

Appendix Ci: Comments Submitted to the Royal Free London NHS Foundation Trust with the Responses

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

Royal Free London NHS Foundation Trust:

The Committee scrutinised the Royal Free London NHS Foundation Trust Quality Account 2014/15 and wish to put on record the following comments:

- The Committee noted that it had been an exceptionally busy year for the Trust, and wished to congratulate the Trust in taking a successful lead role in the UK management and treatment of the Ebola virus.
- The Committee congratulated the Trust on successfully combining three hospitals and 10,000 staff as a result of the acquisition of the Barnet and Chase Farm Hospitals NHS Trust and highlighted the role that staff played in achieving this success.
- The Committee welcomed the news that Enfield Council had given Planning Permission for the redevelopment of Chase Farm Hospital.
- The Committee welcomed the work done in relation to falls and, in particular, to setting the following milestones:-
 1. Identifying a falls Champion in each clinical service line across all sites.
 2. Introducing a Falls Screening Tool and Falls Prevention Plan by Division across all sites.
 3. Continuing staff education and development on falls prevention.
- The Committee welcomed the fact that falls had been reduced by 25% but requested that the actual figure for the number of falls be included in the final draft of the Quality Account.
 - *RFL response: We have revised information in our accounts to provide an overview of the actual numbers of falls in the final accounts.*

However:

- Whilst the Committee welcomed the fact that a Patient Information Manager post had been created, the Committee expressed concern that, despite three recruitment campaigns, the Trust had not been successful in making an appointment.
 - *RFL response: We have now successfully appointed to this role.*
- The Committee expressed concern that the most recently published report from the National Inpatient Diabetes Audit demonstrated that whilst 78% of patients were always, or almost always, able to choose a suitable meal at the Chase Farm site, only 64% of patients had reported that they were able to do so at the Hampstead Site. The Committee was also concerned that just 62% of patients reported that meals were always, or almost always, provided at a suitable time at Royal Free Hampstead, compared to 80% at Chase Farm.
- The Committee expressed concern in relation to performance for patients with diabetes receiving a documented foot risk assessment within 24 hours to assess the risk of developing foot disease. The Committee noted that whilst Chase Farm had improved the number of patients undertaking a foot risk assessment from 25.6% to

41.9% (a 63% increase) between the two audit periods, the performance at the Royal Free Hospital site had deteriorated from 24.2% to 6.5% (a 73% decrease). The Committee also noted that the Trust has made the improvement in the use of foot risk assessment a priority for next year.

- The Committee welcomed improvements in medication management for diabetes at both the Hampstead and Chase Farm sites but again expressed concern that the National Diabetes Inpatient Audit Report reported that, in 2014, the Royal Free site reported errors in medication management of 27.5%, whereas across England, Trusts reported an average of 22.3% errors in diabetes medication management.
- The Committee noted that whilst ward movement can be more complex at the Royal Free Hospital, the number of specialist units within the Hospital meant that a high proportion of patients with diabetes were treated on a variety of wards. On this basis, the Committee felt that further attention should be given to diabetes and the management of foot assessments, meal appropriateness and timeliness and medicine management.
 - **RFL response:** *While we have made progress in improving care for patients with diabetes, we want to do better. Our 2015/16 objectives describe the intended actions we will prioritise for our diabetes improvement programme to all three hospitals. More information can be found on page 153 of the annual report. We will monitor progress through the clinical performance committee.*
- The Committee expressed concern that in 2014 a local audit identified that 30% of discharge summaries contained some incorrect information regarding the patient's medication list. The Committee noted that the Trust was undertaking work to address the issue.
- The Committee expressed concern about the figures for MRSA being five cases in total, one at the Royal Free and four at Barnet and Chase Farm.
- The Committee noted that the Royal Free had a very significant reduction in C. Diff. compared with the previous year, whilst the number of cases at Barnet and Chase had increased.
- The Committee welcomed the fact that the Trust has asked for an independent review to take place by a national expert on infection control processes.
- The Committee commented that the Key Quality Objectives for 2015/16 were inconsistent in the way that they were written and suggested that it would be helpful to set more specific targets within each objective in next year's Quality Account.
- The Committee expressed concern that staff working in hospitals at the Trust were not screened for MRSA.
 - **RFL response:** *The four cases of MRSA at Barnet Hospital and Chase Farm Hospital represent a reduction of two cases on the previous year. Two of these four cases were preventable. We look in detail at the causes of all cases and identify an action plan to prevent future lapses in care. Barnet Hospital and Chase Farm Hospital reported 33 cases of clostridium difficile in 2014/15 and 34 cases were reported in 2013/14. The Department of Health national guidelines on MRSA specifically state that staff screening is not to be a routine process. Unless there is an outbreak, staff screening has not yielded any benefits as staff are predominantly temporary carriers of bacteria such as MRSA. It is important to emphasise once a staff member has changed uniform/clothes and had bath/shower at the end of each shift, any bacteria*

has been removed. This is the position taken by all trusts, but we do keep the possibility of staff screening under review.

- The Committee suggested that the phrase “*deterioration of the unborn baby to 2, between 01/01/15 and 31/03/18*” be changed.
 - **RFL response:** *We have changed the wording in our accounts.*
- *The Committee expressed concern that the Quality Account highlighted that the Acute Stroke Unit at Barnet had admitted an unexpectedly high number of patients. The Committee welcomed the fact that the Trust was investigating why some of these patients had not been referred to the relevant Hyper Acute Stroke Unit and would be working with external partners to ensure patients were referred to the appropriate unit in the first instance. The Committee also noted that the Sentinel Stroke National Audit had applied many of the standards applicable to Hyper Acute Stroke Units to the Acute Stroke Unit at Barnet and that the Trust believes the deterioration in their performance reflects these inappropriate standards and incorrect referral patterns for these patients.*
- The Committee expressed disappointment that they had raised a number of issues when they had considered the 2013/14 Quality Accounts which had not been specifically referred to when the 2014/15 Quality Accounts had been drawn up (including the issues of staff feeling bullied, stressed or discriminated against).
 - **RFL response:** *We have revised information in our accounts to provide an overview of the actions we are undertaking to support staff who report feeling bullied, stressed or discriminated against.*
- The Committee expressed concern that there was a lack of information about complaints and no analysis of complaints, which they would have liked to have seen within the report.
 - **RFL response:** *We have revised information in our accounts to provide an overview of the actions we are undertaking to manage complaints.*
- The Committee noted the position of the Trust in comparison to other teaching hospitals in England regarding the percentage of last minute cancellations. The Committee commented that last minute cancellations contributed adversely to the patient experience. Members requested that the actual number of cancellations was shown, rather than just the percentage.
 - **RFL response:** *Nationally, last-minute cancellations are reported as percentages in order to provide benchmarking. We do not believe that reporting numbers would enable meaningful comparisons between different sized trusts.*
- The Committee noted that the performance against the “Friends and Family Test” was slightly down from last year and that they would hope to see an improvement next year.
 - **RFL response:** *The friends and families test was monitored by the trust with monthly submissions to NHS England. The overall response rate achieved the national commissioning for quality and innovation target of 40%.*
- The Committee commented that car parking was an extremely important part of the patient experience. The Committee noted that the Chairman had written to the Chief Executive of the Trust in November 2014 expressing the Committee’s concerns about the new automated parking system at Barnet Hospital. The concerns included whether disabled badge holders were aware that they had to register their number

plate at reception in order to park in the hospital car park and also whether the signposts were clear and also at an appropriate height. The Committee expressed their dissatisfaction that, despite being informed that these concerns would be rectified by the end of December 2014, the work was still outstanding.

- ***RFL response:** The trust has recently installed new signage at Barnet Hospital which includes windscreen-height signs showing bays for disabled users as well as wayfinding.*