

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 26 November 2015

Report: Health and Wellbeing Update – Part 2

Report of: Head of Corporate Services – North, Central and South
Manchester Clinical Commissioning Groups

Summary

This report provides Members of the Committee with some additional information about developments in the local NHS.

Recommendations

The Health Scrutiny Committee is asked to note the contents of this report.

Wards Affected: All

Contact Officers:

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

None

1. Introduction

1.1 This is an additional health update paper produced by North, Central and South Manchester Clinical Commissioning Groups (CCGs) for the Health and Wellbeing Overview and Scrutiny Committee. It provides a brief summary of issues or news items that may be of interest to the Committee.

1.2 If Committee members of the Committee have any specific questions about the contents of this paper, please email them to n.gomm@nhs.net.

2. Patient Transport Services

2.1 Over the last 18 months, the Committee has received presentations from Blackpool CCG (BCCG) and Arriva Transport Solutions Ltd (ATSL) with regard to Patient Transport Services in Manchester.

2.2 On 9th October 2015, BCCG received a letter from ATSL, disclosing how they had identified a level of management failure with the reporting of performance against the delivery of its contract in Greater Manchester. This means that they had previously provided incorrect information, which shows a higher level of performance than is the case. This means that, during 2014 and 2015, assurances have been given to CCGs, stakeholders, patients, the public and the media, based on what is now known to be incorrect information provided by ATSL.

2.3 BCCG immediately referred this to NHS Protect and wrote to the Chief Officers of the 12 Greater Manchester (GM) CCGs, to inform them of the position. BCCG is also arranging for an independent financial audit. ATSL has undertaken an extensive investigation and shared this information with BCCG.

2.4 The current contract expires in 2016 and BCCG is presently in the final stages of a further re-procurement exercise. Given the circumstances, ATSL has withdrawn from this process but has firmly committed to cooperating fully with the new provider to provide a seamless transfer of services to ensure minimum disruption of services. ATSL recognises that this matter is unacceptable, is taking it extremely seriously and has committed to do their utmost to improve on the current performance for the remainder of the current contract. They have brought in new management and developed an intensive operational turnaround plan. This plan includes increased staff numbers, which will result in additional ambulance hours throughout the day and evening, as well as a management focus upon accurate and efficient planning and dispatch of resources in control.

3. Junior Doctors' strike

3.1 Committee members will be aware of the industrial action planned by Junior Doctors. It is due to take place on Tuesday 1st December (action short of a strike), Tuesday 8th December (full strike action) and Wednesday 16th December (full strike action).

3.2 NHS organisations have tried and tested plans to deal with a range of disruptions including industrial action. They are currently working to ensure these plans protect the safety, welfare and service provided to patients during the planned action.

3.3 Patients in need of urgent and emergency care will continue to receive the treatment they need, when they need it. However, due to increased pressures on the NHS over this period, those in less urgent need of care may experience longer waiting times than normal and some elective operations may need to be postponed or rearranged. In all cases priority will be given to those patients with the most pressing health needs.

3.4 Patients who have existing appointments with doctors and/or elective operations scheduled during the course of the industrial action are being encouraged to contact their service provider as soon as possible to confirm the appointment or re-arrange if absolutely necessary.

3.5 People are also being reminded of the other healthcare options available instead of calling 999 – such as visiting their pharmacist or GP, calling NHS 111 or using NHS Choices (www.nhs.uk). In addition, people who are on regular medication or have a long-term illness are being told the following:

- If you are feeling unwell please do not wait, take advice from your GP or pharmacist, or contact NHS111.
- If you have regular medication – please make sure you have collected your prescription from the GP and have been to the pharmacist to collect it, and have it to hand.