

MEETING:	Adults & Health Scrutiny Panel
DATE:	10 October 2017
TITLE:	Haringey Foot Care Services
LEAD DIRECTOR/ MANAGER:	Rachel Lissauer
AUTHOR:	Andrea Cronin
CONTACT DETAILS:	Andrea.cronin@nhs.net 0203 688 2790

SUMMARY:

This report provides an update on the Whittington Health Podiatry and Foot Health Service. This follows previous reports on Haringey Foot Care Services received by the panel in Jan 2016 and Sept 2016.

RECOMMENDED ACTION:

Adults & Health Scrutiny Panel is asked to:

- Note the update.

Introduction

1.1. This report provides an update on the Whittington Health Podiatry and Foot Health Service. This follows previous reports on Haringey Foot Care Services received by the panel in Jan 2016 and Sept 2016.

2. Whittington Health Podiatry and Foot Health Service

2.1. The service assesses a patient's foot problem and provides them with treatment and self-care advice as appropriate to their individual needs. The service strives to support patients to self-manage their foot problems in order to improve and increase control over their foot health.

2.2. Patients can be referred to the Podiatry and Foot Health Service by their GP or other health care professional.

2.3. The service is commissioned to provide toenail cutting by assistants for those whose disability prevents their ability to undertake this for themselves, including those with diabetes. Domiciliary treatment is available for patients who are completely housebound either in their own home or a care/nursing home. An individual will not be eligible for a home visit if they are able to leave their home environment on their own or with minimal assistance to visit public or social recreational services (including shopping). Patient transport is available for patients who require assistance to travel and meet the eligibility criteria.

2.4. Regular monitoring meetings are held with the podiatry service. These meetings cover residents across Haringey and Islington and current data is reported across both boroughs.

- Whittington Health continues to struggle to meet the target of 95% of patients waiting less than six weeks. In July 2017 31% of patients waited less than six weeks for their first appointment and in August 2017 27% of patients. A patient tracking list has been put in place to track patients who have exceeded the 6 week wait and to ensure they are prioritised. Whittington Health has raised the issue regarding their ability to meet the 6 week wait for the Community Services they deliver. This issue is being addressed by a CCG task and finish group that meets to agree the specifications and the key performance indicators of each service. Commissioners are working with the podiatry Service Manager to agree an up to date specification for the podiatry service.
- Did not attend rates have improved and are achieving their target (less than 10%) since the introduction of text reminders. 8.92% of patients did not attend their appointments in August 2017;
- 7.69% of appointments have been cancelled by the service in August 2017 this meets the target of less than 8% of appointments cancelled by the Trust;
- 100% of clients discharged from the service would recommend the service to friends and family.

2.5. Commissioners in Haringey and Islington CCGs continue to work closely with the Service Manager and monitor the performance of the service.

3. Recommendation

Adults & Health Scrutiny Panel is asked to:

- Note the update.