

## **Quality Accounts – 6 Month Update**

### **Report of the Health & Adult Care Scrutiny Members**

Please note that the following recommendations are subject to confirmation by the Committee before taking effect.
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#### **Recommendations:**

that the Committee shares the learning from the most recent meeting with health providers to inform its future work programme.

#### **Background**

Quality accounts are a mandated requirement from NHS Improvement, with a set structure, framework and content with an approval process which involves reports being laid before Parliament. Quality accounts detail quality and safety improvements from the previous year as well as planned improvements for the year to come.

On 15 May 2018 NHS providers delivered presentations to the members of the Standing Overview Group, on their Quality Accounts for 2017-18 and their priorities in terms of improvement for 2018-19. Members then raised questions with the providers surrounding their Quality Accounts. The feedback members received has been used to inform the Quality Account statements for 2017-18 which are produced by the Health and Adult Care Scrutiny Committee and sent to the providers to be incorporated into their Quality Accounts. It was agreed at the meeting on 15 May 2018 to invite providers for a 6-month review of progress against their Quality Account.

#### **Members in Attendance**

- Sara Randall Johnson (Chair)
- Marina Asvachin
- Richard Scott
- Phil Twiss
- Carol Whitton
- Andrew Leadbetter (Cabinet Member)

## **Providers**

On 19 December 2018, the following produced a summary of their Trust's Quality Account and the progress for the first 6 months of 2018/19 in meeting its priorities:

### **The Royal Devon & Exeter NHS Foundation Trust**

- Dave Thomas, Deputy Chief Nurse

#### **The Royal Devon & Exeter NHS Foundation Trust Annual Quality Account Priorities 2018/19**

- Promoting independence of patients
- Use of patient feedback
- Health and wellbeing of staff
- Patient safety programme

### **Devon Partnership NHS Trust**

- Shaun Alexander, Head of Experience, Safety and Risk
- Paul Keedwell, Director of Nursing and Practice
- Peter Flack, Deputy Director of Nursing and Practice

#### **Devon Partnership NHS Trust Annual Quality Account Priorities 2018/19**

- Reduce harm
- Suicide prevention work plan
- Monitor ligature risks at Board level
- Implement care pathways for people with Personality Disorder and 'dual diagnosis'
- Monitor the physical health of people with mental health and learning disability needs
- Implement Positive Behavioural Support in Learning Disability Services
- Open Psychiatric Intensive Care Unit
- Open interim Mother and Baby Unit
- Embed our *Together* approach

### **Northern Devon Healthcare NHS Trust**

- Darryn Allcorn, Chief Nurse

#### **Northern Devon Healthcare NHS Trust Annual Quality Account Priorities 2018/19**

- Improving patient flow and managing our waiting lists
- Implementing integrated governance
- Strengthening the training and appraisal processes

## **South Western Ambulance Service NHS Foundation Trust**

- Sharifa Hashem, Patient Engagement Manager
- Neil Grigg, Operation Officer
- Alex Willcocks, Operation Officer

### **South Western Ambulance Service NHS Foundation Trust Annual Quality Account Priorities 2018/19**

- Clinical Effectiveness - clinical triage within the Clinical Hubs
- Patient Safety - development of Always Events for an identified patient group
- Patient Experience - to better understand the experiences and particular needs of Mental Health patients using the 999 service

## **South Devon NHS Foundation Trust**

- Susan Martin, Associate Director

### **South Devon NHS Foundation Trust Annual Quality Account Priorities 2018/19**

- To understand, learn from and act on the experiences of our local population using our services during the winter period 2017/18
- To improve the way inpatient sepsis is recorded on the wards to enable improved identification and treatment of ward-based sepsis
- To redesign outpatients to make these services more patient-centred and use resources effectively
- NHS Quicker – improve its visibility and use
- HOPE: Wellbeing and supported self-management

## **Issues Identified by Members**

The following issues were identified by members during their discussion with providers:

- Technology – The use of technology and potential to utilise further.
- Delayed Transfers of Care (DTCOC) - Issues surrounding the availability of domiciliary care is a significant factor in terms of DTCOC. The County Council is working the CCG on a workforce plan in terms of recruitment and retention.
- Mental Health - Destigmatisation of mental health and positive framework around mental health.
- Suicide - Concern that Devon has one of the highest suicide rates in the country. Suicide prevention is an STP wide plan, which needs to join up fully with third sector.
- Transitions - The need to significantly improve the transitions process from Child and Adolescent Mental Health Services to Adult Mental Health.
- Agency Medical Staff – Working for an agency is attractive for some medical staff in terms of flexibility and pay.
- Prevention – The need to wrap services around the community in a preventative way to minimise those coming through the front door.
- Volunteers – The importance of the third sector. Value that volunteers can bring to the system, and work that is undertaken to engage with them.
- Staff Retention and Recruitment – The quality of care for people is fundamental. It is therefore essential that there is a system wide response to addressing issues relating to staff retention and recruitment.
- Blue Lights / Sirens Use - Emergency services are now using blue lights and sirens in a far more intelligent way.
- Defibrillators - The enormous benefit to communities of defibrillators.
- Sepsis – There is a need to replicate Adult Sepsis Screening online. Nationally most hospitals have currently not got the right IT to audit this data, as currently having to do this manually.

## **Conclusion**

The Committee thanked providers for attending this 6-month review and recognised the work they are undertaking to develop and sustain a culture of continuous improvement to the quality of health services in the County ensuring that the patients are always at the centre of the process.

### **Councillor Sara Randall Johnson, Chair Health & Adult Care Scrutiny Committee**

Electoral Divisions: All

Local Government Act 1972

List of Background Papers

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<b><u>Background Paper</u></b>	<b><u>Date</u></b>	<b><u>File Ref</u></b>
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Nil

There are no equality issues associated with this report