

Appendix A

Barnet Health Overview and Scrutiny Committee: Draft Comments on NHS Trust Quality Accounts for the Year 2014-2015

Central London Community Healthcare NHS Trust:

The Committee scrutinised the Central London Community Healthcare NHS Trust Quality Account 2014/15 and wish to put on record the following comments:

- The Committee noted that the Trust had undertaken their external Monitor Quality Governance Assurance Framework (QGAF) assessment in September 2014 as part of the application for Foundation Trust status. The Committee was pleased to note that the Trust was required to achieve a score of 3.5 in the assessment and actually achieved a score of 3.0. The Committee commented that it would be helpful for the Trust to explain within the Quality Account that a score of 3.0 was actually better than a score of 3.5.

However:

- The Committee felt it would be beneficial to include maps within the final draft of the Quality Account.
- The Committee felt that given that the Trust had received 44 complaints in 2012/13 regarding communication / staff attitude, which reduced to 29 complaints for 2014/15, that an objective of a 10% reduction in complaints of this nature was not ambitious enough.
- The Committee noted the objective in relation to the Quality Strategy Campaign – Preventing Harm - which aimed to ensure that 95% of incidents will be reviewed by the handler within 7 days, and 100% within 14 days. The Committee commented that this target should be made more ambitious.
- The Committee noted that the target of training 80% of staff to be able to give smoking cessation education was an NHS target and suggested that this should be made clearer.
- The Committee noted the current goals for the Trust's participation in research for 2014/15 and suggested that completion dates for each research goal should be included.
- The Committee commented that it would be helpful to include the actions that the Trust had taken in response to the patient story and to include that within the Quality Accounts.
- The Committee considered the Trust's performance in relation to Incident Reporting and expressed concern that severe harm cases were "CLCH attributable grade 3 and 4 pressure ulcers". The Committee was pleased to note that, whilst pressure ulcers were a problem for the Trust, the Trust had a task force in place to address the issue.
- The Committee noted that the Trust had included milestones in last year's Quality Accounts and noted that this was an effective way to draw attention as to whether they were being achieved and to provide an explanation if not. The Committee suggested that milestones be included in next year's Quality Account.