

**Appendix 1 - Health and Well-being Overview and Scrutiny Committee Recommendations**

Code/Standard (Secondary Standards)	Relevant Trusts	Date of Consideration	Item	Recommendations	Notes
<p>C6a) Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met C17) The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.</p>	<p>NHS Manchester</p>	<p>19-Jun-08</p>	<p>Strategic Services Development Plan</p>	<p>To stress the importance of ensuring that any new service is of benefit to the local communities providing services to meet healthcare standards</p>	
<p>C22a&amp;c) Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by:                      a) co-operating with each other and with local authorities and other organisations; and                      c) making an appropriate and effective contribution to local partnership arrangements including Local Strategic Partnerships and Crime and Disorder Reduction Partnerships.                      C23) Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.</p>	<p>NHS Manchester</p>	<p>20-Jun-08</p>	<p>Healthy Ageing</p>	<p>To welcome the focus enabling access to more physical activity for older people via expert patients referral schemes together with the development of the 'Big Splash' Free swimming programme</p>	

<p>C6a) Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met C8b) Healthcare organisations support their staff through having organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.</p>	<p>NHS Manchester, CHT,</p>	<p>21-Jul-08</p>	<p>Early Detection and Prevention of Cancer</p>	<p>Challenges in increasing the uptake of screening services were noted in particular with people obtaining time off work to attend screening appointments. Members recommended ensuring that officers of the Council and Health partners were made aware of how to obtain time off. An audit of personnel practices on cancer screening across NHS partners was also recommended.</p>	
<p>C22a&amp;c) Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by: a) co-operating with each other and with local authorities and other organisations; and c) making an appropriate and effective contribution to local partnership arrangements including Local Strategic Partnerships and Crime and Disorder Reduction Partnerships. C23) Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.</p>	<p>NHS Manchester, CHT,</p>	<p>22-Jul-08</p>	<p>Early Detection and Prevention of Cancer</p>	<p>To highlight the importance of early detection of cancer among the over 50's and that this should be incorporated into broader work to promote healthy aging.</p>	
<p>C17) The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.</p>	<p>NHS Manchester, MMHSCT</p>	<p>04-Sep-08</p>	<p>Mental Health Services in Manchester</p>	<p>To emphasise the importance of involving service users in Mental Health Services. Involve Link and Mental Health Sub group in event to gather the views of service users.</p>	<p>Taking place on 24 March 2009</p>
<p>C7b) Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.</p>	<p>NHS Manchester</p>	<p>16-Oct-08</p>	<p>PCT Commissioning Strategic Plan</p>	<p>A member of the Committee was nominated to act as a link person with the Trust to look at progress of implementing the Commissioning strategic plan.</p>	

C12) Healthcare organisations, which either lead or participate in research, have systems in place to ensure that the principles and requirement of the research governance framework are consistently applied.	NHS Manchester, SMUHT	16-Oct-08	Update on Dementia Strategy	Members felt that the results of the 2004 South Manchester Study were weighted to show that dementia in Wythenshawe was more prevalent due to the age profile of residents and that there was a specialist care home in the area. Concern was expressed that the study did not show the true picture of dementia in Manchester and that the available services were not sufficient to meet demand.
C6a) Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met	NHS Manchester, All	16-Oct-08	Update on Dementia Strategy	Problems were reported with the level of support services for dementia not meeting demand.
C23) Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	All	16-Oct-08	Alcohol Misuse	Members expressed concerns about the availability of cheap alcohol and advertising to encourage drinking.
C6a) Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met	All	16-Oct-08	Alcohol Misuse	Problems were noted with regard to the issue of drinking during pregnancy and the long-term health impact of foetal alcohol syndrome. The Committee recommended to include more emphasis on working with women who continue to drink during pregnancy and an evaluation of the number of children affected by foetal alcohol syndrome
C6a) Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met	NHS Manchester, SMUHT, Pennine, CHT	13-Nov-08	Palliative and End of Life care for Adults	Members were concerned about the disparity of service provision between north and south Manchester. This was a legacy of former NHS administrative boundaries and emphasis was being given to improving the provision in north Manchester to bring it up to a level comparable to the south.

<p>Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required for all contacts with patients and for the use of any patient confidential information.</p>	<p>NHS Manchester, SMUHT, Pennine, CHT</p>	<p>13-Nov-08</p>	<p>Palliative and End of Life care for Adults</p>	<p>Finding from research by Macmillan Cancer Support showed that a lot of the benefits and allowances that are available to people with terminal illness go unclaimed. Macmillan Cancer Support was running a project in Manchester to help people claim their entitlements. The Committee praised this project but were concerned that no long-term funding had yet been identified to keep the project going beyond June 2009. Members felt this need urgent attention.</p>	
<p>C14a) 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.</p>	<p>NHS Manchester, All</p>	<p>29-Oct-08</p>	<p>Local Processes for Cancer and Other Drug Treatment</p>	<p>Members made several recommendations to improve access for patients to treatments including: stressing the importance of supporting patients to understand and exercise their right to have a review of decisions not to permit access to a particular treatment, requesting NHS Manchester to review the language used in the exceptionality criteria for decisions against funding to ensure that it is plain and accessible for patients, to request that appropriate guidance and assistance is in place for patients whose request for treatment has been unsuccessful and that NHS Manchester investigate the possibility of inviting Non-Executive members from across the North West to act as panel members to develop a better understanding of, and address, local differences.</p>	
<p>C8b) Healthcare organisations support their staff through having organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.</p>	<p>NHS Manchester</p>	<p>11-Dec-08</p>	<p>Points 4 Life (Health)</p>	<p>Encouraging MCC and NHS Manchester to champion the points4life scheme among its own employees.</p>	

<p>C18) Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatments equitably. C19) Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services.</p>	<p>NHS                  Manchester</p>	<p>08-Jan-09</p>	<p>Urgent Care</p>	<p>Members discussed the perception amongst service users that the single point of access function would replace Accident and Emergency (A&amp;E) admissions and sought reassurance that Urgent Pathways would provide a local point of access.</p>	
<p>C17) The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.</p>	<p>NHS                  Manchester</p>	<p>05-Feb-09</p>	<p>Local Improvement                  Finance Trust Initiative</p>	<p>Members emphasised the importance of community engagement and effective promotion of prioritising services offered at LIFT Health Centres to ensure the needs of the local community were met.</p>	