

## **Health and Social Security Scrutiny Panel**

### **Redesign of the Health and Social Services Governance Model**

#### **Written Submission**

**Dr. Philippa Venn – Primary Care Body – 30/08/2017**

Dear Deputy Renouf

Thank you for your letter dated 1<sup>st</sup> August 2017. I write to you in my role as a General Practitioner on the Primary Care Body of Jersey, which is the representative body for General Practice and for GPs. I note the terms of reference that you have clearly laid out in your letter and also your requirement for me to comment specifically on how the proposed model will improve integrated partnership working and give patients a greater say in their healthcare.

My observations on the redesign and introduction of a governance model are generally very favourable and I can confirm that it has been an entirely inclusive process with all stake holders given the opportunity to participate, develop, contribute and comment at multiple points along the way. The engagement has been timely, well thought out, overseen and has been underpinned by significant amounts of information from other jurisdictions that have similarities or concordance with the challenges we face in Jersey.

It is a piece of work that has been long overdue and the current silo operation of HSS as command and control over resources with other providers in the public sector, voluntary, primary care organisations or charities, is not in the best interest of the patients and also not in the best interests of the system, when one considers long term allocation of resource and recruitment. There is no doubt that the proposed partnership board will ensure that with the patient body voice feeding in the opinions and needs of the patients are taken into consideration. It is also hugely important that any decisions are made on the basis of robust data

My concerns and observations about the success factors are that there should be a strong, independent Chair with strong independent board members. The significance of this is that one of the risks to successful implementation is changes to the current culture and behaviours of the current HSS directorate. It is important to understand that there should be strong leadership and that, at all times, the independent advocates on the system partnership board should ensure that HSS paid directors take a cross system view. This is particularly important when considering human resource decisions and financial resourcing.

The other critical success factor is ensuring that increased accountability is built into the whole system and that there is a way to develop and challenge poor practice so that the service users can ensure they are working in the highest possible quality health system. There needs to be an emphasis on operational delivery and more thought needs to be given to how exactly this will work in practice.

I think it is also important that the wider States' system also considers its relationship to the new governance model, in that transformation into a full integrated system, which is future proof, will be dependant on other States' departments, particularly housing, education and Treasury. It is important that whatever organisational structure is set up, is able to hold these government departments to account, as it is impossible for a health system to operate without the support of those I have mentioned.

If you wish to have any further conversation, please don't hesitate to contact me.

Yours sincerely

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