

**HEALTH OVERVIEW AND SCRUTINY PANEL
14 JUNE 2012**

**QUALITY ACCOUNTS
Assistant Chief Executive**

1 PURPOSE OF REPORT

- 1.1 This report invites the Health Overview and Scrutiny (O&S) Panel to note the letters sent to five NHS Trusts on their Quality Accounts for 2011-12, and the three responses received.

2 RECOMMENDATIONS

- 2.1 That the Health Overview and Scrutiny Panel notes the letters sent to five NHS Trusts on their quality accounts for 2011-12, and the responses received.**

3 SUPPORTING INFORMATION

- 3.1 All providers of NHS healthcare services in England, whether they are NHS bodies, private or third sector organisations must publish an annual Quality Account. Quality Accounts are annual reports to the public from providers of NHS healthcare services about the quality of services they provide. The primary purpose of Quality Accounts is to encourage boards and leaders of healthcare organisations to assess quality across all of the healthcare services they offer, and encourage them to engage in the wider processes of continuous quality improvement.
- 3.2 Quality Accounts are published on the NHS Choices website and providers also have a duty to display a notice at their premises with information on how to obtain the latest Quality Account; and to provide hard copies on request.
- 3.3 Healthcare providers publishing Quality Accounts have a legal duty to send their Quality Account to the O&S Committee (or Panel) in the local authority area in which the provider has its registered office, inviting comments on the report from O&S prior to publication. This gives O&S the opportunity to review the information contained in the report and provide a statement on their view of what is reported. Providers are legally obliged to publish this statement (of less than 1000 words) as part of their Quality Account.
- 3.4 A Working Group of the Health O&S Panel considered the Quality Accounts of the NHS Trusts servicing Bracknell Forest Residents and decided to send the letters attached at Appendices 1-5. Three NHS Trusts responded, reproduced at Appendix 6.

ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable

Unrestricted

Background Papers

'Quality Accounts: a guide for Overview and Scrutiny Committees' – Department of Health, 2011

Contact for further information

Richard Beaumont – 01344 352283

e-mail: richard.beaumont@bracknell-forest.gov.uk



Julian Emms
Acting Chief Executive Officer
Berkshire Healthcare NHS Trust
Fitzwilliam House
(2nd/3rd Floors)
Skimped Hill Lane
Bracknell
RG12 1LD

By email to:
Julian.Emms@berkshire.nhs.uk

Date: 24/04/2012

Dear Julian,

TRUST'S QUALITY ACCOUNT 2011/12

Thank you for inviting the views of Bracknell Forest Council's Health Overview and Scrutiny Panel on the Trust's Quality Account for 2011/12.

The Panel has the following comments:

1. We would like to see more about how the Trust proposes to respond to the higher incidence of mental health problems, as highlighted in the recent Joint Strategic Needs Assessment.
2. Given the recent consultation process and changes to concentrate in-patient care at Prospect Park in Reading we would have thought that this merited inclusion in the Trust's priorities for improvement in the coming year. Also, there should be a clear way forward on the mitigation of additional travel costs for patients and their visitors.
3. In the draft report at 2.1.3a there is a significantly lower offer rate at Bracknell. This 15% below target has not been commented on and we would be interested in the reasons for it.
4. Working with the Clinical Commissioning Groups is increasingly important. The priority focuses on initiatives to better meet the mental health needs of people with long term physical health conditions such as respiratory disease, heart disease and musculoskeletal problems. It also seeks to enhance the physical health care of

people with mental health problems. It is vital to work effectively with GPs to better meet these objectives.

5. The Panel would welcome the Trust providing more facilities for addressing Autism needs.
6. The Panel is concerned that Berkshire Healthcare Foundation Trust's Information Governance Assessment Report overall score for 2011/12 was 68% and was graded amber (unsatisfactory).

With best wishes,

Councillor Tony Virgo
Chairman, Health Overview & Scrutiny Panel

Copies to: Councillor Birch; Director of Adult Social Care, Health & Housing
Email Copy to Amanda.Mollett@berkshire.nhs.uk



Andrew Morris
Chief Executive
Frimley Park Hospital NHS Trust
Portsmouth Road
Frimley
Surrey
GU16 7UJ

By email to:
andrew.morris@fph-tr.nhs.uk

Date: 24/04/2012

Dear Andrew,

TRUST'S QUALITY ACCOUNT 2011/12

Bracknell Forest Council's Health Overview and Scrutiny Panel has the following views on the Trust's Quality Account for 2011/12:

1. We were delighted to hear of the developments and standards of the Trust when the Panel was addressed recently by CEO Andrew Morris. The Panel will shortly be taken on a tour around the hospital and see the new A and E suite being constructed.
2. The Strategic Health Authority should endeavour to spread the best practice from this highly performing Hospital Trust to other NHS establishments across the South of England.
3. Working with the Clinical Commissioning Groups is increasingly important, and we would welcome more information on how the Trust will embrace that change.

With best wishes,

Councillor Tony Virgo
Chairman, Health Overview & Scrutiny Panel

Copies to: Councillor Birch; Director of Adult Social Care, Health & Housing
Email Copy to James.Taylor@fph-tr.nhs.uk



Philippa Slinger
Chief Executive
Heatherwood & Wexham Park NHS Trust
Wexham Street
Slough
Berkshire
SL2 4HL

By email to:
Philippa.slinger@HWP-tr.nhs.uk

Date: 23/04/2012

Dear Philippa,

TRUST'S QUALITY ACCOUNT 2011/12

Thank you for inviting the views of Bracknell Forest Council's Health Overview and Scrutiny Panel on the Trust's Quality Account for 2011/12.

The Panel has the following comments:

1. We remained concerned about the acute financial situation of the Trust and the condition of the building and facilities at Heatherwood hospital. While the Panel is totally committed to the creation of a Healthspace at Bracknell with an urgent care facility, we want to encourage the Trust to find suitable partners to make a much needed investment to the Heatherwood site and commission service that are sustainable services that are cost effective and complementary to the Healthspace.
2. We want to see the Trust reduce further the reliance on agency staff and build a more stable workforce that encourages leading clinicians in their particular field to join the team.
3. The Panel also wants to see the Trust commission consultants to be available during the weekend.
4. Perhaps it would also be helpful in the report if the Trust could distinguish the specific work carried out at individual sites to help us understand the whole picture. The breakdown of services at individual sites is listed on page 5.
5. We are encouraged to see the Trust improving their IT systems in order to respond more quickly to demand and a fast changing picture of activity. We are also delighted

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that the priorities include a better booking system and rates of cancelled hospital generated appointments have reduced.

6. We are also delighted to see infection rates decline (page 27/28).
7. Working with the Clinical Commissioning Groups is increasingly important, and we would welcome more information on how the Trust will embrace that change.

We are pleased to see the improved communications with the Trust since you took up post and we look forward to continuing working with you to improve services.

With best wishes,

Councillor Tony Virgo
Chairman, Health Overview & Scrutiny Panel

Copies to: Councillor Birch; Director of Adult Social Care, Health & Housing
Email Copy to penny.coventry@hwph-tr.nhs.uk



Edward Donald
Chief Executive
Royal Berkshire NHS Foundation Trust
London Road
Reading
RG1 5AN

By email to:
Edward.donald@royalberkshire.nhs.uk

Date: 24/04/2012

Dear Ed,

TRUST'S QUALITY ACCOUNT 2011/12

Thank you for inviting the views of Bracknell Forest Council's Health Overview and Scrutiny Panel on the Trust's Quality Account for 2011/12.

The Panel has the following comments:

1. We warmly welcome the opening of the Trust's clinic at Brant's Bridge, Bracknell, and we look forward to it being used more by Bracknell Forest residents.
2. We are concerned that the turnaround time for ambulances attending the Royal Berkshire Hospital in Reading is sometimes slow, particularly when A&E is at capacity and we would like to see improvements made to reduce this delay.
3. We would like to see as priority *Clostridium Difficile* infection rates reduced. On page 6, it states that current rates are above target.
4. Working with the Clinical Commissioning Groups is increasingly important, and we would welcome more information on how the Trust will embrace that change.

With best wishes,

Councillor Tony Virgo
Chairman, Health Overview & Scrutiny Panel

Copies to: Councillor Birch; Director of Adult Social Care, Health & Housing
Email Copy to Hester.Wain@royalberkshire.nhs.uk



William Hancock
Chief Executive
South Central Ambulance Service NHS Foundation Trust,
Unit 7 and 8, Talisman Business Centre
Talisman Road
Bicester
Oxfordshire
OX26 6HR

By email to: Will.Hancock@scas.nhs.uk

Date: 24/04/2012

Dear Will,

TRUST'S QUALITY ACCOUNT 2011/12

Thank you for inviting the views of Bracknell Forest Council's Health Overview and Scrutiny Panel on the Trust's Quality Account for 2011/12.

The Panel has the following comments:

1. The Panel congratulates the Trust on achieving Foundation Trust status. This was a major achievement.
2. We are pleased to see the continued improvements and areas of excellence from the Trust.
3. The Panel was concerned that the Trust was still relying on the availability of freelance staff and vehicles for its operations including emergency call outs. We would like to see this figure reduced (paragraph 1.1 page 25).
4. We are encouraged to see ambulance call out time continued to improve.
5. We commend the drive to reduce hospital handover delays, led by SCAS.
6. Working with the Clinical Commissioning Groups is increasingly important, and we would welcome more information on how the Trust will embrace that change.

With best wishes,

Councillor Tony Virgo
Chairman, Health Overview & Scrutiny Panel

Copies to: Councillor Birch; Director of Adult Social Care, Health & Housing
Email Copies to duncan.burke@scas.nhs.net; fizz.thompson@scas.nhs.uk

From: Wain Hester [mailto:Hester.Wain@royalberkshire.nhs.uk]
Sent: 24 April 2012 12:22
To: Richard Beaumont
Subject: RE: Quality Accounts - Observations by Bracknell Forest Council

Dear Richard,

Thank you for your comments. I will add these verbatim to the Quality Accounts, where we will respond to the areas you have raised.

Yours sincerely,
Hester

From: Mollett Amanda [mailto:Amanda.Mollett@berkshire.nhs.uk]
Sent: 24 April 2012 15:24
To: Richard Beaumont; Emms Julian
Cc: Wilson Justin
Subject: Quality Accounts - Observations by Bracknell Forest Council

Dear Richard

I would like to thank the panel and chair for reviewing the Draft Trust Quality Account.

Following verbal feedback received last week, the draft Trust Quality Account has been updated to reflect the following two points which were raised (attached):

1. Reference to the plans for Prospect Park Hospital in terms of a centre for excellence, this is now included within the statement section of the document.
2. Concerns around the offer rate for physical health checks in 2.1.3a for Bracknell being lower than other localities, the year end data for physical health checks has now been updated, the table 2.1.3a on page 14 now demonstrates that 99% of Bracknell clients were offered a physical health check exceeding the target of 80%.

With regards to the other points included within the Chairs formal comments received today, we will review and consider them prior to the final Trust Quality Account being received and signed off by the Board on 8th May.

Best Wishes

Amanda

Amanda Mollett
Head of Clinical Effectiveness and Audit
Berkshire Healthcare NHS
Foundation Trust



South Central Ambulance Service **NHS**

NHS Foundation Trust

2 May 2012

Health Overview and Scrutiny Panel
Bracknell Forest Council
East Hampstead House
Town Square
BRACKNELL
RG12 1AQ

Chief Executive Office
Northern House
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OX26 6HR

will.hancock@scas.nhs.uk
Tel: 01869 365031

Dear Councillor Virgo,

Thank you for your response to the Trust's Quality Account 2011-12. It is important to us that we include your views and comments.

I, the Chairman and all of our teams in the organisation are delighted that we achieved Foundation Trust status. Driving our quality agenda and making continuous improvements to care delivery, patient experience and clinical effectiveness is a key element of our commitment to ensuring the highest quality pre-hospital healthcare.

We do know, however, that there is work to do with our acute trust partners around delays at hospitals and we are actively involved in reducing these delays in the interest of patient experience and safety.

South Central Ambulance Service NHS Foundation Trust will be working proactively with the new Clinical Commissioning Groups to plan and commission the delivery of health services which are responsive to patients' needs.

If you require any further information please do not hesitate to contact either Duncan Burke at duncan.burke@scas.nhs.uk or Fizz Thompson, Executive Director of Patient Care at fizz.thompson@scas.nhs.uk

Yours sincerely

Will Hancock
Chief Executive