

North Central London Joint Health Overview and Scrutiny Committee – Meeting of Barnet, Enfield and Haringey Members

Notes of the informal meeting of the NCLS Joint Health Overview and Scrutiny Committee held LB Barnet (North London Business Park) on 28 May 2013

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, Enfield, and Haringey following consideration of the Quality Account at a special meeting between the three Boroughs held on 28 May 2013.

Clara Wessinger and Maria Green from Barnet, Enfield and Haringey Mental Health Trust introduced its draft Quality Account 2012/13.

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

- The Committee welcomed that the statistics for the rate of Emergency Readmissions within 28 days of discharge was below the national average.
- The Committee welcome the addition of the achievements of staff within the Quality Account.
- The Committee were pleased to note that there had been no enforcement action from the Care Quality Commission.
- The Committee welcomed the objectivity of the comments made within the Quality Account about the lack of Communication with GPs, but were concerned that the target had not been met in 2012/13. The Committee request that the BEH MHT consider this as an official priority for 2013/14.

However, the Committee also wishes to place on record the following comments:

- The Committee expressed concern that, under the category of GP Communications, the Care Plan Review Update sent to GPs (within two weeks) was 54%, below the internal trust target of 95%.
- The Committee were disappointed to note that one of the priorities for 2012/13, “Safety – Improve Communications with GPs” had only been partially met.
- The Committee expressed concern over the poor GP involvement in Mental Health issues, and requested to be advised of GP attendance statistics to organised training academies.

- The Committee noted that concerns had been raised regarding the reported functionality of the patient “crisis line” and the “GP line”. The Committee were advised that reports on both of these telephone lines were currently being prepared, and would be provided to the Committee.

The Committee also made the following requests:

- The Committee noted that the Trust is currently conducting a piece of work on The Francis Report, and requests that a link to that document is placed in the final paragraph of the Chief Executive Statement in the final version of the Quality Account.
- That the Committee are advised whether or not Magnolia Ward, at St. Michael’s Hospital in Enfield, is included within the statistics for Emergency Readmissions within 28 days of discharge.
- The Committee have also requested that the Trust provide Barnet, Enfield and Haringey with an update on the following topics:
 - 1) Primary Care Academies
 - 2) GP Link Workers
 - 3) GP Line
 - 4) Crisis Line
 - 5) Training Updates (The Committee requested that when this information is provided, where possible, it is broken down to Borough level for clarity)
- The Committee noted the importance of reporting Patient Safety Incidents and requested that an explanatory note is added to the Quality Account to outline what follow-up action is taken on the reports of Patient Safety Incidents once they have been received.
- Barnet, Enfield and Haringey request that the Trust provide an update on their progress against the comments made herein at a meeting to be held in six months’ time. In particular, this is to include an update on the Care Plan.

RESOLVED that:-

1. **That the above mentioned comments by the Committee be noted by the North London Hospice and individual Trusts and incorporated into the final versions of their Quality Accounts for 2012/13.**
2. **The Royal Free Hospital NHS Foundation Trust be requested to provide the Committee with details of changes to the National Patient Survey and the impact on measuring performance against key quality objectives.**

- 3. NHS partners be requested to present a six month update to the Committee on actions taken to respond to the comments by the Committee when considering the Quality Accounts.**
- 4. Barnet and Chase Farm Hospitals NHS Trust be requested to provide details to the Committee on actions taken to address performance issues in relation to the Clinical Coding Error Rate.**