

ITEM No ...3(b).....

PERFORMANCE AND AUDIT COMMITTEE – ACTION TRACKER – 22nd MAY 2024 PAC29-2024

| No | Meeting | Minute Ref | Heading | Action Point | Responsibility | Timeframe | Status |
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| 1 | 28/09/22 | III(b)(iii) | ACTION TRACKER | that consideration would be given by the Management Team to noting the briefing notes, that were issued inbetween PAC meetings, at the next available meeting of the PAC. | Chief Officer | (December 2022) February 2024 November 2024 | In progress – Discussions held with Head of Legal and Democratic Services of Dundee City Council as advisor to the IJB/PAC |
| 2 | 27/09/23 | VII | DISCHARGE MANAGEMENT PERFORMANCE – UPDATE ON COMPLEX AND STANDARD DELAYS | that consideration would be given to building in information from the weekly local oversight report into future reports to the PAC. | Lead Officer, Strategic Services | May 2024 November 2024 | Report PAC28-2024 provides an update on the Delayed Discharge position using current data in a revised format. Feedback from PAC members will influence how discharge management is reported to PAC going forward. The 2 options (continuing with a 6 monthly paper or incorporating into the quarterly performance report) are still being considered although |

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| | | | | | | | the later is dependent on the NHST BSU being able to provide the data on a quarterly basis. |
| 3 | 27/09/23 | VIII | CARE INSPECTORATE GRADINGS – REGISTERED CARE HOMES FOR ADULTS/OLDER PEOPLE AND OTHER ADULT SERVICES 2022/2023 | that consideration would be given to arranging a presentation from the Care Inspectorate to a future Integration Joint Board meeting | Chief Finance Officer/Head of Service | (November 2023) June 2024 December 2024 | Dates for development sessions to the end of 2024 have now been issued to IJB members. Session on Social Care Commissioning scheduled for 03 December 2024. |
| 4 | 27/09/23 | IX | REVIEW OF EMERGENCY ADMISSION RATES | that a summary report would be brought to a future meeting explaining why the issue mattered to the PAC, what the data tells us and what needs done in response. | Service Manager, Strategic Services | (April 2024) June 2024 October 2024 | A short briefing note has been provided to IJB members. Dates for development sessions to the end of 2024 have now been issued to IJB members. Session in understanding data scheduled for 30 October 2024. |

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| 5 | 22/11/23 | V | DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP PERFORMANCE REPORT – 2023-2024 QUARTER 1 | that, in relation to a query from Councillor McHugh about why there was disparity in delayed discharge performance across LCPPs, Kathryn would consider with Lynsey Webster if further analysis was required. | Service Manager, Strategic Service | September 2024 | Revised Discharge Management data has been developed and included in PAC 28-2024. This includes data regarding how many people were delayed and for how long. During the analysis and presentation of this data it became apparent that the numbers are very small and to disaggregate further to LCPP would limit the data to management only access due to GDPR constraints around disclosure. In order to assess the data by key groups, analysis has been disaggregated by acute, non-acute and mental health (where possible) and also by |

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| | | | | | | | the 75+ and under 75 age groups. |
| 6 | 31/01/24 | IV | REVISED PAC TERMS OF REFERENCE | annual evaluation to be carried out. | Chief Finance Officer | Jan 2025 | Updated Terms of Reference approved by IJB December 2023 – to be next reviewed December 2024. |
| 7 | 31/01/24 | IV | REVISED PAC TERMS OF REFERENCE | formal training programme to be developed. | Chief Finance Officer | June 2024 | Programme of development sessions for IJB members has now been issued and has commenced. |
| 8 | 31/01/24 | V | DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP PERFORMANCE REPORT – 2023/2024 QUARTER 2 | that, in relation to a query about Table 1 and the West End showing all red although it was one of the least deprived areas, Lynsey would look into the data and report back | Lead Officer, Strategic Services | September 2024 January 2025 | Initial analysis has identified that although the rate of increase is high in west end for rate of emergency admissions, rate of emergency bed days and rate of bed days lost to code 9 delayed discharges, the actual rate was lowest in West End for admissions and bed days and one of the |

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| | | | | | | | <p>lowest rates for code 9 delayed discharges.</p> <p>For rates of hospital admissions due to a fall and standard delayed discharges and readmissions, the rate of increase was high and also the rate compared with other LCPPs is also high. It is recommended that a further analysis should be conducted, concentrating on these measures.</p> <p>Patient level data has been supplied by the NHST BSU and clinical expertise (Dr Frank Webber) has been identified to assist with the interpretation of the data. A meeting to progress this is being arranged.</p> |

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| 9 | 31/01/24 | V | DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP PERFORMANCE REPORT – 2023/2024 QUARTER 2 | that, in relation to a query about the sudden spike in the number of people waiting for a social care assessment in June 2023, it was likely due to a change in the reporting to the Scottish Government but that this would be checked with colleagues and reported back. | Lead Officer, Strategic Services | June 2023 September 2024 | <p>There was a change in approach to managing data quality which contributed to the spike in June 2023. Prior to this some assessments, which had not been closed off within IT systems within a 12 month period were excluded. Work is ongoing in operational services to ensure that:</p> <ul style="list-style-type: none"> • All social care assessments are properly closed off within IT systems at the point of completion. • Reviews are recorded as a separate and distinct assessment (rather than |

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| | | | | | | | leaving assessments open and updating them on an ongoing basis). |
| 10 | 31/01/24 | VIII | DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP CLINICAL, CARE AND PROFESSIONAL GOVERNANCE ASSURANCE REPORT | that consideration would be given to adding an additional column to show the direction of travel in the table on page 105. | Head of Service | September 2024 | Complete – relevant table has been amended to reflect the direction of travel for the adverse events. |
| 11 | 22/05/24 | VI | QUARTERLY COMPLAINTS AND FEEDBACK REPORT – 3RD QUARTER 2023/24 | that as there may be service users from the older population who may not be familiar with online feedback participation and the need for their views to be gathered – this would be examined by the Acting Chief Officer. | Chief Officer | September 2024 | This concern has been shared with and will be considered by the Care Opinion Implementation Group, and other relevant communication and engagement groups and leads within the Partnership. The Partnership continues to offer a wide range of digital and non-digital routes through which feedback can be provided. Partnership |

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| | | | | | | | staff will also support any person who wishes to provide feedback via digital means but would require support to do so (for example, access to a device or support to enter data). |
| 12 | 22/05/24 | VII | DHSCP STRATEGIC RISK REGISTER UPDATE | that liaison would take place with the Acting Chief Officer regarding ways in which cyber security issues may be reflected in future reports. | Chief Officer | September 2024 | As IT security is not a delegated function, all cyber security matters are dealt with by the corporate bodies. Strategic risks related to cyber security are already contained within the risk registers for Dundee City Council and NHS Tayside; officers from the Partnership will continue to work with the corporate bodies to manage and mitigate risks as appropriate. |