

Health and Adult Care Scrutiny Committee

COMMENTARY ON THE TORBAY AND SOUTH DEVON NHS FOUNDATION TRUST QUALITY ACCOUNT

Devon County Council's Health and Adult Care Scrutiny Committee has been invited to comment on the Torbay and South Devon NHS Foundation Trust's Quality Account for the year 2017/18. All references in this commentary relate to the reporting period of the 1st of April 2017 to the 31st of March 2018 and refer specifically to the Trust's relationship with the Scrutiny Committee.

The Scrutiny Committee commends the Trust on a comprehensive Quality Account for 2017-18 and believes that it provides a fair reflection of the services offered by the Trust, based on the Scrutiny Committee's knowledge.

In terms of the priorities for 2017-18 Members appreciate the work undertaken by the Trust in the last year to increase the number of patients discharged earlier in the day and to reduce delayed transfers of care and lengths of stays. Reducing delayed transfers of care has been an issue of importance to Members. The Committee notes however that the progress of the Trust in improving outpatient pathways during 2017/18 has been mixed.

The Committee fully supports the Trust's Quality Priorities for Improvement 2018-19, and expects that the Trust will continue to work on improving outpatient pathways. Members also appreciate the willingness of the Trust to learn from and act on the experiences of its local population during the winter period 2017/18.

The Committee also supports improvements to patient experience measures to reflect service users' experience of care in the integrated care organisation. Members applaud the Trust's introduction of the NHS quicker app and the priority to increase the usage across Torbay and South Devon. The Committee also supports the aim of the Trust to encourage people to become more active in managing their own health through the HOPE (help overcoming problems effectively) programme.

Members anticipate that regular information on the progress of the HOPE programme will be shared by the Trust.

The Committee welcomes a continued positive working relationship with the trust in 2018/19 and beyond to continue to ensure the best possible outcomes for Devon residents.