

**TELFORD & WREKIN COUNCIL**

**HEALTH AND ADULT CARE SCRUTINY COMMITTEE - 27 MAY 2014**

**SCRUTINY COMMITTEE COMMENTS FOR NHS QUALITY ACCOUNTS**

**REPORT OF SCRUTINY GROUP SPECIALIST**

**1.0 PURPOSE**

- 1.1 To note the comments submitted to the NHS providers for inclusion in their Quality Accounts.

**2.0 RECOMMENDATIONS**

- 2.1 The Scrutiny Committee note the comments set out in Sections 5-8 of this report.

**3.0 PREVIOUS MINUTES**

- 3.1 None

**4.0 BACKGROUND INFORMATION**

- 4.1 A Quality Account is a report about the quality of services by an NHS healthcare provider. The reports are published annually by each provider, including the independent sector, and are available to the public. Quality Accounts are an important way for local NHS services to report on quality and show improvements in the services they deliver to local communities and stakeholders.
- 4.2 The quality of the services is measured by looking at patient safety, the effectiveness of treatments that patients receive and patient feedback about the care provided.
- 4.3 NHS trusts are required by regulation to share their Quality Report with NHS England or relevant clinical commissioning groups Local Health Watch organisations and Overview and Scrutiny Committees. The Scrutiny Committee can submit comments based on the work undertaken by the Committee. The scrutiny of the NHS provider organisations has been carried out by the Joint Health Overview and Scrutiny Committee. The Telford and Wrekin membership of this Committee is a sub-committee of the Health and Adult Care Scrutiny Committee. Due to the tight timescale comments were circulated to members by email and submitted to the Trusts. Any additional

comments from Members at the meeting will be forwarded to the relevant Trust.

## **5.0 COMMENTS FOR SHREWSBURY AND TELFORD HOSPITAL NHS TRUST**

- 5.1 The Telford and Wrekin Membership of the Joint Health Scrutiny Committee is a sub-committee of the Health and Adult Care Scrutiny Committee. The main focus of the work of the Joint Health Overview and Scrutiny Committee during 2013/14 has been the need to reconfigure health services to reduce the demand on the acute hospital and the role of the community hospitals in achieving this. During the summer of 2013 the Committee raised concerns about the sustainability of some services across the two hospital sites in the county.
- 5.2 The Committee has welcomed the approach of the local health economy which has resulted in the Future Fit Programme. The Shrewsbury and Telford Hospital NHS Trust has engaged particularly well with the Committee and has responded constructively to both being held to account for the services currently provided and the process to plan services for the future. The Committee has sought assurance that the plans being developed through Future Fit are aligned to other strategic programmes for example the Better Care Fund.
- 5.3 The Committee has been assured that the outcomes for stroke patients has improved following the temporary centralisation of stroke services at the Princess Royal and had received an update on the transfer of women's and children's services.
- 5.4 An ongoing concern for the Committee has been to ensure that patients with mental health issues who are receiving care at in an acute setting for a physical illness receive appropriate care and therefore welcome that this has been identified as a priority for 2014/15. The Committee has recommended that better partnership working between the Royal Shrewsbury Hospital NHS Trust and the South Staffordshire and Shropshire NHS Trust would improve outcomes for these patients and their families. The Chair of the Committee has been informed of the Mental Health Crisis Care Concordat which will inform the Committee's scrutiny of this issue.
- 5.5 When considering the Trusts Travel and transport plan the Committee has also recommended that this includes transport to the acute mental health facility at the Redwood Centre.
- 5.6 The Chair of the Scrutiny Committee recognised that the target set to reduce the number of falls should be challenging but achievable.

## **6.0 COMMENTS FOR SHROPSHIRE COMMUNITY HEALTH TRUST**

- 6.1 The Members are aware that there has been significant change in the senior management team at the Community Health Trust. It has taken some time to arrange a meeting with the new Chief Executive and following this discussion the chairmen and the Committee will determine the focus of any future work regarding the Community Trust.
- 6.2 The Telford and Wrekin membership of the Joint Health Overview and Scrutiny is a sub-committee of the Health and Adult Care Scrutiny Committee. The main focus of the work of the Joint Health Overview and Scrutiny Committee during 2013/14 has been the need to reconfigure health services to reduce the demand on the acute hospital. The Committee has welcomed the approach of the local health economy which has resulted in the Future Fit Programme. The Community Trust has been a key partner in the process.

## **7.0 COMMENTS FOR SOUTH STAFFORDSHIRE AND SHROPSHIRE HEALTHCARE TRUST**

- 7.1 NHS organisations are legally required to request comments from the Scrutiny Committee in which the Trust's headquarters is located. However, following discussions with the Trust it was agreed that Telford and Wrekin's Health and Adult Care Scrutiny Committee will be invited to provide comments. The Telford and Wrekin Membership of the Joint Health Scrutiny Committee is a sub-committee of the Health and Adult Care Scrutiny Committee.
- 7.2 The Committee recognises that the South Staffordshire and Shropshire Mental Health Trust provides services across the country. However Members want to ensure that appropriate accountability mechanisms are in place for the services provided in this area.
- 7.3 Members of the Joint HOSC visited the Redwood Centre in September 2013 and were impressed with the facility and the dedication of the staff. However, Members have a number of concerns that have been raised with the Trust both informally and formally:
- 7.4 Members of the Shropshire and Telford and Wrekin Joint HOSC raised serious concerns regarding the temporary closure, without consultation, of the only inpatient mental health facility in Telford and Wrekin. The Chairs of the Shropshire and Telford and Wrekin Joint HOSC have discussed these concerns with the Chair of the Staffordshire HOSC.
- 7.5 The Trust has reported on the performance of community mental health services at the Joint HOSC meeting on the 23<sup>rd</sup> September 2013.

However, the positive performance of community mental health services presented was not reflected by the information received by Members in Telford and Wrekin from service users and local voluntary organisations. Following this discussion the Committee welcomed the review of community mental health services and assurance that this would be brought to the Joint HOSC and would include proposals for the future of the temporarily closed facility in Telford. At the Joint HOSC meeting on the 24<sup>th</sup> March 2014 it was agreed that a report would be brought to the Committee in June 2014 to update on the review of community mental health services.

7.6 The Committee welcome Priority 2 set out in the Quality Account – Access to Physical Healthcare. For many years the Scrutiny Committee has requested that the acute trust and healthcare trust work together to ensure that patients who have mental health needs receive appropriate care to meet their physical health needs. Discussions have included training for front line acute hospital staff on the needs of patients with mental health issues and including the South Staffordshire and Shropshire Healthcare Trust in the Acute Trust Travel. The Chair of the Committee has been informed of the Mental Health Crisis Care Concordat which will inform the Committees scrutiny of this issue. One area of joint working that has been highlighted by the Committee is that the Redwood Centre should be included in the travel and transport plan being developed by the Shrewsbury and Telford Hospitals NHS Trust.

7.7 The Telford and Wrekin Health and Adult Care Scrutiny Committee has recently started work on the implementation of the Alcohol strategy. The work of the South Staffordshire in providing community services and inpatient treatment will be scrutinised as part of this work.

## **8.0 COMMENTS FOR THE WEST MIDLANDS AMBULANCE SERVICE**

8.1 The Telford and Wrekin Membership of the Joint Health Scrutiny Committee is a sub-committee of the Health and Adult Care Scrutiny Committee. The main focus of the work of the Joint Health Overview and Scrutiny Committee during 2013/14 has been the need to reconfigure health services to reduce the demand on the acute hospital and the role of the community hospitals in achieving this.

8.2 The Committee has welcomed the approach of the local health economy which has resulted in the Future Fit Programme and the West Midlands Ambulance service is represented on the programme Board.

8.3 The Committee has received the monitoring reports from provided by the Trust. No formal issues have been raised with the Trust based on this information however there have been discussions through the West Midlands Regional Scrutiny Network.

8.4 The Committee has received update reports from the CCG on the performance of the WMAS 111 service.