

GATESHEAD METROPOLITAN BOROUGH COUNCIL
CARE, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE
MEETING

Tuesday, 22 May 2018

PRESENT: Councillor S Green (Chair)

Councillor(s): M Charlton, C Bradley, K Ferdinand, M Hood,
R Mullen, I Patterson, J Wallace and J Lee

APOLOGIES: Councillor(s): W Dick, B Goldsworthy, M Goldsworthy,
P Maughan, J Simpson, A Wheeler, M Hall and P McNally

CHW95 QUALITY ACCOUNTS 2017 -18

The OSC were invited to comment on the Quality Accounts for Gateshead Health NHS Foundation Trust, and Northumberland Tyne and Wear NHS Foundation Trust.

Overview and Scrutiny Committees, along with Healthwatch, are invited, on a voluntary basis, to review the Quality Accounts of relevant providers and supply a statement commenting on the Account – based on the knowledge they have of the provider.

The Committee considered the Draft Quality Accounts for Gateshead Health NHS Foundation Trust and Northumberland Tyne and Wear NHS Foundation Trust.

Taking into account of the OSC's work during the previous year the OSC may wish to comment on the following for each respective account:-

- the Quality Account
- whether they believe that the Account is representative
- whether it gives comprehensive coverage of provider services
- whether they believe that there are significant omissions of issues of concern that had previously been discussed with providers in relation to Quality Accounts

The OSC is asked to note that Northumberland Tyne and Wear NHS Foundation Trust is currently only obliged statutorily to consult with Newcastle Health Overview and Scrutiny Committee as its head office is based in Newcastle. However, the Trust is adopting a partnership approach to this issue and has widened its consultation process to other local authority Overview and Scrutiny Committees in areas which receive the Trust's services.

A representative from Healthwatch was also in attendance and provided verbal comments on the respective Quality Accounts.

RESOLVED - that the information be noted

CHW96 GATESHEAD HEALTH NHS FT QUALITY ACCOUNT 2017-18

The Committee received the Gateshead Health NHS Foundation Trust Quality Account for 2017/2018.

Based on Gateshead Care, Health and Wellbeing OSC's knowledge of the work of the Trust during 2017-18 the OSC were able to comment as follows:-

Quality Priorities for 2018-19 and Patient Safety

The OSC is supportive of the Trusts proposed 2018-19 Quality Priorities for Improvement, in particular the continued focus on addressing Patient Safety issues given that the Trust did not meet its target for incidents of moderate harm and there has been a slight increase on last year in patient safety incidents resulting in severe harm or death, although the level of those incidents was less than in 2015-16. OSC, was, however, pleased to note improvements in the areas of levels of pressure damage; falls leading to harm and medicines management. The OSC congratulated the Trust on achieving national finalist in the Nursing Times Awards 2017 – Patient Safety Category.

Patient Satisfaction

The OSC also congratulated the Trust on achieving high levels of patient satisfaction with the Trust's services during 2017-18n and in particular supported its proposed continued focus on involving patients and the public and specific plans to obtain feedback from patients and carers who use the Trust's mental health services.

CQC Inspection Outcomes

The OSC sought reassurances about work being progressed to address issues raised during the Inspection of Older People's Mental Health Services. The OSC was advised that a whole programme of improvement was in train and the Trust was pleased with the level of progress as most actions identified by CQC had been achieved although some areas of work were still in progress.

Outcome of Local Clinical Audits

The OSC was supportive of the areas for improvement identified as outcomes of the Local Clinical Audit of Child Protection Referral Forms and was assured that referrals would not be made until full information had been received.

NHS Staff Survey

The OSC expressed concern at the deterioration in the percentage of staff reporting most recent experience of violence and sought reassurances about work being progressed to address this and was advised that work was being progressed and recent results showed improvements.

The OSC also noted that although the Trust did not meet the 4 hour A&E waiting time standard during some winter months, it did meet the standard for many other months and congratulated the Trust on remaining one of the best performers both regionally and nationally.

RESOLVED- that the information be noted.

CHW97 NTW QUALITY ACCOUNT 2017/18

The Committee received the Northumberland Tyne and Wear NHS Foundation Trust Quality Account for 2017/18.

Based on the OSC's knowledge of the work of the Trust during 2017-18, the OSC were able to comment as follows:-

Quality Priorities for Improvement 2018-19

Safety – Improving the Inpatient Experience

The OSC has previously raised concerns with the Trust regarding the availability of inpatient beds and the fact that some service users are having to be admitted to beds outside their home locality/go out of area and is therefore very supportive of this as a priority area for improvement and the proposed actions identified.

Improving Waiting Times

The OSC has previously raised concerns with the Trust regarding waiting times for the children and young people service and in light of this and a) the performance issues identified by the Trust during 2017-18 regarding waiting times for children and young people and adult and older people's services and b) that a theme identified from Complaints received by the Trust has been waiting times in community services for children and young people, the OSC is very supportive of improving waiting times as a priority area for improvement and the specific actions identified.

Progress against Quality Priorities in 2017-18

The OSC congratulated the Trust on achieving an overall rating of Outstanding from CQC and being one of only two mental health provider Trusts nationally to have achieved this rating.

The OSC was very pleased to note that all the Trust's core services have been rated as either good or outstanding. However, the OSC was concerned to note that the Trusts Children and Adolescent Mental Health Wards have been rated as "Requires Improvement" in terms of the category of Safety and sought reassurances around actions being taken by the Trust to address the situation. The OSC was advised that the rating had been given as a result of issues related to one facility and recent initial feedback from CQC was that it acknowledged that significant improvements have now been made. The OSC also noted that 87% of children and young people's

wards have been accredited by the Quality Network for Inpatient and Adolescent Mental Health Services (CAMHS).

Embedding the Positive and Safe Strategy

The OSC was pleased to note that there had been a 13% decrease in patient safety incidents overall compared to the previous year and that 92.5% of reported patient safety incidents related to no harm or minor harm with a shift from minor harm to no harm.

The OSC was also pleased to note the significant reductions achieved in relation to the use of restraint.

The OSC also congratulated the Trust on being awarded the prestigious “Provider of the Year” Award by the Health Service Journal.

RESOLVED - that the information be noted.

Chair.....