

Adults Wellbeing and Health Overview and Scrutiny



7 July 2017

NHS Quality Accounts 2016-17 Adults Wellbeing and Health OSC Responses

Report of Lorraine O'Donnell, Director of Transformation and Partnerships

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 Foundation Trust Draft Quality Accounts 2016/17.

2 Background

- 2.1 At its meeting held on 3 April 2017, the Adults, Wellbeing and Health Overview and Scrutiny Committee considered a report detailing proposals to respond to Draft Quality Accounts for 2016/17 from:-

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

- 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 2016/17 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	7 April 2017
Tees Esk and Wear Valleys NHS Foundation Trust	13 April 2017
County Durham and Darlington NHS Foundation Trust	24 April 2017

- 3.2. The Draft Quality Accounts' priorities for the three Trusts were circulated electronically to the membership of the Committee and comments invited thereon.
- 3.3 Responses to the documents were drafted on behalf of the Committee, signed off by the Statutory Scrutiny Officer and sent to the respective organisations. A copy of each response is attached 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 – 3 April 2017

County Durham and Darlington NHS Foundation Trust Draft Quality Account 2016/17

Tees, Esk and Wear Valleys NHS Foundation Trust Draft Quality Account 2016/17

North East Ambulance Service Draft Quality Account 2016/17

**Contact: Stephen Gwilym, Principal Overview and Scrutiny Officer Tel:
03000 268140
E-mail : stephen.gwilym@durham.gov.uk**

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 2016/17 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 NORTH EAST AMBULANCE SERVICE NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2016/17

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 2016/17 including the post implementation progress in respect of Durham Dales, Easington and Sedgefield CCG'S A&E Ambulance Service Review; the NEAS Care Quality Commission inspection findings and the implications for NEAS of the NHS Sustainability and Transformation Plans and any potential service developments/variations arising therefrom.

The Committee considers that the Quality Account is clearly set out and acknowledges up front that performance during 2016/17 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 the effort of NEAS workforce in providing the best possible patient care has been recognised, particularly across frontline staff and echoed in the positive results from patient feedback;
- Welcomes the significant progress made by the Trust in filling Paramedic staffing vacancies, acknowledging the work undertaken with local universities to ensure that NEAS reached full establishment in April 2017;
- Acknowledges the positive outcomes from the Emergency Medical Response Pilot in respect of life-threatening calls – an initiative that has had significant benefits for residents of County Durham through the close working of NEAS and County Durham and Darlington Fire and Rescue Service.

The Committee have during the past year expressed their concerns at the Trust performance across County Durham in respect of ambulance response times which remain well below national targets and the Trust average, and have asked for further information to be presented to a future meeting of the Committee. The Committee would like to take this opportunity to repeat this request.

The Committee would also take the opportunity to reflect upon the draft NHS Sustainability and Transformation Plans announced during 2016/17. Members are aware that there may be proposals arising from these plans which could impact upon acute hospital services across the region and also the ability of NEAS to meet ambulance response targets.

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.

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 2017/18 priorities and performance targets in November 2017.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON TEES ESK AND WEAR VALLEYS NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2016/17

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 2016/17 including the review of Inpatient Dementia Wards serving County Durham and Darlington and associated mitigation plans for the reimbursement of additional travelling costs; the work of TEWV in respect of suicide prevention and mental health and wellbeing as part of a detailed scrutiny review and also the implications for TEWV of the NHS Sustainability and Transformation Plans and any potential service developments/variations arising therefrom.

The Committee considers that the Quality Account is clearly set out and that progress made against 2016/17 priorities is clearly identified. The Trust has made significant progress against these priorities and the continuing commitment to the development of phase 2 of the Recovery Strategy; training for staff in respect of Nicotine Management and the continuation of work to support the transition from child to adult services in 2017/18 is to be welcomed.

In considering those quality metrics where the Trust has missed its target, the under-performance in respect of patient falls per 1000 admissions is noted. The identification of this issue within Priority 5 for 2017/18 – Reduce the occurrences of serious harm resulting from inpatient falls is therefore welcome. The Committee is also pleased to see the reduction in the number of unexplained deaths classed as a serious incident per 10,000 open cases.

The Committee acknowledges all of the 2017/18 priorities identified within the draft Quality Account and agrees that from the information received from the Trust, the identified priorities for 2017/18 are a fair reflection of healthcare services provided by the Trust. We note the progress made against the 2016/17 priorities but wish to make a specific comment in relation to the 2017/18 Priority 2 – Ensure that we have safe staffing in all our services. As part of the Committee's Review of Suicide rates and mental health and wellbeing in County Durham, evidence has pointed to concerns amongst service users who have experienced problems when trying to access Crisis services and accordingly any work undertaken by the Trust as part of Priority 2 in respect of crisis service provision is to be welcomed.

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 2017/18 priorities and performance targets in November 2017.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2016/17

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 2016/17 including Durham Dales, Easington and Sedgefield CCG's Review of Urgent Care services, the temporary closure of an inpatient ward at Shotley Bridge Hospital, Community hospitals and community health provision and the Trust's Improvement Action plan developed in response to the 2016 CQC Inspection of the FT.

The Quality Account is clearly set out and we note the positive performance by the Trust in meeting the majority of its declared Quality Account ambitions during the last year. It is pleasing that for those ambitions that have not been achieved, for the most part an improvement in performance during the year has been demonstrated. Within the Trust hospitals data there has been a reduction in avoidable grade 2 and 3 pressure area damage which represents a significant improvement on previous performance and is attributed to targeted education and audit on prevention and recognition of pressure ulcers.

During the past year, the Committee has considered the improvements identified within the Trust's CQC Inspection Improvement plan and commend and fully endorse the actions taken by the Trust to improve quality and performance within the organisation.

Members have also considered the number of "never events" which occurred within the Trust during 2016/17 and whilst these are unacceptable, the Trust have acknowledged them within the Quality Account, provided an explanation for the events and also highlighted the learning from them that has been shared throughout the organisation to prevent such occurrences in the future.

In respect of the 2017/18 priorities, the continuation of the work by the Trust to reduce length of time to assess and treat patients in Accident and Emergency department is welcomed. The proposed new priorities in respect of maternity standards and Paediatric care are also supported particularly regarding the work proposed for breastfeeding and smoking in pregnancy.

The Committee has also reflected upon the draft NHS Sustainability and Transformation Plans announced during 2016/17. Members are aware that there may be proposals arising from these plans which could impact upon acute hospital services across the region including County Durham and Darlington NHS Foundation Trust and look forward to continued engagement with the Trust on any such issues.

In summary, it is considered from the information received from the Trust that the identified priorities for 2017/18 are a fair reflection of healthcare services provided by the Trust and note the progress made against the 2016/17 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 2017/18 priorities and performance targets in November 2017.