

17th February 2014

Councillor Tony Virgo
Chairman, Health Overview & Scrutiny Panel
Bracknell Forest Council
Easthampstead House
Town Square
Bracknell
RG12 1AQ

Fitzwilliam House
2nd/3rd Floors
Skimped Hill Lane
Bracknell
Berkshire
RG12 1BQ

Tel: 01344 415600
Fax: 01344 415666

<http://www.berkshirehealthcare.nhs.uk/>

Dear Councillor Virgo

**APPLYING THE LESSONS OF THE FRANCIS REPORT TO HEALTH OVERVIEW AND
SCRUTINY - REPORT FROM THE HEALTH OVERVIEW AND SCRUTINY PANEL**

Thank you very much for the opportunity to review the Health Overview and Scrutiny panel's report as a result of the Francis Inquiry. The report absolutely reflects the shock all NHS organisations felt when the reports were published.

I recognise that Berkshire Healthcare Foundation Trust was not interviewed as part of this process; however I have been assured by Helen Mackenzie, Director of Nursing and Governance that we did offer to be interviewed and this was not taken up by the panel.

In your letter you ask for comments on section 5.7 of the report but I would like to point out that in section 4.61 the statement that the CQC were due to visit Berkshire Healthcare Foundation Trust in November 2013 is factually incorrect. The CQC conducted a thematic inspection of the assessment and admission process under the Mental Health Act for the whole of the Berkshire Health and Social Care system consequently Bracknell Forest Council were also part of this inspection. Berkshire Healthcare Foundation Trust pulled together the system response as this is traditionally a provider role and, of course, we provide services to patients across the whole of Berkshire.

I accept the following recommendations in section 5.7:

b) All inpatients will receive information on how to make a complaint or compliment on admission to hospital

c) The Trust will continue to publish the detailed level of complaint information

d) In response to your request to publish a statement on our website about the role of Bracknell Overview and Scrutiny Committee we would like to propose the following statement is added to our website to reflect the 6 local authorities in Berkshire:

Your Council welcomes your comments about Berkshire Healthcare
Councils across Berkshire have a legal duty to hold health organisations like Berkshire Healthcare to account.

Overview and Scrutiny Committees are held by each of the six local authorities in Berkshire. These are public meetings where health organisations like Berkshire Healthcare can be held to account. The committees can also make recommendations for improvements.

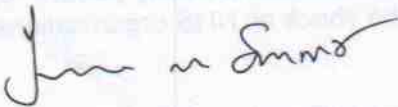
If you have an individual complaint, you still need to raise these with us directly, but if you have a general concern about the way we operate you can contact the Health and Overview Scrutiny Committee in your local authority area:

Bracknell Forest Council
Email: overview.scrutiny@bracknell-forest.gov.uk
Telephone: 01344 352283

Reading Borough Council
Royal Borough of Windsor and Maidenhead
Slough Borough Council
West Berkshire Council
Wokingham Council

Finally, the Trust does publish, in its quarterly patient experience report, details about PHSO contacts however when we receive a final report where they are upholding the complaint we will share their letters with patient information redacted.

Yours sincerely



Julian Emms
Chief Executive