

Adult Social Care and Health Overview and Scrutiny Committee

24 May 2012

Quality Accounts - South Warwickshire Foundation Trust and University Hospitals Coventry and Warwickshire

Recommendations

- (1) That the Committee agree the response of the Quality Account Task and Finish Group on:
- the South Warwickshire Foundation Trust Quality Account for 2011-12 as set out in Appendix A.
 - the University Hospitals Coventry and Warwickshire Quality Accounts for 2011-12 as set out in Appendix B.

1.0 Key Issues

- 1.1 The Quality Account Task and Finish Group was set up by the Adult Social Care and Health Overview and Scrutiny Committee to consider the Quality Accounts of South Warwickshire Foundation Trust, University Hospitals Coventry and Warwickshire and the West Midlands Ambulance Trust.
- 1.2 The membership of the Task and Finish Group was Councillor Martyn Ashford, Councillor Penny Bould, Councillor Angela Warner and Councillor Claire Watson.
- 1.2 The Task and Finish Group has held two meetings to consider the three sets of Quality Accounts, A report will be considered by the Adult Social Care and Health Overview and Scrutiny Committee on 19 June 2012, setting out the responses to the Quality Accounts of:
- Coventry and Warwickshire Partnership Trust
 - George Eliot Hospital
 - University Hospitals Coventry and Warwickshire
 - West Midlands Ambulance Trust.
- 1.3 Due to the earlier timescales for completion of the Quality Accounts on Foundation Trusts, the Committee is asked to agree the response of the Task and Finish Group to the South Warwickshire Foundation Trust Quality Account set out in Appendix A.
- 1.4 The response to the Quality Account for University Hospitals Coventry and Warwickshire is also attached for consideration as Appendix B to meet that Hospital's timescales for producing their final Quality Account.

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Warwickshire County Council - Adult Social Care and Health Overview and Scrutiny Committee Commentary for South Warwickshire Foundation Trust Quality Account for 2011-12

A Task and Finish Group of the Adult Social Care and Health Overview and Scrutiny Committee considered the draft Quality Account of the South Warwickshire Foundation Trust on 14 May 2012.

The committee would wish the following points noted.

- The South Warwickshire NHS Foundation Trust Quality Report 2011-2012 was clear and easy to follow, but the final document should include the following:
 - table of contents
 - reference to the Annual Account.
- Members acknowledged the difficulty in producing comparative data with the integration of the Warwickshire Community Services into South Warwickshire Foundation Trust, and sought assurances that future Quality Account reports would include benchmarking data.
- Members welcomed the priority “to ensure that there are no single sex accommodation breaches”, which was linked to other work being carried out in the hospital, such as achieving A&E targets and reducing the number of moves between wards.
- Members welcomed the work being done towards the programme of care “Delivering Excellence in Dementia Care in Acute Hospitals”, which had been identified as a priority for the Hospital.
- The continued underperformance on Ambulance Handover was highlighted and the work being done to analyse the reasons for the changing patterns of numbers presenting to A&E (particularly by ambulance and self-referrals) was noted.
- The challenge for the Hospital continued to be the increasing numbers of elderly and frail elderly. Members highlighted the importance of health and social care working together to prevent inappropriate admissions and to shorten the length of hospital stays through prevention and reablement services.
- There needed to be more detail given in relation to pressure ulcers, with a clear distinction between inherited and hospital acquired ulcers, and giving patient numbers. The need for more emphasis to be placed on prevention of pressure ulcers was also agreed.

- Members congratulated the Hospital on the reduction in the number of hospital acquired CDiff cases.
- The information provided on Staff Experience (Page 60 of 72) on sickness and appraisal rates should be expanded to a table form to include target figures and national figures.
- Members agreed that the Quality Account should make reference to the role of Monitor in relation to performance monitoring and the results of any inspections.

Warwickshire County Council - Adult Social Care and Health Overview and Scrutiny Committee Commentary for University Hospitals Coventry and Warwickshire NHS Trust – 2011- 2012

A Task and Finish Group of the Adult Social Care and Health Overview and Scrutiny Committee considered the draft Quality Account of the University Hospitals Coventry and Warwickshire NHS Trust on 24 April 2012.

The committee would wish the following points noted.

- The task and finish group felt that the document was well presented and encouraged the use of visual aids such as ticks and crosses for ease of reference.
- Members agreed the three priorities chosen for the next year, and in particular the continued focus on pressure sores. The group agreed that the Quality Account should include:
 - the grade of pressure sore being recorded
 - a clear distinction between inherited and hospital acquired pressure sores
 - an indication of successful treatments – split between inherited and hospital acquired.
- The priority for 2012/13 – “Clinical Effectiveness – Effective Discharge from Hospital” sat well with the work of Warwickshire County Council in developing community care and virtual wards, and helping people to maintain their independence.
- Members acknowledged the work carried out by UHCW to involve patients, the public and staff. They were however, disappointed that the results of the staff survey were not included in the draft quality account again this year and referred to their comments in 2011 that the results of the staff survey were “key to our understanding of the relationship between the trust and its staff. It is understood that the results will be included in the final version but it would help if in the future the timing of the staff survey was changed to ensure that earlier drafts include the results”.
- The task and finish group welcomed the inclusion of trend and benchmarking data, although the draft Quality Account did not include any detailed information yet. The group agreed that there should also be clear narrative to indicate where there had been improvement.
- The sample for inpatient surveys was small. The group felt that the final Quality Account should include actual numbers of patients over the year and actual numbers of patients taking part in the survey.

- Members felt strongly that there needed to be a reference to access to UHCW included in the Quality Account as this had a negative impact on patients and relatives and was an issue raised consistently by elected members, patients and relatives, constituents and in-patient feedback.
- Members agreed that there needed to be an addition under the “We Care” section on bed occupancy in order to evidence any impacts of the closure of Birch Ward at Rugby St Cross in December 2011.
- Members agreed that the Quality Accounts should be expanded to include more outcomes to demonstrate the benefits of the work and improvements carried out by UHCW.
- The group were impressed at the scale of research that had been undertaken and felt that it would be useful to expand this with some detail of the research undertaken.
- Members welcomed the continued work that the trust has undertaken around dementia and highlighted this as an area for further reporting to the HOSC outside of the Quality Accounts process.
- Members highlighted the usefulness of the Quality Accounts for HOSC to identify areas for further scrutiny.