

AGENDA ITEM: 8

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Meeting	Health Overview and Scrutiny Committee
Date	15 February 2012
Subject	Update Report - Appointment Management at Barnet Hospital Fracture Clinic
Report of	Business Manager - Trauma & Orthopaedics – Barnet and Chase Farm Hospital NHS Trust
Summary	This report provides a response to the Committee's request for a detailed report on appointment management at the Fracture Clinic at Barnet Hospital.

Officer Contributors	John Murphy, Overview and Scrutiny Officer
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix A – Fracture Clinic, Barnet Hospital Update
For Decision by	Health Overview and Scrutiny Committee
Function of	Not applicable
Reason for urgency / exemption from call-in	Not applicable
Key decision	Not applicable

Contact for further information: John Murphy, Overview and Scrutiny Office, 020 8359 2368.

1. RECOMMENDATION

- 1.1 That the Health Overview and Scrutiny Committee note, comment and make recommendations to Health Partners in respect of the information set out in Appendix A.**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Health Overview and Scrutiny Committee, 12 December 2011, Agenda Item 5 – members' item: appointment management (fracture clinic) at Barnet Hospital (1) that Barnet and Chase Farm Hospital NHS Trust be requested to present a full report on appointment management at the Fracture Clinic at Barnet Hospital at the next meeting of the Committee.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three priority outcomes set out in the 2010/13 Corporate Plan are: –
- Better services with less money
 - Sharing opportunities, sharing responsibilities
 - A successful London suburb

4. RISK MANAGEMENT ISSUES

- 4.1 None in the context of this report.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
 - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
- Equality and diversity issues are a mandatory consideration in decision-making in the council pursuant to the Equality Act 2010. This means the council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review. Health partners as relevant public bodies must similarly discharge their duties under the Equality Act 2010 and consideration of equalities issues should therefore form part of their reports.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 None in the context of this report except for those identified in the attached response that relate to Barnet and Chase Farm Hospitals NHS Trust and the management of appointments at the Fracture Clinic of Barnet Hospital.

7. LEGAL ISSUES

- 7.1 The Committee need to be mindful of the role and powers of the Care Quality Commission (CQC). The CQC is responsible for ensuring that essential standards of quality and safety are being met where care is provided, from hospitals to private care homes. It has a wide range of enforcement powers to take action on behalf of people who use services if services are unacceptably poor. All health partners need to ensure that the standards for quality and safety in the provision of health and social care services are adhered to in order to avoid enforcement action by the CQC.

8. CONSTITUTIONAL POWERS

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution.
- 8.2 The Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution). The Health Overview and Scrutiny Committee has within its terms of reference responsibility:
- (i) To perform the overview and scrutiny role in relation to health issues which impact upon the residents of the London Borough of Barnet and the functions services and activities of the National Health Service (NHS) and NHS bodies located within the London Borough of Barnet and in other areas.
 - (ii) To make reports and recommendations to the Executive and/or other relevant authorities on health issues which affect or may affect the borough and its residents.
 - (iii) To invite executive officers and other relevant personnel of the Barnet Primary Care Trust, Barnet GP Commissioning Consortium, Barnet Health and Wellbeing Board and/or other health bodies to attend meetings of the Overview and Scrutiny Committee as appropriate.
 - (iv) To ensure that overview and scrutiny in Barnet is reflective of Council priorities as evidenced by the Corporate Plan and the programme being followed by the Executive.

9. BACKGROUND INFORMATION

- 9.1 At the 12 December 2011 meeting of the Health Overview and Scrutiny meeting the committee received a Members' Item outlining concerns that appointments at the Fracture Clinic at Barnet Hospital were too short, resulting in significant backlogs and patients waiting for up to two hours to be treated.
- 9.2 Following discussion of the item the committee resolved to receive a full report from Barnet and Chase Farm Hospital NHS Trust on appointment management at the Fracture Clinic at Barnet Hospital.

10. LIST OF BACKGROUND PAPERS

10.1 None

Legal – HP
CFO – JH

APPENDIX A

Fracture Clinic, Barnet Hospital Update

Introduction

The scrutiny committee raised a number of issues at the last committee meeting in relation to the Barnet Hospital Fracture clinic.

Issues include :

- Structure of the clinic appointment times leading to overcrowding
- Insufficient seats provided for the patient - which is as a result of the size and layout of the department.
- The flow of referrals into the clinic

The issues raised by scrutiny are supported by the Trust and a summary is provided below on plans in place to address these issues.

Update

The Fracture clinic is an emergency clinic that receives referrals from A&E, Urgent Treatment Centres (mainly Edgware and Finchley) and direct GP referrals.

The clinic is open from 08.30 to 12.30 Monday to Friday and sees approximately 400-500 patients per week. These are split between new appointments and follow ups. The fracture clinic is supported by a Consultant, Registrars, Nurses, Plaster Technicians and Diagnostic Imaging.

Structure of the clinic and the appointment times

Appointment times for new patients have been re-structured from the 16th January 2012, we have reduced the number of new appointments per day, and increase the appointment times to allow more time for each patient with the doctors. We will monitor this over the next 3 months to see if this impacts on waiting times for an initial appointment. We have also restructured the appointment times so they are distributed throughout the morning which we hope will reduce the amount of patients in clinic, reducing the overcrowding.

Increasing the seating area within the fracture clinic

A capital bid has been submitted to increase the size of the clinic area which will provide additional seating for patients attending both the orthopaedic and fracture clinics.

The flow of patients from the various services into the fracture clinic

A representative from Edgware and Finchley Urgent Treatment Centres attended the Orthopaedic business meeting to discuss types of fractures, flows into fracture clinic and booking appointments,.

The objective is to improve relationships between the UTC's with further communication and training sessions.

We have been working closely with the A&E department and will be providing them with training on fractures and plasters, this will allow us to correctly book fracture types to the dates they require to be seen.

Direct GP referrals are scheduled up to 10.30 each morning, this provides an unpredictable quantity to the clinics each day. Consultant staff plan to meet with GPs to discuss the management of fracture which will help in the management of patients flows into the department.

Further Improvements

We have recently completed an audit on Paediatric attendances to the fracture clinic and these results will be presented at our next audit meeting. We are looking to introduce a "childrens hour" each morning, which is dedicated to paediatric patients.

We are working on improving our patient information leaflet to explain the nature of the clinic and how long appointments can take. This leaflet explains that patients may need to see the Consultant, have an x-ray, see the Consultant again for results of the x-ray then be fitted for plaster or air cast boot.

A charitable fund has recently donated a television to the Fracture Clinic so patients have something to watch whilst waiting for their appointment, x-ray or plaster fitting.

Whilst we are continually working towards trying to improve our current service to patients, the way forward for the fracture clinic is to move to offering a morning and afternoon clinic. We are currently exploring this option with consultant colleagues with a plan to implement this as part of the Trust clinical strategy implementation plan.

Sam Hoskins

Business Manager - Trauma & Orthopaedics

January 2012