

Adult Social Care and Health Overview and Scrutiny Committee

19 June 2012

Quality Accounts – West Midlands Ambulance Service, Coventry and Warwickshire Partnership Trust and George Eliot NHS Trust

Recommendations

- (1) That the Committee agree the response to the 2011-12 Quality Accounts for:
- the West Midlands Ambulance Service as set out in Appendix A.
 - the Coventry and Warwickshire Partnership Trust as set out in Appendix B.
 - the George Eliot NHS Trust as set out in Appendix C.

1. Background

- 1.1 The Quality Accounts Task and Finish Group met on 14 May 2012 to consider the Quality Accounts of the South Warwickshire Foundation Trust, University Hospitals Coventry and Warwickshire and West Midlands Ambulance Service. The Adult Social Care and Health Overview and Scrutiny Committee agreed the responses to the South Warwickshire Foundation Trust and University Hospitals Coventry and Warwickshire at their meeting on 24 May 2012. The response to the West Midlands Ambulance Service is attached as Appendix A.
- 1.2 The response to the Quality Account for Coventry and Warwickshire Partnership Trust is attached for consideration as Appendix B.
- 1.3 The response to the Quality Account for the George Eliot NHS Trust is attached for consideration as Appendix C.

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Quality Accounts 2011-12

Warwickshire County Council - Adult Social Care and Health Overview and Scrutiny Committee Commentary for West Midlands Ambulance Service – June 2012

A Task and Finish Group of the Adult Social Care and Health Overview and Scrutiny Committee considered the draft Quality Account of the West Midlands Ambulance Service on 14 May 2012.

The committee would wish the following points noted.

- The West Midlands Ambulance Service Quality Accounts Report 2011-2012 was clear and easy to follow, but there needed to be more detail provided with benchmarking information included in order to make comparisons on performance. While it was acknowledged that the Ambulance Service had gone through a period of transition, year-on-year information needed to be collected.
- It was agreed that the Quality Account should make reference to the valued role of Community Paramedics (first responders).
- Members welcomed the introduction of Clinical Team Mentors and the efforts that had made to support staff and ensure staff were in the best position to continue to improve performance against targets.
- The Quality Account did not include any staff survey information, which would be a useful tool in measuring the impact of improvement areas such as an increase in equipment in ambulances to reduce the risk to patients and staff, value of Clinical Team Mentors, etc.
- Members requested numbers to be included under the 2011-12 Serious Incidents section on page 36 of 41.
- Members welcomed the move to broaden patient surveys to include patients that had not been transported to hospital.
- Members welcomed the hard work carried out by the West Midlands Ambulance Trust and looked forward to seeing the outcomes of the transformation of the service in next year's Quality Account.

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Warwickshire County Council - Adult Social Care and Health Overview and Scrutiny Committee Commentary for Coventry and Warwickshire Partnership Trust

The Adult Social Care and Health Overview and Scrutiny Committee welcomed the opportunity to consider the Coventry and Warwickshire Partnership Trust's Quality Account for 2011/12.

The Committee would wish the following points be noted:

1. The Committee welcomed the use of visual aids, but generally felt that the Quality Account was a health professional document and not a layman document. They acknowledged the fact that a simpler version would be produced alongside the Quality Account, but felt the complexity of the document detracted some of the positive achievements made by the Trust.
2. There needed to be a greater emphasis placed on mental wellbeing being and health promotion work. There was no mention made on physical health or "Every Contact Counts".
3. The Trust's vision on quality was not explained clearly enough to give justice to the good work being done by the Trust.
4. The following specific areas were highlighted as needing more information or an explanation included:
 - Data needed to be accompanied by a clearer explanation of why priorities were set, and what the outcome had been. An example of this was on page 3 – 1.1 reporting on the 'Preventing Suicide Toolkit'. CWPT were the lead Trust for suicide prevention and were recognised as a Trust for being very community-focused and this needed to be highlighted in the Quality Account.
 - There were a lot of acronyms and medical terms, and the glossary needed to be included with early drafts.
 - The presentation of data needed to clearly demonstrate baseline information (for example in the table on Inpatient Mental Health Services on page 21).
 - It was agreed that on page 43 – 3.6 Information Governance Toolkit, that the reference to 3 breaches should include a common sense of criteria.
5. The description of the work done in partnership with Warwickshire County Council and the NHS on out-of-area placements did not reflect the excellent work that had been done, particularly as one of the biggest challenges was to deliver care for the most vulnerable people.

Quality Accounts 2011-12

Warwickshire County Council - Adult Social Care and Health Overview and Scrutiny Committee Commentary for the George Eliot NHS Trust

The Adult Social Care and Health Overview and Scrutiny Committee welcomed the opportunity to consider the George Eliot NHS Trust's Quality Account for 2011/12 and fully supported the document.

The Committee would wish the following points be noted:

1. The report was clear and easy to read.
2. The Committee welcomed that the Quality Account was honest and took into account the concerns of partners and the public.
3. The approach to the mortality index was commended.
4. The Committee commended the direction of travel being taken by the Hospital, but felt that the Quality Account needed to reflect a stronger ethos around health improvement, prevention and awareness, which needed to reflect the issues relevant to the population the Hospital service. Specific areas that were highlighted were:
 - Page 19 – Section Three: Looking Back on 2011/12 only included a photograph of the Health Check programme, but it was felt that the good work achieved should be included and celebrated.
 - There was no mention in the Quality Account about “Every Contact Counts”.
 - There needed to be greater emphasis on the partnership working that was taking place, such as with Adult Social Care and the South Warwickshire Community Service, and dealing with issues such as dementia. This would promote the organisation.
 - There needed to be a clearer message about the prevention work being done to reduce pressure sores.
 - The good work being done on nutrition and hydration needed to be included under the “Looking After People” section.
 - An explanation of the breaches in relation to mixed-sex wards needed to be included.
 - Interventions and minor incidents needed to be recorded, together with an explanation of the reasons for any fluctuations.
5. The Committee welcomed the “EXCEL” vision and the work being done to improve the patient experience and to change the culture of the hospital.
6. The Committee acknowledged the need for ensuring correct coding that matched