

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health & Care Partnership Committee: 6 April 2011

**Subject: NHSGGC Organisational Performance Review –
West Dunbartonshire CHCP Mid-Year Feedback 2010/11**

1. Purpose

1.1 The purpose of this report is to bring to the Committee's attention the formal feedback from the Chief Executive of NHSGGC following the CHCP's mid-year Organisational Performance Review in November 2010.

2. Background

2.1 Organisational Performance Reviews (OPRs) are held every six months with each organisational entity within NHS Greater Glasgow and Clyde (NHSGGC); and represent key performance management milestones for each CHP/CHCP.

2.2 The reviews are intended to:

- Drive consistency in delivery with a comply or explain approach;
- Comply with the principles of evidence-based models;
- Identify and share success;
- Offer a broader, more in-depth look at key issues;
- Look the interfaces with other parts of NHS GG&C and its partners;
- Provide a two way dialogue;
- Use data that is reliable, relevant and timely; and
- Ensure accountability is clear.

2.3 Review panels are generally chaired by the NHSGGC Chief Executive. The exception is that which is undertaken for East Renfrewshire CHCP, where an integrated review session is now jointly chaired by the NHSGGC Chief Executive and East Renfrewshire Council's Chief Executive.

2.4 West Dunbartonshire CHCP's most recent organisational performance review session took place in November 2010. Those attending on behalf of the CHCP were:

- Keith Redpath – Director (required);
- Soumen Sengupta – then Head of Planning and Health Improvement (required);
- Alison Wilding - Clinical Director;
- Chris McNeill – then Head of Assessment and Care Support.

2.5 Following a very constructive and in-depth review session, the CHCP Director has now received a formal feedback letter (attached).

3. Main Issues

3.1 The formal feedback has been considered by the CHCP Senior Management Team, which has committed to progressing the actions set out within (building on positive work locally).

3.2 The formal feedback received has been used to inform the new integrated CHCP Strategic Plan 2010/11 (which is being presented separately to the CHCP Committee for approval).

3.3 In keeping with the CHCP Committee's stated expectation that integrated performance management arrangements and indicators are established, the Chief Executive's of both NHSGGC and West Dunbartonshire Council have agreed to initiate a joint organisational performance review process for the CHCP within 2011/12. Work has already begun to agree the format and process for such sessions, with the intention being that the integrated CHCP Strategic Plan and the CHCP's consolidated suite of key performance indicators (which are being presented separately to the CHCP Committee for approval) provide a robust and transparently agreed framework for focused and constructive scrutiny. The development of this distinctive performance management process is being informed by both the evidence-base in relation to the effective partnership delivery arrangements; and (critically) also reflections on the learning from other CH(C)Ps (most notably the findings of the Scottish Government's Study of CHPs published in 2010 – formally presented to the CHCP Committee at its January 2011 meeting).

4. People Implications

There are no specific personnel issues associated with this report.

5. Financial Implications

There are no specific financial issues associated with this report..

6. Risk Analysis

No risk assessment was necessary to accompany this report.

7. Equalities, Health & Human Rights Impact Assessment (EIA)

No significant issues were identified in a screening for potential equality impact of this report.

8. Conclusions and Recommendations

The Committee are asked to note the contents of the formal feedback from West Dunbartonshire CHP's Organisational Performance Review in June 2010; and endorse the initiation of the joint Organisational Performance Review process (as outlined in point 3.3 above).

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Director of the Community Health & Care Partnership
Date: 2010.

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Appendices: West Dunbartonshire CHCP Organisational Performance
Review – Feedback Letter (22nd November, 2010)

Background Papers: None

Wards Affected: All