



REPORT OF THE DIRECTOR OF PUBLIC HEALTH

PUBLIC HEALTH SERVICES PERFORMANCE AND QUALITY REPORT FOR HEALTH CONTRACTS

Purpose of the Report

1. This report provides an update on performance management for the Public Health Committee in respect of contracts that are commissioned by Public Health (PH) for the period October to December 2014.

Background

2. The PH contract and performance team receive performance and quality data in relation to all services commissioned by PH.
3. The PH contract and performance team, together with policy team colleagues attend regular contract review meetings with all service providers, where performance is reviewed and monitored. Remedial action plans to rectify under performance are developed with providers as appropriate where there has been a significant breach of contractual requirements.

Information and Advice

4. This report provides the Committee with an overview of performance in Quarter 3 (October to December 2014) against key performance indicators related to the priorities, outcomes and actions within the Public Health Departmental Plan 2014-2015 and which reflect the Authority's priorities following the adoption of the Strategic Plan 2014-18.
5. The report also gives the opportunity to provide the latest update in respect of complaints, serious incidents and Freedom of Information Act requests.
6. A summary of the performance measures is set out at **Appendix A**.

Key Issues in Performance in Quarter 3 2014-15

7. The main area of concern is still in relation to the Tobacco Control and Smoking Cessation service. Members will note that there are a number of other services that are not meeting the set targets. Public Health colleagues are working with relevant providers to address this.
8. A summary of the issues and actions that are being taken is included in Appendix A.

Key Issues in Quality in Quarter 3 2014-15

9. Whilst there were a number of teething problems with the new substance misuse service which generated a number of unofficial complaints, these were quickly resolved by the new provider. The official complaint, logged in the report, was in respect of the adverse effects the changes in the provision of substance misuse services since 2011 has had on an individual service user. A response was issued and there has been no further action.
10. There was one reportable serious incident in Quarter 3 in relation to the substance misuse service. This was an unforeseen death and PH colleagues have been working very closely with the provider to put robust systems of reporting and investigation in place to support lessons learnt.
11. Freedom of information requests have included questions in respect of public health spend per service area and the emotional and mental health of children and young people. All requests have been answered in accordance with statutory guidelines.

Statutory and Policy Implications

12. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

13. Robust performance and quality reporting ensures that financial implications are monitored and reviewed effectively to minimise financial risk to the council.

Implications in relation to the NHS Constitution

14. Regard has been taken to the NHS Constitution together with all relevant guidance issued by the Secretary of State in formulating the recommendation.

Public Sector Equality Duty implications

15. Monitoring of the contracts ensures providers of services comply with their equality duty.

Implications for Service Users/Safeguarding of Children and Vulnerable Adults Implications

16. The performance and quality monitoring and reporting of contracts is a mechanism for providers to assure commissioners regarding patient safety and quality of service.

RECOMMENDATION

The recommendation is:

- 1) That the Public Health Committee receives the report and notes the performance and quality information provided.

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Director of Public Health

For any enquiries about this report please contact:

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Constitutional Comments

17. Because this report is for noting only, no Constitutional Comments are required.

Financial Comments

18. There are no financial implications arising from this report.

Background Papers and Published Documents

None

Electoral Divisions and Members Affected

All