

Barnet Health Overview and Scrutiny Committee comments can be found on Page 55 of North London Hospices published Quality Account.

The actions taken on the committees comments are highlighted in bold below:

- The Committee commented that they would like to see further benchmarking data in the final draft of the Quality Account, especially in relation to pressure sores and falls- **added where available from Hospice UK Benchmarking Project to pages 24,38,39,40**
- The Committee expressed concern at the results of the hand washing audit, which was recorded at a self-monitoring compliance rate of 77% at the Enfield site. The Committee welcomed the Hospice's intention to improve upon the statistic. The Committee noted that hand washing compliance was better at the Finchley site – **repeat hand washing audits will take place this year at both sites**
- The Committee expressed concern at the high cost of an emergency Out of Hours GP home visit which costs approximately £500 and is provided by BarnDoc.
- The Committee suggested that the Quality Account should be consistent in the portrayal of statistics through percentages and raw figures – **final version amended accordingly**
- The Committee welcomed the fact that less grade 3 or 4 pressure ulcers were reported in 2014/15 compared to 2013-14, but commented that it would be helpful to have further benchmarking information on pressure sores contained within the Quality Account – **included in final version Page 40**

Priority for Improvement Update

We would also like to advise the Committee that we have needed to amend the Clinical Effectiveness Priority for Improvement. We had originally intended to undertake a scoping exercise to map the local services that currently exist in the Borough of Barnet, Enfield and Haringey for those living with and beyond chronic illness in order to understand opportunities for service development within our Outpatients & Therapies Service. The postholder who was to lead on the project has left the organisation and another member of staff could not be identified to undertake the scoping forward within the timeframes required.

The Hospice is however undertaking a scoping exercise to assist us in identifying and understand the needs of patients with long term conditions in our three Boroughs and we are taking this forward as our Clinical Effectiveness Priority for 2015-16

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