

Quality Accounts – Annual 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.

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 2018-19 and their priorities in terms of improvement for 2019-20. 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 2018-19 which are produced by the Health and Adult Care Scrutiny Committee and sent to the providers to be incorporated into their Quality Accounts. This annual review follows on from a 6-month review of progress against the NHS providers' Quality Accounts that was undertaken on 19th December 2018.

Members in Attendance

- Sara Randall Johnson (Chair)
- Andrew Saywell
- Richard Scott
- Jeff Trail
- Phil Twiss
- Carol Whitton
- Hilary Ackland (member of the Health and Wellbeing Board)

Providers

On 14 May 2019, the following produced a summary of their Trust's Quality Accounts of 2018/19:

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

Priorities 2019/20

- Patient's Experience at Night
- Ensuring patients only spend as long within any stage of the care pathway that adds value to them
- Reducing the Trust's need for and dependence on temporary staffing
- Safety Programme

Devon Partnership NHS Trust

- Chris Burford, Interim Director of Nursing

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

Priorities 2019/20

- Improvements in physical health of people using our services, for example smoking and obesity
- Working towards zero restraint and seclusion in inpatient services
- Working towards every person in our inpatient services feeling sexually safe
- Working towards zero violence in our inpatient services
- Move towards zero admissions to acute inpatient wards outside their local area
- Work towards zero suicides
- Move towards elimination of waiting lists above national & local targets.

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

Priorities 2019/20

- To further promote patient involvement and feedback
- To promote staff health and wellbeing
- To improve discharge communication and effectiveness

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

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

Priorities 2019/20

- Clinical Effectiveness – improving treatment of cardiac arrests
- Patient Safety – development and implementation of a mortality review process
- Patient Experience - continuing development of Always Events for an identified patient group

South Devon NHS Foundation Trust

- Susan Martin, Associate Director

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

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

Priorities 2019/20

- Implementation of commissioned electronic prescribing and medicines administration programme
- Roll out of a community IT integrated clinical system
- Improve the Carers' experience for themselves and their families receiving care

Issues Identified by Members

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

- End of Life Care – The importance of continued work to improve end of life care
- Targets – Concern that some performance targets used can have a detrimental impact on healthcare provision
- Mental Health of Staff – The need for healthcare providers to promote best practise in the mental health care of their staff
- Loneliness – There is increased recognition of loneliness and social isolation as significant contributory factors to adverse health outcomes. The Health & Adult Care Scrutiny Committee has included loneliness as an issue within its work programme.
- Relationship with Private Sector – While a strong relationship with the private sector is beneficial, it is vital that strong accountability is maintained
- Collaboration with other Healthcare Providers – Healthcare can be improved with further communication and work between the different providers
- Use of Data – The compiling and analysis of patient data is crucial to the successful observation of patient patterns and subsequent treatment
- Defibrillator Training – Members welcome further defibrillator training being rolled out.
- Ambulance Service working with Fire Service – The County Council encourages the healthy relationship between the Ambulance and Fire Service, particularly the Fire Service being trained in medical care
- Mental Health work with DCC – Members welcome collaboration to aid in the destigmatisation of mental health and positive framework around mental health.
- Development of NHS Quicker – The Chair welcomes the further development and use of NHS Quicker

Conclusion

The Committee thanked providers for attending this annual 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

Contact for Enquiries: Dan Looker / Tel No: (01392) 382232

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

There are no equality issues associated with this report