

NHS TRUST QUALITY ACCOUNT RESPONSES 2015

SHROPSHIRE COMMUNITY HEALTH NHS TRUST

Statement from Representatives of the Health and Adult Social Care Scrutiny Committee, Shropshire Council on the Draft Quality Account 2014/15 for the Shropshire Community Health NHS Trust

Submitted: 15 June 2015

Members are satisfied with the contents of the Quality Account document, and feel that the priorities set by the Trust for 2015 – 2016 reflect the priorities of the people of Shropshire.

Members were pleased with performance in 2014 – 2015 and particularly commend achievements related to:

- Reduction in pressure sores
- Infection control which is at or below targets
- The high quality of the Patient and Carer Panel; training of Panel Members and volunteers; involvement of Panel members in 'Sit and See'; and establishment of quarterly meetings of the Panel with the Chief Executive
- The increase in numbers of meaningful annual appraisals
- The expansion of the staff training programme – (both in numbers and breadth of offer, especially in Minor Injury Units in Community Hospitals where it is intended that all staff are moving towards Advanced Practitioner level)
- Good scores in the Friends and Family Test
- An increase in the numbers of staff who recommend the Trust as an employer (Members would find it useful to see the actual figure)
- National recognition of the quality of the School Nursing Team

Members were pleased to see that meaningful action is taken following complaints or contacts through the Patient Advice and Liaison Service, Sit and See and other forms of feedback. They welcomed the formation of a Feedback Intelligence Group which will consider ways to use the large amounts of feedback gathered in the best possible way.

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Members noted the close relationship of the Trust with the Integrated Community Services Project. The outcomes of the ICS project will be an area which comes under scrutiny by the Committee in the coming year.

Members have also asked for more information about the working relationship between CAMHS and SSSFT and transition arrangements from one service to another. As there are no CAMHS beds available in Shropshire, they have asked for information about the number of out of county placements.

Members note that the NHS Safety Thermometer is primarily aimed at Acute Trusts and understand that the Community Health Trust needs to use this in conjunction with other indicators.

Members appreciate the Trust's commitment to data quality and accuracy and recognise the good progress made to date. They recognise this has been challenging due to the use of several different systems.

Members recognised the contribution the Trust has made to three national audits over the course of the year and pleased to note the increase in demand in conducting research using the Trust.

Members felt it would be helpful to include more detail about the role of the Trust, the areas it covers, and the number of patients it sees at the outset of the document. They welcomed the inclusion of a glossary and suggest that this be moved from the back to the front of the document

**ROBERT JONES AND AGNES HUNT ORTHOPAEDIC HOSPITAL NHS
FOUNDATION TRUST**

**Statement from Representatives of the Health & Adult Social Care Scrutiny
Committee, Shropshire Council, on the Draft Quality Account 2014/15 for the
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust**

Submitted: 15 May 2015

Members of Shropshire Council's Health and Adult Social Care Scrutiny Committee commend the Trust on good progress with priorities identified in last year's Quality Accounts, and agree with the priorities identified for 2015 – 2016.

They believe the Quality Accounts demonstrate a commitment to continuous, evidence-based quality improvement and identify where improvements need to be made. They are particularly pleased to note the actions taken to transform existing hospital facilities.

Members found the Chief Executive's forward a helpful summary and welcomed the inclusion of a glossary of terms. They suggest that this be included at the front of the document, rather than at the end.

Members note that a mismatch of timings means that some performance data is not available for inclusion in the Quality Accounts, also that Welsh patients are not included in all of the national indicators in the Accounts. This is outside the control of the Trust.

Members are pleased to note good progress with roll out of the STAR assessment with six out of seven wards achieving green status which helps to ensure safe, sustainable, consistent and high quality care for patients within the care of the hospital. Members also congratulate the Trust on achievement of all CQUIN targets and note that registration with the CQC is without conditions.

Members welcomed hearing the impact of the use of the Medicines Safety Thermometer improvement, and commend the Rollout of a Dementia Friendly Environment across the organisation which will be increasingly important in the years ahead.

The Committee welcomes continued engagement between the Trust and the Health and Adult Social Care Scrutiny Committee in the forthcoming year.

Councillor Gerald Dakin
Chairman, Health & Adult Social Care Scrutiny Committee
Shropshire Council

SHREWSBURY & TELFORD HOSPITAL NHS TRUST (SATH)

Statement from Representatives of the Health and Adult Social Care Scrutiny Committee, Shropshire Council on the Draft Quality Account 2014/15 for the Shrewsbury & Telford Hospital NHS Trust (SaTH)

Members are satisfied with the contents of the Quality Account document, and feel that the priorities set by the Trust for 2015 – 2016 reflect the priorities for the people of Shropshire.

Members were pleased with performance in 2014 – 2015 and particularly commend achievements related to:

- Improving the experience of patients admitted with dementia
- Good progress in pressure ulcer prevention.
- Recruitment of a Falls Prevention Officer and number of falls being below the national average.
- Mortality rates are below the national average.
- Good achievement of CQuins targets.
- Hospital acquired infections below target.

Members welcome the initiative of extending visitor hours from midday to 8pm in a number of wards and the support this adds for patients at meal times.

Although some actions will not come to fruition until 2015/16, Members commend the proactive efforts of SATH in stepping up efforts to recruit nurses from Keele and Staffordshire Universities and also from overseas. Members encourage continued efforts to make nursing staff returning to the profession feel welcomed, with a flexible employment offer.

Members endorse continued work with partners on addressing Fit to Transfer patients and agreed that all stakeholders share the responsibility to enable people to go home as quickly as possible. The Committee will want to consider data to ascertain the success of measures taken in the coming year.

Members note that a mismatch of timings means that some key performance indicator data is not available for inclusion in the Quality Account. This is outside of the control of the Trust. Where data is available it is always welcome to have results from the previous year available for comparative purposes, including the Friends and Family Test and the Trust Wide Place assessment scores.

Members are pleased to see good participation in clinical audits and research.

The Committee recognise good work undertaken to include stakeholders and patients in contributing to the Quality Account. They recommend inviting representatives of the overarching Shropshire Patients Participation Group to future events.

Members are pleased that the Quality Account is more accessible to the public than in has been in previous years but have identified a few areas where more public facing language would be helpful. The use of a glossary is also welcome and it is suggested that this is moved from the back to the front of the document.

Members welcome the efforts of SATH in facing demand issues which are outside the control of the Trust. They are pleased with the Care Quality Commission recognition of the care and compassion from staff. They welcome continuing engagement with the Health and Adult Social Care Scrutiny Committee in the coming year and have requested an update on progress on the Trust Action Plan in six months.

Councillor Gerald Dakin
Chairman
Health and Adult Social Care Scrutiny Committee
Shropshire Council
20 May 2015

**SOUTH STAFFORDSHIRE AND SHROPSHIRE HEALTHCARE NHS
FOUNDATION TRUST**

**South Staffordshire and Shropshire Healthcare NHS Foundation Trust Draft
Quality Account 2014 - 2015
Statement from Representatives of the Health and Adult Social Care Scrutiny
Committee, Shropshire Council**

Submitted: May 2015

Members were satisfied with the content of the Quality Account document and the priorities set by South Staffordshire and Shropshire Healthcare NHS Foundation Trust. They welcomed the inclusion of the glossary of terms, but suggested that it be relocated to the beginning of the document.

Members were reassured that the Trust had implemented a clinical information system that supported an electronic patient record, but were concerned that patient information was not accessible to other health bodies. They wished to reiterate the importance of information sharing between health service providers, particularly the Ambulance Service, to ensure that patients receive the best and most appropriate treatment without delay.

They were satisfied by the improvements made in the process for the transition of young people from CAMHS to Adult Services through the closer working of the two services, leading to a smoother transition for the service users. However, Members expressed concern regarding the removal of nursing staff based in schools and the detrimental impact this might have on the early diagnosis of mental health issues in children.

Members noted the lack of explicit reference to safeguarding of children and vulnerable adults in the report and request further information on SS&SH's position regarding safeguarding. They suggested that the final point under the 'Provider' heading on page 4 could be re-written and strengthened to reflect SS&SH's commitment to safeguarding.

The Members welcomed the initiative of undertaking the annual health check of patients on the SMI register by the Trust, but were concerned that GPs received funding to undertake this work and this initiative could lead to a duplication of costs.

Members also welcomed:

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- the priority to improve the quality of discharge planning for service users in psychotic stable care clusters 11 to 13 and improved GP access to consultants;
- the perinatal involvement and support for partners and other significant people; and
- the initiative of street triage. Members would welcome a future update on the outcomes of this pilot scheme. It was suggested that training could be offered to Police Officers on mental health issues.

Members noted that there were no forensic units for women located in Staffordshire or Shropshire, and request further information regarding the number of women from the Counties who are located in units outside of the area.

Members also noted the possible increase in healthcare needs once the University was established in Shrewsbury.

SS&SH's close working relationship with Health Watch was welcomed. Members were reassured that while SS&SH was working with other community voluntary groups, the organisation recognises the need to further improve its working relationships with those groups.

Councillor Gerald Dakin
Chairman
Health and Adult Social Care Scrutiny Committee
Shropshire Council

WEST MIDLANDS AMBULANCE SERVICE NHS TRUST

Statement from Representatives of the Health and Adult Social Care Scrutiny Committee, Shropshire Council, on the Draft Quality Account for the West Midlands Ambulance Service NHS Trust

Submitted: 13 May 2015

Representatives of Shropshire Council's Health and Adult Social Care Scrutiny Committee commend WMAS on achievement of the priorities identified in last year's Quality Account, and agree with the priorities identified for 2015 – 2016.

They believe the Quality Account demonstrates a commitment to continuous, evidence-based quality improvement and identifies where improvements need to be made. Members felt it would be useful for the Quality Account to include comparative data from other Ambulance Services.

Members were pleased to find the report accessible and easy to read. The inclusion of a glossary is welcome but it is suggested that this be included at the very beginning of the document rather than at the end.

Members acknowledge that the challenge of meeting rural targets will never go away. The efforts of WMAS in providing measures to mitigate this are positive. Members concurred with the prioritisation of patient experience and outcome over targets.

Members would like to thank the Trust for its generosity in officer time, information dissemination, and candour in responding to requests from the Committee. They have requested 3 monthly updates on progress on the Key Performance Indicators and progress against the Quality Account priorities

The Committee looks forward to continuing working with the Trust to ensure the best possible outcomes for the people of Shropshire.

Councillor Gerald Dakin
Chairman
Health and Adult Social Care Scrutiny Committee
Shropshire Council