

Appx A HOSC Comments for Quality Accounts 2022-23, 17 May 2023

North London Hospice:

- The Committee was impressed with the Community Engagement Strategy and Quality Improvement Goals
- Despite the challenges with Covid-19 and related staff shortages, the Committee was pleased that staff had managed and had shown determination to continue to provide care
- The Committee was pleased to see that the Compassionate Neighbours Scheme was a success, and that the number of attendances to Outpatient and Wellbeing Services had reduced from 3402 to 1421 over the past year
- The Committee congratulated the Hospice on its CQC rating
- The Committee found the 'Categories of Incidents' Chart in the report helpful
- The Committee was pleased to see that patient safety was improving in several areas, including a reduction in the number of medication incidents from 94 in the previous year to 64
- The Committee was pleased that the number of falls had reduced from 24 the previous year to 20.

However:

- The Committee asked why there had been a higher number of closed bed days than the previous year, to 645 from 156. It was noted that this was due to refurbishment.
- The Committee noted that the number of complaints had increased from 15 to 21 over the past year, with eight complaints partially upheld - it was noted that the complaints listed included those related to retail and fundraising, as well as clinical work
- The committee noted that the Hospice continued to have staff shortages, although many of the reasons were part of a national trend and the Hospice's work on recruitment was ongoing.

Royal Free London NHS Foundation Trust:

- The Committee was pleased that the Trust's recruitment over the past year had achieved its highest ever number of newly appointed staff
- The Committee welcomed the fact that there had been only one case of MRSA in Barnet Hospital - an improvement on eight the previous year
- The Committee noted that additional staff training around sepsis had been embedded across the Trust.

However:

- The Committee was concerned that some of the performance targets against key national data had been poorer over the past year
- The Committee noted that A&E performance was not as high over the winter of 2022-23 though it was noted that this has begun to show improvement
- The Committee noted that the Royal Free Hospital was keen to increase communication between departments but had some progress to make on adoption of the Electronic Patient Record

- The Committee queried the status of patient readmission rates and whether these could be improved
- The Committee was disappointed that there had been eight never events over the past year
- The Committee was concerned that the number of C.diff infections had increased over the past year but noted that actions were being taken to improve this.

Central London Community Healthcare NHS Trust:

- The Committee commented that the colour chart demonstrating quality performance against key indicators was helpful
- The Committee was pleased to see the zero tolerance approach to pressure ulcers
- The Committee welcomed the introduction of dementia champions, to focus on improving the Trust's response to dementia patients and their carers, in collaboration with Age UK Barnet
- The Committee congratulated the Trust on its 'outstanding' CQC rating in 'well-led' for its community health services for adults

However:

- The committee commented that the colour chart showed poor performance on falls – though it was noted that the target set is high and the team is working hard on falls prevention
- The Committee was disappointed that the staff vacancy rate was higher than usual though noted this was common across many sectors currently and that CLCH was working hard to recruit and retain staff
- The Committee was concerned that only 55% of the volunteer group surveyed felt that they had a positive impact on staff
- The Committee was disappointed that community health services for adults and for children, young people and families had received a 'requires improvement' CQC rating on safety though it was noted that an action plan was in place.