

HEALTH AND MEDICAL SERVICES COMMITTEE

Open Minutes

Held at 2pm on Thursday 13th November 2013
in the Liberation Room, Secretariat

These Minutes are draft minutes until confirmed by resolution at the next meeting of this committee

Present:	Honourable Michael Summers	Assembly Member	MS
	Honourable Barry Elsby	Assembly Member	BE
	Ms Hilary Rowland	Director of H & SS	HR
	Wg Cdr J Hodgson	SMO MPC	JH
	Ms Angela Rowlands	Chief Medical Officer	AR
	Mrs Ailsa Heathman	Lay Member	AH
Apologies:	Mrs Wendy Shelbourne	Lay Member	WS
Minutes:	Mrs Julie Fisher-Smith		

PART 1

ACTION

1. Apologies for Absence

A late apology was received from Mrs Wendy Shelbourne.

2. Declarations of interest

There were no declarations of interest.

3. Confirmation of the Minutes of the Meeting held on 5 September 2013

- 3.1 The minutes were confirmed as a true and accurate record with no corrections.

4. Matters Arising from the Minutes of the Meeting held on 5 September 2013

- 4.1 *Visiting Specialists* – MS requested a copy of the programme of visiting specialists. It is anticipated the mammography screening should be on the programme for March time.

5. Director's Report

- 5.1 HR presented the Director's Report giving a brief overview and update on various activities within the Department:

5.2 Staff

There will be a locum Doctor arriving in two weeks. Dr Chipps is also returning in January for three months. A new full time Doctor will arrive in three weeks, their role will involve holding clinics every day, this will relieve some of the burden off the other Doctors, but he will not be covering on-call or obstetrics. In the new year there will be 3 substantive Doctors and 2 locums. Nikki Murphy the new Social Services Team Leader has arrived. Two Child Care Social Workers have been appointed, one is the current locum, the other will start in January 2014.

5.3 Primary Care

MS questioned the current waiting time of 10 days, this was confirmed, but an emergency appointment will be seen on the day. The arrival of the new GP should relieve current waiting times. Also it is proposed to have GP slots available every day.

5.4 Social Work Activity

AH questioned why there was a significant drop in the number of those receiving midday meals in September compared to other months. JFS to investigate. **JFS**

5.5 Complaints

In September there were 2 complaints, one related to fuel costs and the other had been a complaint about the attitude of a member of staff who has since apologized to the complainant. In October there was a complaint regarding the lack of available GP appointments, this was because the rota had not yet been put onto the system. There was also a complaint about a member of staff in October. All complaints have been addressed. MS asked if there are recurrent problems. HR said that complaints are monitored for trends and issues.

5.6 Overseas Referrals

There were 63 overseas referrals in the first four months of this financial year. There have been 11 air ambulances paid for this financial year, 8 were in this year and 3 were carried over from the previous financial year, leaving the MTO budget extremely stretched.

CMO reported that Aerocardal are not always available, another company has been approached but they experienced problems with airspace clearance. It has been noted that Aerocardal have improved their service since hearing that another company had been contacted. It was agreed that another company should be trialed as back up for when Aerocardal are not available. JH commented that headquarter staff will be visiting the FI and South America medical services.

5.7 Financial Position

The MTO budget is stretched but this is being addressed. MS raised concerns that Members need to have confidence that the problem of locum Doctors is being addressed, BE commented that even though

locum doctors are paid large sums of money they are not always able to carry out the same role as the full time Doctors. MS stated that there is a need to address staffing issues before the next budget session.

5.8 Medical Information System

The EMIS trainer arrived on 7th November to try and resolve the problems being experienced. BE commented that there is a need for a dedicated person to manage the system in order to get the best from it. HR replied that there is a person in place currently to carry out this role but this position is not part of the establishment at this time.

6. **Dental Charges**

- 6.1 This item came about as a consequence of a pensionable patient who had difficulty paying for the dental treatment that they had received. The Dental Officer thought that it would be beneficial if there was a policy about charging for dental care. It was agreed that the policy should not only cover dental care but also spectacles and hearing aids. HR to prepare a paper to bring back to a future meeting. BE commented that dental charges should also be free for university students. **HR**

7. **MTO**

- 7.1 Before the final draft of the MTO policy goes to ExCo a few points need clarification.

Eligibility for Treatment Overseas – the policy says “currently residing”, it was agreed to change this to read “normally resident”.

The question was raised “what would happen if a person was receiving medical treatment overseas and their work permit expires, what is the responsibility to FIG regarding funding?” It was agreed that the individual should ascertain beforehand who would be funding their treatment and that it should become the responsibility of the patient’s Government, this should be included in any documentation that the patient receives from KEMH. Employers should be made aware of this ruling.

- 7.2 ***Internal Travel*** – Some patients have questioned why they are not entitled to FIG funded transport from MPA to Stanley after returning from MTO. CMO commented that transport will only be provided if there is a clinical need.

AH commented that she thought the policy is misleading regarding travel back and for hospital appointments, stating it leads the patient to believe that they are not entitled to travels expenses.

- 7.3 ***Treatment*** – Private medical treatment and associated costs were discussed. It was agreed that if a patient decides to opt for private

medical treatment all costs should be paid for by the patient. HR commented that this is a complicated issue and is something that should be re-visited.

7.4 **Other Costs** – it was agreed to change the wording.

7.5 The MTO policy will go to the next meeting of ExCo.

8. Lay Member – Complaint

8.1 AH had received a couple of complaints, the first regarding the Pharmacy hours. The complainant thought that the Pharmacy should be open the same hours as clinics, in some cases patients cannot collect their prescribed medications and have to come back at a later date when the Pharmacy is open. HR pointed out that for the Pharmacy to be open clinic hours this would require more staff. MS pointed out that the RDS states that we have a responsibility to serve camp in an effective and efficient manner. It was agreed that a plan for the delivery of health services to camp residents should be developed. HR to draft a paper. **HR**

9. **Date of Next Meeting** – Thursday 5th December 2013, 11am in the Liberation Room of the secretariat.

10. Exclusion of Press and Public

The Chairman to move as follows:

“I move that the press and public be now excluded on the ground that the next items of business to be considered are likely to disclose exempt information under paragraph(s) 7 Information about individuals and Paragraph 9 Information about others financial and business affairs of Schedule 3 of the Committees (Public Access) Ordinance 2012.”

PART 2

11. Confirmation of the Exempt minutes of the Meeting held on 13 November 2013

Update on Vaccines – Item 8

There were a few corrections, in paragraphs 2 and 3 “singles” should read “shingles”.

12. Matters Arising from the Exempt Minutes of the Meeting held on 13 November 2013

Update on Vaccine – Item 8

BE felt that as this was a public cost this item should have appeared on the Open Agenda.

NOT FOR PUBLICATION *by virtue of paragraph 9 of Part 2 of Schedule 3 of the Committees (Public Access) Ordinance 2012, relating to information about others' financial and business affairs*

Request for Additional Needs Equipment – Item 9

More work has been done on this and a paper is being prepared.

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Minutes confirmed this day of 2013