
Minute of Performance and Audit Committee

Date: Tuesday 1st October 2024

Time: 2pm

Place: MS Teams

Present

Cllr Cameron Ramsay, Chairperson
Cllr Hugh Hunter, SAC
Cllr Julie Dettbarn, SAC

In Attendance

Tim Eltringham, Director of Health and Social Care, HSCP
Mark Inglis, Head of Children's Health Care and Justice Service, HSCP
Gary Hoey, Chief Social Work Officer, HSCP
Louise Gibson, Lead Allied Health Professional Advisor, HSCP
Stewart Marshall, Senior Manager - Localities, HSCP
Frances Ewan, NHS Staff Side Representative, NHS
Kirsten Kerr, Planning and Performance Officer, HSCP
Lianne McNally, Lead Allied Health Professional Senior Manager, East Ayrshire
Angus Brown, Audit Scotland
Nadine McCall, Administrative Assistant (minutes)

Cllr C Ramsay in the Chair

Agenda	Discussion	Action
1.	<p>Welcome/ Apologies/ Membership updates</p> <p>Apologies received on behalf of Christine Wallace, Lauren Logan, Lisa Duncan, Liam Gallacher, Jean Ford, Sheila Tyeson and Billy McClean.</p>	
2.	<p>Declarations of Interest</p> <p>There were no declarations of interest to note.</p>	
3.	<p>Minute of Previous Meeting</p> <p>The minute of the meeting of the Performance & Audit Committee held on 6th August 2024 was approved as an accurate record of the meeting.</p>	
4.	<p>Matters Arising/ Action Log</p> <p>There were no matters arising to note.</p>	
Performance:		
5.	<p>Allied Health Professional Strategic Performance Report</p> <p>L Gibson shared her team’s activity and performance data review on screen.</p> <p>L Gibson advised that several months ago she presented activity data for all services. L Gibson advised that over recent months with the event of the rehabilitation review there has been concerted effort to look at AHP performance data. The Policy and Planning Team have worked very hard to pull together into a sharepoint, presentation and insight report.</p> <p>L Gibson continued to share some data in relation to Speech and Language Therapy highlighting the timescale of activity for referrals from April 2022 – July 2024. L Gibson advised that referral numbers are consistent which is positive.</p> <p>In respect of initial assessments L Gibson shared trends on screen which displayed a peak in initial assessments to Speech and Language Therapy around winter 2023 and again in May</p>	

	<p>2024.</p> <p>In terms of waiting times there has been a significant decrease (reduced from 40 week to around 16 week wait time). L Gibson explained that this has happened as a result of additional staffing from innovation fund to look at waiting times management, short life clinics etc. A further innovation bid has been made to try and further reduce this.</p> <p>L Gibson provided some detail around the wide remit of the Speech and Language Therapy service.</p> <p>Cllr H Hunter thanked L Gibson for her update and asked for some context around the ongoing support that follows on from waiting times/ initial appointments and the capacity to provide this.</p> <p>L Gibson expressed that this is one of the issues they have to consider if using short term funding and what they do when this inevitably runs out. L Gibson advised that they must think about this in terms of their general workforce plan and noted the clear benefits they are seeing by having additional staff in place.</p> <p>L Gibson advised that they are also actively working with people on waiting lists, in an early intervention perspective, to try and prevent people on waiting lists from further deteriorating and less likely to require as much input. They also continue to encourage patient independency through group sessions for those who may not require a one-to-one appointment.</p> <p>T Eltringham emphasised the importance of dealing with people timeously, which essentially reduces demand in other areas and also encouraging people to take action and responsibility in their own lives in terms of self-management where possible, as providing 24/7 support or care is impossible.</p> <p>Cllr Hunter advised that he is in agreement in relation to a degree of self-management being encouraged but expressed that this clearly requires support in the beginning for people to feel able to self-manage comfortably. Cllr Hunter suggested some data around this in future would be helpful.</p> <p>Cllr Dettbarn commended L Gibson and all involved for managing a significant decrease in waiting times for this service. Cllr Dettbarn questioned, depending on the severity of conditions, if there was any opportunity for people to be prioritised, given they</p>	
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	<p>may not be able to wait 16 weeks for an appointment.</p> <p>L Gibson advised that in circumstances where someone has dysphasia and cannot eat or drink, they would be seen urgently. Each person is triaged, so therefore waiting lists would not necessarily have people with such urgency on them.</p> <p>L Gibson continued with her presentation providing some data in relation to Children and Young People noting the decrease in referral to Speech and Language Therapy from April 2022 – July 2024, due to early intervention.</p> <p>In terms of Children and Young People engagement activity, this has been a big focus nationally within Speech and Language Therapy. L Gibson advised that South Ayrshire they have been fortunate to receive funding towards this through Education Services, which has continued.</p> <p>L Gibson advised that there are face to face drop-in sessions, helpline calls and virtual drop ins available to families which potentially allows people to be removed from the waiting list depending on the input they require.</p> <p>L Gibson shared the number of Children and Young People waiting and longest wait list in weeks data on screen.</p> <p>T Eltringham expressed that it can often be difficult to attribute the success of the work that is being done. T Eltringham advised that the progress in terms of waiting lists reducing and other improvements is a result of all the work that is being done across the various services.</p> <p>Cllr Hunter questioned how we ensure that the pace in which things are progressing can continue given there is currently only short-term funding for the additional staff.</p> <p>T Eltringham assured that there has been a significant amount of resource set aside for short term funding.</p> <p>Podiatry</p> <p>L Gibson informed that podiatry within South Ayrshire is a very small team. Recently there has been an inpatient post funded through core funding who started in post during summer, in response to diabetes and foot disease. Having this post is helping to reduce that risk and attends to people with foot ulcers</p>	
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	<p>as a result of pressure and diabetes and also prevention work.</p> <p>In terms of new referral activity within podiatry between September 2023 and July 2024, there were a large number of referrals which remain quite high.</p> <p>In terms of demand, activity and queue for podiatry, L Gibson shared some of this data on screen. These figures continue to reduce.</p> <p>L Gibson advised that the waiting list for podiatry has significantly reduced from 73 – 4, due to successful recruitment.</p> <p>Cllr Dettbarn commended the huge reduction in waiting list numbers. Cllr Dettbarn queried the high number of cancelled appointments and expressed her concern around the number of people who did not attend appointments. Cllr Dettbarn questioned if there was a follow up process in relation to these appointments.</p> <p>L Gibson advised that she did not have any detail around this but could seek some information around this and feedback.</p> <p>S Marshall expressed an interest in some of the detail around the appointments which were not attended. S Marshall advised that he is starting to look at issues around diabetes within the Girvan Locality and would be keen to establish, where someone would be attending an appointment in relation to diabetes, if they could also address any other issues during the appointment to prevent multiple appointments.</p> <p>L McInally informed that her team have undertaken some follow up work recently within podiatry, informing that they identified sometimes it was due to circumstantial reasons or that they may be unwell, however the large majority of did not attend or cancelled appointments were due to the individual no longer requiring the appointment or seeking help elsewhere.</p> <p>Cllr Hunter queried if there was any data in terms of the positive impact reduced waiting times has had on other services such as diabetes diagnosis and prevention of hospital admissions.</p> <p>T Eltringham advised that he would be keen to seek some data via the Performance Team over a timeline looking at trends in terms of admissions relation to diabetes.</p> <p>F Ewan commended the work and the huge impact it is having so</p>	
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	<p>far. F Ewan questioned if the additional staff that has been taken on particularly within AHP are on fixed terms contracts and if so, was the funding recurring.</p> <p>T Eltringham explained that they sought to recruit people on a permanent basis, however the funding is currently temporary. T Eltringham advised that they can look to recommend an extension of the work if resources allow.</p> <p>Cllr Dettbarn expressed her concern and disappointment that they have still been unable to recruit an endocrinologist at Ayr Hospital.</p> <p>T Eltringham advised that the difficulty in recruiting is reflected across a number of key clinical roles at Ayr Hospital.</p> <p>L Gibson explained that the new patient podiatrist within Ayr Hospital has been very proactive which has helped the situation, however it is still a position they are keen to fill.</p>	
<p>6.</p>	<p>Musculoskeletal Performance Report</p> <p>L McInally informed that as AHP Senior Manager for East Ayrshire she has lead responsibility for Musculoskeletal.</p> <p>L McInally shared MSK slides on screen which she advised is an update on the information that was shared at PAC meeting in December 2024.</p> <p>L McInally advised, in terms of last update, an internal audit has taken place within AHP, and it was agreed that MSK would be the focus of the audit piece around some of the performance matrix available.</p> <p>L McInally informed that in terms of MSK performance and waiting times this is live data and changes weekly so can often be difficult to gather accurate data around this. It was agreed that to allow them to report both nationally and locally they should be using the same timelines.</p> <p>L McInally advised that they have been working to develop a Pentana dashboard which will be available to see on an Ayrshire and Arran Board wide basis, or by individual Partnerships.</p> <p>In relation to waiting times and other improvement work that is ongoing L McInally shared some of the improvement actions that</p>	

	<p>have been taken.</p> <p>In terms of South Ayrshire data as of 30th September there are 880 people awaiting MSK Physiotherapy appointments, with 128 of those 880 being classed as urgent.</p> <p>With regards to orthotics and occupational therapy within MSK, South Ayrshire have the shortest waiting times. There are 236 patients awaiting MSK Podiatry appointments. L McNally noted that there have been recruitment and sickness absence issues recently within the podiatry service which has had an impact on overall waiting times within the service.</p> <p>L McNally continued to provide an update on the community appointments days, which is an initiative used by another partnership in England, specially targeting MSK waiting times.</p> <p>L McNally informed that they invited a number of people on the waiting list for MSK along to an appointment at the Galleon Centre in East Ayrshire, where a number of physiotherapists were present. They were given an initial triage and then signposted to various stations within the venue where they were able to be seen and treated.</p> <p>L McNally advised that of the 400 people invited there were 130 attendances on the day. L McNally explained that they have undertaken a similar community appointment day for podiatry and have been able to take some learning from both days for future planning to bring similar community days to South Ayrshire.</p> <p>S Marshall welcomed this approach within South Ayrshire, highlighting that a number of people within rural areas can often struggle with travel, so opportunities like this within communities would be beneficial.</p> <p>Cllr Hunter expressed his disappointment with regards to the low number of people who took up the opportunity to attend an appointment.</p> <p>L McNally advised that they are undertaking a follow up exercise for those people who did not attend to understand the reasons for this and any learning from this will be considered.</p>	
<p>7.</p>	<p>Community Health and Care 6 Monthly Performance Report</p> <p>S Marshall advised that the purpose of this report is to submit for</p>	

<p>consideration the Partnership Performance Report for Community Health and Care Services, comprising of both baseline information and, where available, information for the period up to end of August 2024.</p> <p>It was noted that this is the second version of the revised previous 6 monthly report following a review of the existing measures and a realignment of the measures against the SAHSCP Strategic Plan Objectives. The report no longer includes Public Health Measures, ADP Measures and Adult Support and Protection Measures as these are already reported to other governance panels and committees as part of existing reporting mechanisms.</p> <p>S Marshall highlighted some key data and advised that it is recommended that the Performance and Audit Committee considers and notes the performance data detailed in the circulated Community Health and Care 6 Monthly Performance Report (Appendix 1).</p> <p>Cllr Dettbarn queried in relation to the Adult Carers Strategic Group, whether people with lived experience formed part of the membership.</p> <p>S Marshall advised that he was unable to clarify at this time, however, would seek further information in relation to Cllr Dettbarn's query and report back.</p> <p>Cllr Hunter noted that he would appreciate some further data around the number of adult carers identified.</p> <p>Cllr Dettbarn asked for some clarify around the reasons why SA HSCP Council employed staff absences rates were double the NHS absence rate.</p> <p>T Eltringham advised that this is mainly due to the variation in workforces and workforce distribution.</p> <p>S Marshall also noted that the absence reporting for HSCP and NHS are generated from different systems so can often look very diverse.</p> <p>A discussion ensued around PDRs and the various reasons why PDR figures fluctuate, often due to time periods for completion and can also be impacted by seasonal factors around staff availability throughout the year.</p> <p>T Eltringham assured that managers continue to work on</p>	
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	<p>increasing PDR completion figures, however it remains a frustration that the completion rate figures don't appear to increase.</p> <p>Cllr Hunter welcomed some context around “% of care services graded good or better in Care Inspectorate” where South Ayrshire was ranked 26th out of 32 in terms of performance.</p> <p>S Marshall explained that these figures are in relation to private care providers and not in house. Grades received for SAC and HSCP providers were positive.</p> <p>S Marshall assured that the Partnership are working in collaboration with those providers and informed that the Commissioning Team have developed a dashboard, that provides a lot of information in respect of the various providers. S Marshall advised that this allows them to identify, from the data they are seeing, if there are any concerns and allows them to react and intervene before things escalate.</p> <p>There are also regular discussions within the Community Services Oversight Group.</p> <p>The Committee considered and noted the performance data detailed within the report.</p>	
Audit:		
8.		
Items for noting:		
9.		
Any Other Business/ Actions for follow up to IJB		

Date of Next Meeting – Tuesday 3rd December 2024