

**REPORT TO:** Healthy Halton Policy and Performance Board  
**DATE:** 3 April 2007  
**REPORTING OFFICER:** Strategic Director Health and Community  
**SUBJECT:** Healthcare Commission Annual Health Check 06/07  
**WARDS:** Borough-wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To update the Healthy Halton Policy and Performance Board on Halton and St Helens PCT's current position in relation to Standards for Better Health for the 06/07 reporting period.

## **2.0 RECOMMENDATION: That**

- (1) the Board reviews the content of the report; and**
- (2) the Board responds to the invitation to provide a 3<sup>rd</sup> party commentary on the performance of the PCT to accompany the Annual Health Check declaration by the deadline for submission of 1<sup>st</sup> May 2007**

## **3.0 SUPPORTING INFORMATION**

3.1 Powerpoint presentation and written self-assessment report against standards C14, C16, C17, C18 and C22 a&b, as specified by the Healthy Halton Policy and Performance Board in February 2007.

## **4.0 POLICY IMPLICATIONS**

4.1 None applicable

## **5.0 OTHER IMPLICATIONS**

5.1 None applicable

## **6.0 RISK ANALYSIS**

6.1 Not applicable

## **7.0 EQUALITY AND DIVERSITY ISSUES**

7.1 Non known

## **8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

8.1 There are no background documents under the meaning of this Act.

Report to  
Healthy Halton Policy and Performance Board

Annual Health Check

Standards for Better Health Declaration 2006/2007

March 2007

## Introduction

Halton and St Helens Primary Care Trust (PCT) was established on the 1<sup>st</sup> October 2006. The PCT employs 1889 staff and serves the boroughs of Halton and St Helens, providing healthcare to the current population of 348,382, rising to 348, 616 in 2007/2008.

The PCT's main providers are North Cheshire Hospital's NHS Trust, 5 Boroughs Partnership NHS Trust and St Helens and Knowsley NHS Trust. The PCT contracts with 51 GP practices, 46 Dental practices, 64 Pharmacies and 27 Opticians.

Committed to delivering a high quality service and to achieving the highest possible standards the PCT has set the following priorities for the forthcoming year;

- Organisational Development
- Improving Provider management
- Improving Clinical engagement
- Improving patient and public involvement and expectations
- Patient pathway redesign
- Practice Based Commissioning

Halton and St Helens PCT recently underwent an external Fit For Purpose assessment which has resulted in an organisational Development Plan, the implementation of which will ensure the PCT operates as an effective commissioning organisation.

Committed to partnership working, we work closely with our local authority partners and voluntary sector organisations to deliver a comprehensive service for the population we serve.

Achievement of the aforementioned priorities, compliance with standards in the Annual Health Check, a commitment to meeting the requirements in the Fit For Purpose Development Plan and strengthening our partnership working will ensure the PCT is able to deliver on its Board approved mission statement;

'Together we will provide the best possible healthcare for the people we serve'

## Halton and St Helens PCT

### Current status of compliance with the following Standards for Better Health:

- C14 a & b & c
  - C16
  - C17
  - C18
  - C22 a & b & c
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#### Standard C14a & b & c

*Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services. In addition, there should be systems to ensure that patients, their relatives and carers are not discriminated against when complaints are made and that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.*

Compliance Status: **\*\*\*\*\***

Legislation:

**NHS (Complaints) Regulations 2004 (updated 2006)**

Issue/s:

**Information on accessing the complaints procedure is available to the population, PCT staff treat patients who have made complaints without discrimination and the PCT learns from complaints and makes changes to ensure services are improved, where appropriate.**

The PCT has a robust complaints procedure in line with the above regulations. Information for the population explaining how to access the complaints procedure is available as posters, leaflets and as a dedicated area on the PCT's website. This information informs patients of how to access the complaints procedure, what choices are available to them, ie informal, formal routes and how their complaint will be handled. Language support and information in different formats, eg large print is available upon request and complainants are invited to provide feedback to the PCT on their experience of the complaints procedure.

The PCT has a comprehensive staff training programme which ensures that staff are fully trained to prevent complainants being discriminated against and to identify and report any incidents, should they occur.

Quarterly complaints reports, detailing trends and analysis, are produced and presented to Risk Management Committee and Integrated Governance Committee.

Action plans resulting from complaints are agreed and implemented.

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## Standard C16

*Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.*

Compliance Status: **\*\*\*\*\***

Legislation: **Toolkit for producing patient information (Department of Health 2003)**

**Disability Discrimination Act (2005)**

**Race Relations Act 1976 (as amended)**

Issue: **Information on services is available to all patients in appropriate formats.**

Patient information leaflets are produced in line with the above guidance to ensure that all patients can access up to date information relating to the availability of services, to ensure equal access for all. A range of leaflets has been produced for patients and they are widely available throughout both Boroughs. The PCT uses the local media and partner publications eg Inside Halton, St Helens First, CVS newsletters and others to highlight and raise awareness of the services available to patients.

The PCT Annual Report highlights the range of services available to the public and the PCT websites give locations and details of services available.

Patient information leaflets relating to services and treatments are available in a range of formats, eg Braille, language tapes and an interpretation service is available upon request. The PCT uses Language Line to support translation of documents and has access to interpreters who will support patients by attending sessions as/when required.

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## Standard C17

*The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.*

Compliance Status: **\*\*\*\*\***

Legislation: **Strengthening Accountability, patient and public involvement policy guidance**

Issue: **Patients and the public are consulted regarding new or redesigned services.**

The PCT has a robust Patient and Public Involvement (PPI) strategy which sets out processes for consulting with patients and the public in order to ensure services meet the needs of the population we serve. The Local Implementation Teams (LITs) each have patient representation and patients are well represented on the PPI Forum.

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## Standard C18

*Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.*

Compliance Status: **\*\*\*\*\***

Legislation: **Building on the best: Choice, responsiveness and equity in the NHS**

**Sex Discrimination Act 1975**

**Disability Discrimination Act 1995**

**Race Relations Act 1976 (as amended 2000).**

Issue: **The population is able to make choices relating to access to healthcare.**

Halton and St Helens PCT has a published Race Equality Scheme which states its arrangements for assessing and consulting on the likely impact of its proposed policies on the promotion of race equality.

PCT premises are DDA compliant and reasonable adjustments are made to assist patients who may find access difficult eg, interpreters, low level reception desks, hearing loops.

Choose and Book is the process by which patients may choose which healthcare provider they wish to be referred to by their GP. From mid February, for a period of six weeks, a concerted Choose and Book awareness raising publicity campaign commenced. This consists of a Bus advertising scheme and local press releases outlining the Choose & Book process to inform patients that Choose & Book is available for them at their GP practice. In addition, posters highlighting successful case studies will be placed on notice boards in all practices and public areas such as libraries, Sure Start facilities, the Millennium Centre and HCRC. A stand and Choose & Book publicity materials will also be available to be included at any local health campaigns taking place in the area.

The PCT is also utilising the PALS and Patient forums in the area to publicise the system.

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## Standard C22 a&c

*Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations and contributing to local partnership arrangements.*

Compliance Status: **\*\*\*\*\***

Legislation: **Tackling health inequalities: a programme for action (Department of Health 2003)**

**Choosing health: making healthier choices easier (Department of Health 2004)**

**Making partnerships work for patients, carers and service users (Department of Health 2004)  
National Standards, Local Action (Department of Health 2004)**

Issue: **The PCT actively works with local partners to improve health and narrow health inequalities.**

Halton and St Helens PCT has robust plans in place to promote, protect and demonstrably improve the health of people in Halton and St Helens and narrow health inequalities. These plans have been developed jointly with the borough councils and the voluntary sector through the local Health Partnerships. The PCT is also represented at Local Strategic Partnerships.

Local Area Agreements on health and well being include shared outcomes, performance measures, inspection regimes, aligned budget cycles, increased joint commissioning and integrated workforce planning. Targets within the Local Area Agreements are specifically focused on those people most at risk of using higher level services – or at risk of exclusion from mainstream services.

Similarly, the implementation of Choosing Health, the DH White paper on public health, has been jointly planned between the PCT, the borough council, the voluntary sector and service users and local people through multi agency Local Implementation Teams. In line with Choosing Health directives there is a focus on health inequalities and ensuring services are targeted at those with high levels of health needs. The Choosing Health targets are monitored quarterly and these are included in the Choosing Health Operational Plan.

The PCT has a wide range of programmes in place to cover health protection including mutli agency groups which meet regularly and implement plans in line with Department of Health guidance around; immunisation, pandemic flu, screening, contaminated land and emergency planning.

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**Standard C22b**

*Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's Annual Report informs planning.*

Compliance Status: **\*\*\*\*\***

Legislation: **Director of Public Health's annual public health report**  
Issue: **PCT policy and practice is informed by the recommendations in the Director of Public Health's annual report**

The recommendations in the Director of Public Health's annual report related to services for alcohol, obesity, sexual health and smoking. In response, the PCT has implemented numerous interventions ranging from motivational support, screening programmes, marketing campaigns and improved care pathways.

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