Health Centre
Community Mental Health Team Leaders	24 August 2016	Mile End Mill
Renfrewshire Learning Disability Service (RLDS)	30 August 2016	Spinners Gate Resource Centre
Inpatient Mental Health Services (RAH)	6 th September 2016	RAH

3.3 During my visits I was struck by the enthusiasm and commitment of the staff. It was encouraging to hear about the many things we are doing well including:

- Family Nurse Partnership - staff described the strengths based approach and the positive outcomes achieved through delivery of the programme. They also described the benefits of good working relationships with some of the newer initiatives in the area such as Families First.
- Health Visiting - staff provided an overview of how the new technology and implementation of the new EMIS web system was of benefit, even with some of the frustration experienced around connectivity. They also acknowledged how well the interface between health and local authority Children's Services is working and the benefits of accessing Families First and other local initiatives to improve the outcomes for children.
- District Nursing - staff described the benefits of new technology and the application of a range of pathways of care. They also discussed opportunities for new ways of working with other adult services and with Acute Hospital Services.
- Rehabilitation and Enablement Services - staff provided an overview of how joint working/integration is developing and the opportunities for further development in particular the value in co-location of services.

3.4 Some of the challenges described by services include:

- the increasing demand across all services and the impact of this on services already operating at full capacity.
- the positive elements of new technology implemented but also challenges associated with the equipment and connectivity.
- staff concern around increasing time spent on administrative tasks.
- challenges around the accommodation used in relation to the layout, how others use the buildings and the capacity in some buildings.

3.5 In addition I attended a meeting of the HSCP GP Forum. This includes a representative GP from each of our 29 General Practices in Renfrewshire. At this meeting I heard of the operational issues faced by GPs and of how working within the emerging HSCP was progressing. Separately on today's IJB meeting you will hear from the Chief Officer regarding our development work with GP practices regarding 'cluster working' – a central change to the 2016/17 GP contract and a central change to how we are developing our ways of working to optimise the benefits of health and social care being managed and delivered through a single organisational model.

- 3.6 From each of these visits, I have worked closely with the relevant Head of Service to ensure that issues raised are followed up and that there is appropriate feedback to the staff regarding these issues including what actions are being taken to address or progress actions.
- 3.7 In terms of next steps, I have worked with the Chief Officer to agree an ongoing programme of site and service visits until the end of March 2017 and these will include the Vice-Chair wherever possible. I will ensure a further report comes back to the IJB early in 2017 updating on the detail of the programme and feeding back on issues raised. The next phase of the programme will include a visit to the Care at Home Service, a session with addiction service staff and with the health improvement team. I also hope to arrange to spend time within a General Practice.
- 3.8 I believe this programme has been vital to raising the profile and visibility of the Chairman's role within the IJB and has personally been central to helping me understand much more about our services. The new Chairman and Vice Chairman will, I believe, benefit from such a programme throughout 2017/18 and I know the Chief Officer is planning to put such a programme in place.

Implications of the Report

- 1. Financial - none**
- 2. HR & Organisational Development – none**
- 3. Community Planning – none**
- 4. Legal – none**
- 5. Property/Assets – none**
- 6. Information Technology – none**
- 7. Equality & Human Rights -** The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
- 8. Health & Safety – none**
- 9. Procurement –none**
- 10. Risk – none**
- 11. Privacy Impact – None.** The information to be made available via the Publication Scheme is information which would be disclosed in response to a request under the Freedom of Information (Scotland) Act 2002. This therefore would not include Personal Data as defined by the Data Protection Act 1998.

List of Background Papers – none.

Author: Councillor Iain McMillan