

Appendix 6 – London Borough of Barnet Health Overview and Scrutiny Committee 2012 Quality Accounts Submissions

ROYAL FREE HAMPSTEAD NHS TRUST

The Committee scrutinised the Quality Account, and wishes to place on record the following comments:

1. The Committee welcomed the Account and felt that the direction of travel was positive, congratulating the Trust in achieving Foundation Status.
2. The committee congratulated the Hospital on its ground breaking gene therapy research with University College London for patients with haemophilia B.
3. The Committee welcomed the improved performance of the phlebotomy and cannulation service.
4. The Committee suggested that details should be provided within the account explaining how the hospital plans to achieve its target for a reduced number of staff experiencing bullying, harassment or abuse from staff will be attained.
5. The Committee were encouraged by the improvement of treatment for patients with hypoglycaemia and the initiative to raise awareness of the condition across the hospital.
6. The Committee welcomed the news that the hospital had maintained low rates of MRSA and C. Difficile infections.
7. The Committee noted the work of the post acute care enablement (PACE) service and the triage rapid early assessment team (TREAT) as examples of good work practice for delivering services to patients.
8. The committee expressed concerns in relation to waiting times e.g. for cancer patients (and as this was the only one highlighted would have found it helpful to know what these were for other treatments) and the failure of the Royal Free to meet two of the eight NHS standards for treating patients during August and October 2011
9. The committee recommends that the actions emanating from the review conducted by the Royal Free into these standards failures be fully implemented and that cancer patient waiting times continue to be monitored closely.
10. The committee also notes the importance of ensuring that the target waiting time from urgent GP referral to treatment is met

CENTRAL LONDON COMMUNITY HEALTHCARE NHS TRUST

The Committee scrutinised the Quality Account, and wishes to place on record the following comments:

1. The Committee are encouraged by the CLCH Quality Account and the improvements that are taking place.
2. The committee welcome the initiatives to reduce the number of preventable pressure ulcers in the community noting the need for the monitoring of pressure ulcers across patients care pathways
3. The committee noted the comments of the Head of Clinical Effectiveness and Patient Experience highlighting the need to improve the practice of clinical record keeping and recommended that the proposed improvement initiatives are fully implemented as soon as possible
4. The committee suggested that service users would benefit from having an explanation of what information was contained in their records and that these records should be in an accessible format

BARNET AND CHASE FARM HOSPITALS NHS TRUST

The Committee scrutinised the Quality Account, and wishes to place on record the following comments:

The Committee welcomed the positive developments noted in the Quality Accounts and were encouraged in particular by the Trust's partnership work with the Acute Learning Disability Liaison Nurse to ensure appropriate access to services for people with Learning Disabilities. The Committee also wished to congratulate the Trust on the attainment of a Gold Accreditation for their TIA (mini-strokes) services. Furthermore, the Committee welcomed the opening of the Macmillan Information and Support Centre for anyone affected by cancer and the news that the Trust's Histopathology team has retained its accreditation following inspection by the Clinical Pathology Accreditation Association. The Committee are also encouraged by the Trust's innovative Aquatheresis pilot and hope that the Trust will be successful in securing funding to roll out this pilot on a permanent basis.

The Committee commended the Trust for the success of the North London Breast Screening Service in being awarded Radiography Team of the Year and look forward to seeing if the introduction of the Patient Reminder Service is successful in reducing the number of missed appointments. The Committee are also pleased to note the findings of the Care Quality Commission report which found that Barnet and Chase Farm Hospital's patients were among the best-fed in England.

The Committee were pleased to hear that the Trust had taken the decision to purchase the Da Vinci Robot using funds drawn from the capital fund, noting the benefits this purchase would have for patients in Barnet.

However, the Committee wished to express their concerns on the following:-

1. In terms of meeting waiting times for Accident and Emergency, the Committee wishes to reiterate their concern that at several times during the year the waiting times target had apparently not been achieved.
2. The Committee also note that the target for MRSA infections had not been met and wish to see action taken to ensure that this target would in future be achieved.
3. In relation to detailing how the Trust achieved their Patient Experience goals the Committee feels more detailed information should be provided other than merely stating that the objectives were "met or not met".
4. The Committee notes the absence of any detailed reference to maternity services performance within this year's Quality Accounts. Considering the concerns raised by the Committee (and also the North Central London Sector Joint Health Overview & Scrutiny Committee) during 2011/12 in relation to maternity services suspensions and diversions at Barnet and Chase Farm Hospitals, coupled to the planned future changes to maternity services provision, the Committee would like to encourage the open publication by Barnet & Chase Farm Hospitals NHS Trust of maternity services performance data including detailed descriptions and analysis of, for example, midwife to birth ratios, service suspensions and diversions.

BARNET, ENFIELD AND HARINGEY MENTAL HEALTH TRUST

Note: The submission below is a joint submission to BEH MHT made by the London Boroughs of Barnet, Camden, Enfield, Haringey and Islington following consideration of the Quality Account at the North Central London Sector Joint Health Overview and Scrutiny Committee meeting held on 16 April 2012.

Dr Martin Jones and Clara Wessinger from BEH MHT introduced its draft Quality Account 2011/12. It was noted that there had traditionally been under reporting of patient safety incidents so an increase was an indication of greater openness and transparency. The number of incidents was nevertheless quite low in view of the size of the trust.

Committee Members raised the following issues:

- It was suggested that feedback from service users could be obtained through randomised interviews;
- Improving communication with GPs was important and was an ongoing issue;
- In respect of emergency re-admission, it was felt that an indication of the number of patients involved might provide greater clarity. In addition, information on what was being done to address such instances would be welcome;
- More information on the absolute number of patients and the different types of treatment given would give those reading the report a clearer impression of the work of the trust.

It was noted that the trust was in the lowest 20% for the percentage of staff who would recommend their trust to people. It was the first time that this measure had been used and progress would be monitored.

An action plan to address the issue was being developed. Members also felt that the effect on morale of uncertainty regarding the future of particular trust premises should be monitored.

The trust agreed to include a wider range of background information, such as the number of patients with a diagnosis, medicines, the number of beds and average length of stay in future reports in order to provide a greater narrative. In addition, the Committee felt that information on the percentage of patients with recoverable conditions would be of benefit as it would provide a means of demonstrating the effectiveness of interventions.

RESOLVED:

That the above mentioned comments by the Committee be noted by the trust and responded to in future reports.