

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2015/16

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 2015/16 including the development of the Trust's Clinical Strategy; the Trust's Care Quality Commission inspection results and associated action plan and also the temporary closure of a ward at the Richardson Hospital, Barnard Castle and the implications of this for the Trust.

The Committee notes the ongoing focus on the seven key projects which are at the heart of the Trust's 2016/17 plans to improve the quality of services offered to patients within the Quality Account, noting that they are aligned to the Trust's vision for services Right First Time Every Time. The Committee will follow with interest the projects and will again seek updates from the Trust on such progress throughout the course of the year.

The Committee considers that the Quality Account is clearly set out and acknowledges up front that performance during 2015/16 has been challenging, set against a context of a considerable increase in demand particularly in respect of emergency admissions. Progress made against 2015/16 is clearly identified and, where priorities have not been achieved, either wholly or in part, there are explanations given. In particular, the Committee welcomed the development of the Dementia pathway and the audit of compliance; the work undertaken in respect of nutrition and hydration recording/audit and also end of life care.

The Committee notes and welcomes the continuation of patient falls reduction in both acute and community settings as a Trust priority and the roll out of 1 to 1 falls supervision guidelines initiative reported to the Committee.

The Trust's failure to meet average national performance against the staff survey to determine the percentage of staff who would recommend the provider to friends or family needing care is also worrying. In view of this, the Committee welcomes the continuation of the Trust's stated priority to show improvement in this area to bring the Trust in line with the National average by 2017-18 and also to increase or maintain friends and families response rates.

In respect of the 2016/17 priorities, the Committee continue to have concerns about hospital turnaround delays/ ambulance queuing at Accident and Emergency Departments. The Committee welcomes the continued priority to reduce the length of time to assess and treat patients in Accident and Emergency departments and

would also like to see further improvements in reducing the length of time for ambulance services to hand over patients to emergency departments. The Committee have raised this latter issue in its response to the NEAS draft Quality Account also. The Committee would also ask why the default position for patients attending Accident and Emergency departments appears to require the insertion of a canula.

In considering the work proposed in respect of reducing 28 day readmissions to hospital, the Committee have highlighted the importance of effective discharge processes; the availability of accurate associated patient notes/information and the need for a whole system approach to patient record management and sharing across the NHS.

The inclusion of new indicators/priorities regarding maternity standards and paediatric care are welcomed as maternity services has featured highly in the Committee's work over the past year, whilst breastfeeding and smoking in pregnancy have also been examined by the Council's Children and Young Peoples Overview and Scrutiny Committee.

In summary, the Committee agree that from the information received from the Trust, the identified priorities for 2016/17 are a fair reflection of healthcare services provided by the Trust and note the progress made against the 2015/16 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 2016/17 priorities and performance targets in October 2016.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON NORTH EAST AMBULANCE TRUST QUALITY ACCOUNT FOR 2015/16

The Committee welcomes North East Ambulance Service 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 2015/16 including the Trust's ambitions for emergency care; its emergency ambulance performance within County Durham, especially across the Durham Dales, Easington and Sedgefield Clinical Commissioning Group locality and the Trust's inspection by the Care Quality Commission.

The Committee considers that the Quality Account is clearly set out and acknowledges up front that performance during 2015/16 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 Quality Account, the Committee:-

- note that whilst the Trust has missed its targets for Priority 1, reducing conveyance rates to Emergency Departments, it has actually reduced the volume of such conveyances by over 5000;
- are very pleased with the work undertaken within the Trust to address Priority 3 to put "staff and their welfare at the heart of patient care" particularly in respect of staff recruitment initiatives, training and retention. The Committee welcomes the reduction in the Trust's paramedic vacancy gap together with the Mind Blue Light Campaign to challenge mental health stigma and promote positive wellbeing within the service;
- note that whilst performance has improved in reducing the longer turnaround times of over 60 and 120 minutes, the % of hospital turnarounds completed within 30 minutes has deteriorated by over 10%.

The Committee continue to have concerns about hospital turnaround delays/ ambulance queuing at Accident and Emergency Departments and emphasise the importance of this work as a key factor in improving red incidents response times. Evidence received during some of the Committee's meetings during the past year indicates that ambulance response times within County Durham remain well below national targets and the Trust average and that this is in a lot of cases due to the length of time taken within University Hospital North Durham A&E department to handover patients.

The Committee consider that from the information received from the Trust, the identified priorities for 2016/17 are clearly expressed and will contribute to improvements in the healthcare system generally. However, members are disappointed to see that the 2016/17 priorities do not include proposals that are aimed at addressing the ongoing difficulties in respect of hospital turnaround times and the impact of this on response times for Category Red calls. This issue is of particular concern within County Durham and one that Committee is highlighting within its responses to both NEAS and County Durham and Darlington NHS Foundation Trusts' draft Quality Accounts.

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 2016/17 priorities and performance targets in October 2016.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON TEES ESK AND WEAR VALLEYS NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2015/16

The Committee welcomes Tees Esk and Wear Valleys 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 2015/16 including the review of Inpatient Dementia Wards serving County Durham and Darlington; the North East and Cumbria learning disability fast track project and the Trust's Care Quality Commission inspection results and associated action plan.

The Committee considers that the Quality Account is clearly set out and acknowledges up front that performance during 2015/16 has been challenging, set against a context of a considerable increase in demand for services. Progress made against 2015/16 is clearly identified and the Committee congratulates the Trust on achieving against all of its Quality Account priorities for 2015/16 and delivering against targets for its Care Programme approach; Clinical Audits, Average length of stay for adult mental health services and delayed transfers of care.

In considering those quality metrics where the Trust has missed its target, the Committee are particularly concerned in respect of unexpected deaths, given that suicide prevention training was an identified priority for 2015/16. The Committee has identified mental health and suicides as a potential review topic within its 2016/17 work programme and would welcome the Trust's input into this work.

In respect of complaints handling, members noted that 78.8% complaints were satisfactorily resolved against a target of 90% which, whilst below target, is the best reported position since 2012/13. The Committee notes that performance in this respect across Durham and Darlington is even higher at 88%.

The Committee welcome all of the 2016/17 priorities identified within the draft Quality Account and in respect of the nicotine replacement programme and smoking cessation service, members feel that the trust should ensure that this priority covers staff as well as service users, but note the difficulty experienced by the Trust in obtaining accurate baseline figures for staff smoking.

In summary, the Committee agree that from the information received from the Trust, the identified priorities for 2016/17 are a fair reflection of healthcare services provided by the Trust and note the progress made against the 2015/16 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 2016/17 priorities and performance targets in October 2016.