

Adults Wellbeing and Health Overview and Scrutiny



3 July 2013

NHS Quality Accounts 2012-13 Adults Wellbeing and Health OSC Responses

Report of Lorraine O'Donnell, Assistant Chief Executive

1. Purpose of the Report

- 1.1 To inform members of the Adults Wellbeing and Health Overview and Scrutiny Committee of the responses made on behalf of the Committee in respect of NHS Partners' Draft Quality Accounts 2012/13.

2 Background

- 2.1 At its meeting held on 15 April 2013, the Adults, Wellbeing and Health Overview and Scrutiny Committee considered a report detailing proposals to respond to Draft Quality Accounts for 2012/13 from:-

- County Durham and Darlington NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust
- North East Ambulance Service

- 2.2 The Health Act 2009 requires the NHS Foundation Trusts to publish an annual Quality Account report. The purpose of the Quality Account report is for each of the Trusts to assess quality across all of the healthcare services they offer by reporting information on 2012/13 performance and identifying priorities for improvement during the forthcoming year and how they will be achieved and measured.

3 Draft Quality Accounts

- 3.1 Draft Quality Accounts documents were received as follows:-

Foundation Trust	Date Received
North East Ambulance Service NHS Foundation Trust	26 April 2013
County Durham and Darlington NHS Foundation Trust	24 April 2013
Tees Esk and Wear Valleys NHS Foundation Trust	19 April 2013

- 3.2. The Draft Quality Accounts' priorities for the three Trusts were considered at the Committee's meeting held on 15 April 2013 and it was agreed that, given that the County Council would hold all out elections on 2 May 2013 and would not appoint Committee members until the Annual Meeting of the Council to be held on 22 May 2013, comments made at that meeting be developed into formal responses to the Quality Accounts.
- 3.3 Responses to the documents were drafted on behalf of the Committee, signed off by the Chairman and sent to the respective organisations. A copy of each response is appended to this report.
- 3.4 All responses were submitted to the respective NHS Organisations within the statutory deadlines set out in legislation.

4. Recommendations

- 4.1 Members of the Adults Wellbeing and Health Overview and Scrutiny Committee are asked to note the report and endorse the responses to NHS Organisations' draft Quality Accounts contained therein.

Background Papers

NHS Quality Accounts Report to Adults Wellbeing and Health Overview and Scrutiny Committee – 15 April 2013

County Durham and Darlington NHS Foundation Trust Draft Quality Account 2012/13

Tees, Esk and Wear Valleys NHS Foundation Trust Draft Quality Account 2012/13

North East Ambulance Service Draft Quality Account 2012/13

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Appendix 1: Implications

Finance – None.

Staffing - None

Equality and Diversity - None

Accommodation – None.

Crime and Disorder – None.

Human Rights – None

Consultation – The Adults Wellbeing and Health Overview and Scrutiny Committee have been invited to comment on the NHS Foundation Trust Draft Quality Accounts documents 2012/13 as outlined in this report.

Procurement – None

Disability Discrimination Act – None

Legal Implications – This report has been produced to reflect the requirements of the Health Act 2009.

**DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH
OVERVIEW AND SCRUTINY COMMITTEE****COMMENTS ON COUNTY DURHAM AND DARLINGTON NHS
FOUNDATION TRUST QUALITY ACCOUNT FOR 2012/13**

The Committee welcomes County Durham and Darlington NHS Foundation Trust's Quality Accounts and the opportunity to provide comment on it. This is the fourth year the Committee has provided comment and acknowledge progress by the Trust towards delivery of their priority areas for 2012/13.

The Committee welcomes the priorities linked to the improvement of the discharge process for patients including closer liaison between acute and community services, the timeliness of discharge summaries being completed and improved patient experience post-discharge to reduce avoidable re-admissions to hospital.

The Committee has engaged in the Trust's Review of Hyper Acute Stroke services and supported the recommendation to centralise all such services at UHND. The Committee has received update reports which set out the improvements that have been derived from the implementation of these recommendations. It is pleasing to note that this issue continues to be a priority for the Trust and that continued improvements in performance and patient experience will be sought in this respect.

The Committee also notes the Quality Account priority to reduce the length of time to assess and treat patients in Accident and Emergency departments. In undertaking this work, the Committee would seek assurances that the Trust will work closely with the North East Ambulance Service to improve performance in respect of accessing A/E services and to reduce the incidence of "ambulance stacking" outside A/E Departments that has been subject to recent adverse press coverage.

The Committee also notes the work that the Trust has undertaken in reviewing its Clinical Strategies and looks forward to continued engagement and joint working on this issue over the coming year.

To conclude, the Committee agree that from the information received from the Trust, including the identified priorities for 2013/14 are a fair reflection of healthcare services provided by the Trust and note the progress made against the 2012/13 priorities. In addition, the Committee request to receive a six monthly progress report on delivery of 2013/14 targets.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON NORTH EAST AMBULANCE TRUST QUALITY ACCOUNT FOR 2012/13

The Committee welcomes North East Ambulance Service NHS Foundation Trust's Quality Account and the opportunity to provide comment on it.

Whilst the Committee acknowledges the Trust's desire to co-ordinate engagement of local authorities' responses to their Quality Account via the Regional Joint Health Scrutiny Committee, it wishes to place on record its views regarding issues around Accident and Emergency response performance and also waiting times/queuing at Accident and Emergency departments.

The Committee particularly welcomes the following priorities for the coming year :-

- Work with the acute trusts to reduce the impact of hospital turnaround delays. In order to ensure a positive, safe patient experience and prevent adverse effects on clinical outcomes due to delays to further hospital assessment and treatment,
- To introduce an appointment based Patient Transport Service through 2013/14, across entire NEAS area'.

The Committee have taken an active role in the Trust's consultation around Reconfiguration of the Accident and Emergency Ambulance Service and representations have been made around the proposals and their potential impact particularly on rural ambulance provision. County Durham is one of the areas where performance for Category A&8 responses are below target and it is essential that this performance improves. These concerns within County Durham, particularly the Durham Dales continue and the Committee would seek assurances that any proposals to change existing arrangements within this area should not proceed without full and formal public consultation. The Committee awaits with interest the results of the recent evaluation activity undertaken within the Durham Dales to assess the effectiveness of current arrangements.

The Committee notes the proposed work to be undertaken in addressing hospital turnaround delays/ ambulance queuing at Accident and Emergency Departments and would support all steps taken in conjunction with relevant hospitals' Trusts to reduce the delays experienced by some patients being treated at Accident and Emergency Departments.

To conclude, the Committee agree that from the information received from the Trust that the identified priorities are a fair reflection of healthcare services provided by the Trust. In addition, the Committee request that a six monthly progress report on delivery of 2013/14 targets be provided.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON TEES ESK AND WEAR VALLEY'S NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2012/13

The Committee welcomes Tees, Esk and Wear Valley's NHS Foundation Trust's Quality Accounts and the opportunity to provide comment on it. This is the fourth year the Committee has provided comment and acknowledge progress by the Trust towards delivery of their priority areas for 2012/13.

Durham County Council's Adults Wellbeing and Health OSC Chair and lead Scrutiny officer have attended stakeholder workshops during 2012/13 and engaged in the Quality Accounts process. To this end we welcome the early opportunity to examine key issues identified during 2012/13 and also consideration of draft priorities for 2013/14.

In considering the priorities for 2013/14, the Committee welcomes all of the identified priorities which seek to build on the work commenced by the Trust in reviewing its Care Programme approach, particularly those proposals to continue to engage with service users and carers/families. The Committee has previously emphasised the importance of service users and carers/families being actively engaged in this process, and it is encouraging that the way in which the Trust communicates services to these stakeholders remains a priority.

The Committee previously welcomed proposals "to develop broader liaison arrangements with Acute Trusts around physical health needs of mental health patients" and would seek the continuance of this work.

One area of concern identified by the Committee for consideration as part of its 2013/14 work programme is the incidence of suicides within County Durham. Members have noted a key action identified within the Durham County Council Council Plan to "develop and Implement a multi-agency Public Mental Health and Suicide prevention strategy for County Durham" and see the Tees Esk and Wear Valley NHS Foundation Trust as a key partner in this activity.

To conclude, the Committee agree that from the information received from the Trust, including the identified priorities for 2013/14 are a fair reflection of healthcare services provided by the Trust and note the progress made against the 2012/13 priorities. In addition, the Committee request to receive a six monthly progress report on delivery of 2013/14 targets.

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