

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON TEES ESK AND WEAR VALLEYS NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2018/19

The Committee welcomes Tees, Esk and Wear Valleys NHS Foundation Trust's Quality Account 2018/19 and the opportunity to provide comment on it. The Committee are mindful of their statutory health scrutiny role and the need to demonstrate a robust mechanism for providing assurance to the residents of County Durham that health service provision is efficient and effective. The quality account process provides the Committee with one such mechanism.

The Committee has engaged with the Trust primarily in respect of the Committee's Review of Suicide Rates and Mental Health and Wellbeing in County Durham as well as undertaking in-year monitoring of the Trust's progress against Tees, Esk and Wear Valleys NHS Foundation Trust 2018/19 priorities during the course of the past year.

The Committee considers that the Quality Account is clearly set out and that progress made against 2018/19 priorities is clearly identified. Members have considered the Trust's 2018 Community Mental Health Survey results and are disappointed to see that the overall rating on care experience has declined to 66.4% compared to 70.9% in 2017 and 74.3% in 2016.

With reference to Priority 1 - Improve the Clinical Effectiveness and Patient Experience in times of transition from Child to Adult Services, the Committee welcomes the positive performance in terms of the percentage of joint agency transition plans in place for patients approaching transition from children's to adults services. In view of the below target performance for the percentage of patients who feel prepared for transitions at the point of discharge the Committee supports the retention of this priority for 2019/20.

Regarding Priority 2 – Reduce the number of preventable deaths, the Committee recommended as part of its review of suicide rates and mental health and wellbeing in County Durham that a multi-agency approach to develop learning from suicides was needed with case conferences introduced for each incident. Clearly TEWV will be involved in this process and the Committee welcome the Trust's work in this respect, particularly the commitment to participating in all regional Mental Health learning from deaths forum meetings.

In welcoming Priority 3 – Making care plans more personal, the Committee would particularly support the focus on patients' experience of care and the Trust's commitment to ensuring patients know who to contact out of office hours in a crisis episode, that they are involved in the care that they receive and that they are engaged in discussing the effectiveness of their care.

In respect of Priority 4 - Develop a Trust-wide approach to Dual Diagnosis which ensures that people with substance misuse issues can access appropriate and effective mental health services. The Committee's Review into Suicide Rates and Mental Health and Wellbeing identified the importance of having a co-ordinated approach to supporting those patients with mental health problems who are also misusing substances particularly between the health service and the criminal justice system. Members therefore support the continuation of this priority and the associated initiatives proposed for 2019/20 which aim to review the effectiveness and sustainability of dual diagnosis networks across the Trust.

The new priority identified for 2019/20 – Review our Urgent Care services and identify a future model for delivery is also welcomed. The services being examined as part of this priority, namely crisis, acute liaison and street triage are all areas which were identified in the Committee's Review into Suicide Rates and Mental Health and Wellbeing as potentially having the greatest impact upon an individual's mental health and wellbeing but which were experiencing service demand pressures. Any improvements which the Trust can deliver as part of this priority are supported.

Finally, in order to ensure that it continues to provide a robust Health scrutiny function and to provide assurances in this respect to the residents of County Durham, the Committee would request a six monthly progress report on delivery of 2019/20 priorities and performance targets in November 2019.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2018/19

The Committee welcomes County Durham and Darlington NHS Foundation Trust's Quality Account and the opportunity to provide comment on it. The Committee are mindful of their statutory health scrutiny role and the need to demonstrate a robust mechanism for providing assurance to the residents of County Durham that health service provision is efficient and effective. The quality account process provides the Committee with one such mechanism.

The Committee has engaged with the Trust on a number of issues during the course of 2018/19 including NHS England's review of specialised vascular services; Stroke Rehabilitation services; Community Hospitals; Shotley Bridge Community Hospital; Ward 6, Bishop Auckland Hospital; Durham Health and Wellbeing system plan 2019/20 and also progress against the Trust's 2018/19 Quality Account priorities.

The Quality Account is clearly set out and the Committee welcomes the positive performance set out against the 2018/19 priorities relating to patient falls; care of patients with dementia; sepsis management; end of life care and improvement against mortality indices.

The Committee has previously sought assurances from the Trust that it continues to address those actions highlighted as part of the Care Quality Commission inspection and re-inspection of the Trust which delivered a "requires improvement" judgement. The Committee is pleased to see that of the 51 actions identified for improvement by the Trust and submitted to the CQC, only 4 remain to be delivered and the Committee would support the Trust focusing on embedding and sustaining improvements in quality with the aim of achieving a "Good" rating at the next inspection.

Whilst the Committee is disappointed that the Trust has not achieved its ambitions in relation to reducing the length of time to assess and treat patients in the Emergency Department, this has proven difficult given sustained demand pressures. It is pleasing to see that there were fewer ambulance handover delays than for 2017/18.

In respect of the proposed Quality Account priorities for 2019/20, the Committee supports the continued work in respect of patient falls, dementia care and the Emergency Department. The new monitoring of compliance arrangements that are proposed in respect of maternity standards and paediatric care are welcomed. The proposed monitoring for maintenance and improvement in relation to breastfeeding, smoking in pregnancy and 12 week maternity booking will undoubtedly contribute to the Joint Health and Wellbeing Strategy objective that "every child has the best start in life."

In summary, it is considered from the information received from the Trust that the identified priorities for 2019/20 are a fair reflection of healthcare services provided by the Trust and the Committee note the progress made against the 2018/19 priorities.

Finally, in order to ensure that it continues to provide a robust Health scrutiny function and assurances in this respect to the residents of County Durham, the Committee would request a six monthly progress report on delivery of 2019/20 priorities and performance targets in November 2019.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON NORTH EAST AMBULANCE SERVICE NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2018/19

The Committee welcomes North East Ambulance Service (NEAS) NHS Foundation Trust's Quality Account and the opportunity to provide comment on it. The Committee are mindful of their statutory health scrutiny role and the need to demonstrate a robust mechanism for providing assurance to the residents of County Durham that health service provision is efficient and effective. The quality account process provides the Committee with one such mechanism.

The Committee has engaged with the Trust on a number of issues during the course of 2018/19 including the National Ambulance Response programme; NEAS performance across County Durham; the impact upon NEAS of NHS England's Review of Specialised Vascular Services across the North East; the role of the NHS 111 Service in signposting patients to appropriate services within the context of access to GP services and its progress against the 2018/19 Quality Account priorities.

The Committee considers that the Quality Account is clearly set out and acknowledges up front that performance during 2018/19 has again been challenging, set against a context of a considerable increase in demand for the service both regionally and nationally.

In commenting upon the progress against priorities for 2018/19, the Committee congratulates the Trust on fully achieving priorities regarding the early recognition and treatment of sepsis; Cardiac Arrest and the development of appropriate response measures for patients who fall. The Committee notes that the Trust has partially met its 2018/19 priority in respect of improving the care of patients with mental health needs through improving staff knowledge and skills. The development of a Mental Health Strategic Improvement Plan is welcomed and the Committee is pleased to see this area continue as a priority for 2019/20.

The Committee continue to be concerned about the Trust performance across County Durham in comparison to Trust wide performance and have asked for regular updates on localised performance back to the Committee as the new National Ambulance Response programme targets are embedded across the organisation. The Committee is pleased to note that the Trust has the highest level of performance for Category 1 incidents and above national target performance for Category 2 incidents. The Committee have been advised of measures proposed to improve response standards further and also ensure that responses are appropriate. The Committee will continue to monitor progress in this respect.

The Committee consider that from the information received from the Trust, the identified priorities for 2019/20 are clearly expressed and will contribute to improvements in the healthcare system generally.

Finally, in order to ensure that it continues to provide a robust Health scrutiny function and assurances in this respect to the residents of County Durham, the Committee will continue to receive and consider performance overview information. As in previous years, the Committee would request a six monthly progress report on delivery of 2019/20 priorities and performance targets in November 2019.