

Adults Wellbeing and Health Overview and Scrutiny

6 July 2018



NHS Quality Accounts 2017-18 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 2017/18.

2 Background

- 2.1 At a special meeting held on 9 May 2018, the Adults, Wellbeing and Health Overview and Scrutiny Committee considered a report detailing proposals to respond to Draft Quality Accounts for 2017/18 from:-

- Tees, Esk and Wear Valleys NHS Foundation Trust
- County Durham and Darlington 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 2017/18 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
Tees Esk and Wear Valleys NHS Foundation Trust	16 April 2018
County Durham and Darlington NHS Foundation Trust	18 April 2018
North East Ambulance Service NHS Foundation Trust	20 April 2018

- 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 Special Adults Wellbeing and Health Overview and Scrutiny Committee – 9 May 2018

County Durham and Darlington NHS Foundation Trust Draft Quality Account 2017/18

Tees, Esk and Wear Valleys NHS Foundation Trust Draft Quality Account 2017/18

North East Ambulance Service Draft Quality Account 2017/18

**Contact: Stephen Gwillym, Principal Overview and Scrutiny Officer Tel:
03000 268140
E-mail : stephen.gwillym@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 2017/18 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 TEES ESK AND WEAR VALLEYS NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2017/18

The Committee welcomes Tees, Esk and Wear Valleys NHS Foundation Trust's Quality Account 2017/18 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 2017/18 including undertaking a post implementation examination following the review of Inpatient Dementia Wards serving County Durham and Darlington and associated mitigation plans for the reimbursement of additional travelling costs; the service reconfigurations arising from structural issues at Roseberry Park, Middlesbrough; the development of an Accountable Care Partnership and the merger of mental health rehabilitation services for adults into Willow Ward, West Park, Darlington.

The Committee considers that the Quality Account is clearly set out and that progress made against 2017/18 priorities is clearly identified. The Trust has made significant progress against these priorities and the Committee welcome the completion of 35 of the 37 actions identified by the Trust under the 5 priorities. Of the 2 actions that are reported as having been missed, the Committee acknowledge that:-

- (i) In respect of the preventable deaths priority and training carried out in relation to leave and time away from the ward, the action has not been achieved because real time data for compliance is not yet available from the Trust's IT systems. However, the Committee are assured that this will be addressed during 2018/19;
- (ii) In respect of the transitions priority, the production of an evaluation report of the implementation of the new transitions protocol has been delayed and will not now be completed until the end of June 2018.

In considering those quality metrics where the Trust has missed its target, the Committee note that the percentage of patients who reported "yes-always" to the question "do you feel safe on the ward" for the Durham and Darlington locality whilst below the Trust-wide target is the closest to target at 69.5%. The Committee is however concerned that there appears to be a contradiction between this safety metric and the percentage of patients who reported their overall experience as excellent or good (90.38%).

The Committee is satisfied that whilst Trust-wide the average length of stay for patients in mental health services for older people assessment and treatment wards is below target and is largely due to failings in respect of delayed transfers of care, this is not the case across County Durham.

The Committee acknowledges all of the 2018/19 priorities identified within the draft Quality Account and agrees that from the information received from the Trust, they are a fair reflection of healthcare services provided by the Trust. The Committee are particularly pleased to see that the Trust is to 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 move to more personalised care plans is also supported by the Committee.

During consideration of the progress made against the Trust's 2017/18 Quality Account priorities and performance metrics, the Committee have sought assurances that robust improvement action plans are in place to improve those below target metrics and would welcome sight of these plans in due course.

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 2018/19 priorities and performance targets in November 2018.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2017/18

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 2017/18 including maternity services at Darlington Memorial Hospital; inpatient bed reductions at Richardson Hospital, Barnard Castle, Weardale Hospital, Stanhope and Sedgefield Community Hospital; community health services; winter pressures and the work of the local A&E Delivery board; the review of stroke rehabilitation services; the Trust's CQC Re-inspection report and action plan and the County Durham Integrated Care Partnership and the development of teams around patients.

The Quality Account is clearly set out and the Committee noted the positive performance set out within the document in respect of care of patients with dementia; patient safety incidents resulting in severe injury or death; the introduction of new local patient safety standards; end of life care and the proposed introduction of consultant paediatric clinics in GP surgeries.

During previous years, the Committee has considered the improvements identified within the Trust's CQC Inspection Improvement plan and commended the actions planned by the Trust to improve quality and performance within the organisation. Members are therefore concerned that the recent re-inspection report from the Care Quality Commission reaffirmed a "requires improvement" judgement. To this end, the Committee would seek assurances that the Trust continues to place the highest importance on delivering the required levels of improvements across its services and that this is reflected within ongoing priorities for the Trust for 2018/19 and beyond.

The Committee has also requested further information to be brought back to future meetings in respect of the work being done by the Trust regarding the treatment of Sepsis as well as the numbers of planned/elective surgery procedures that were cancelled due to pressures within the Trust in respect of urgent and emergency care.

In summary, it is considered from the information received from the Trust that the identified priorities for 2018/19 are a fair reflection of healthcare services provided by the Trust and the Committee note the progress made against the 2017/18 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 2018/19 priorities and performance targets as well as the CQC Re-inspection action plan in November 2018.

DURHAM COUNTY COUNCIL ADULTS WELLBEING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON NORTH EAST AMBULANCE SERVICE NHS FOUNDATION TRUST QUALITY ACCOUNT FOR 2017/18

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 and Urgent Care Review; the National Ambulance Response programme; NEAS performance across County Durham; the impact upon NEAS on the Sunderland and South Tyneside NHS Partnership Path to Excellence programme and its progress against the 2017/18 Quality Account priorities.

The Committee considers that the Quality Account is clearly set out and acknowledges up front that performance during 2017/18 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:-

- Welcomes the steps taken by the Trust in the early identification of sepsis amongst its patients, noting that performance in terms of compliance with Sepsis Care Bundle performance is above target. The Committee would suggest that this target should be further stretched for 2018/19;
- Supports the work to undertake regular audits of ambulance waits to determine whether the patient came to any harm whilst noting that average job cycle times have almost doubled from 52 minutes in 2006 to 1 hour 43 minutes in 2018;
- Acknowledges that the development and implementation of a safeguarding tool to support clinicians' decision making has been delayed, although members are pleased that the appropriateness of safeguarding referral is 100% across the Trust and that the accuracy of referral is improving within the Trust as a result of shared learning via staff training.

The Committee continue to be concerned at the Trust performance across County Durham in comparison to Trust wide performance and have asked for regular updates back to the Committee as the new National Ambulance Response programme targets are embedded across the organisation. The previously identified issue of the increase in the duration of job cycle times coupled with the increase in the number of patients with complex health needs and conditions being seen by NEAS staff is noted as a potential contributing factor to this.

The Committee would also take the opportunity to reiterate their concerns regarding the potential impact upon NEAS response times of any service change proposals arising from NHS Sustainability and Transformation Plans which could impact upon acute hospital services across the region and seek assurances that NEAS will ensure its continued input into such plans.

The Committee consider that from the information received from the Trust, the identified priorities for 2018/19 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 2018/19 priorities and performance targets in November 2018.