



Report to Healthier Communities & Adult Social Care Scrutiny & Policy Development Committee 13th July 2016

Report of: Policy & Improvement Officer

Subject: Quality Accounts 2015/16 – Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee submissions

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A sub-group of Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee was tasked with considering NHS Quality Accounts 2015/16. Attached for information are the comments/submissions for publication of four NHS trusts that provide service to the Sheffield community and St Luke's Hospice.

The Scrutiny Committee is being asked to:

- For information only
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Category of Report: OPEN

Local Overview and Scrutiny comment on Sheffield Children's NHS Foundation Trust Quality Report 2015/16

3rd May 2016

Sheffield City Council Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee welcome the opportunity to consider your draft Quality Account in line with NHS (Quality Accounts) Regulations 2010. We view it as a valuable aspect of health service provision scrutiny that looks at the things that are important to the public of Sheffield.

The Committee are pleased to see year on year document presentation improvements. We would like to see three year performance trend throughout with the inclusion of comparator year data and that objectives/priorities do not fall off or out of the report if not achieved.

The Committee welcome the healthier food priority and improving services for children and young people with learning disabilities priority for 2016/17. We would like to see this as a wide ranging public health priority across the whole Trust, including primary child health care, for example health visitor service, and staff healthy eating.

The Committee are pleased with the success the document is reporting on the 16-17 years mental health service. We have some concern the number of Serious Incidents has increased on the previous year and note the missed target for diagnostic waits.

The Committee look forward to a report next year on the outcome to increase the number of staff receiving a well-structured appraisal. We would have liked to have seen reporting of NHS Staff Survey indicators KF21 & KF26 for the Workforce Race Equality Standard

Local Overview and Scrutiny Formal Comment on Sheffield Health and Social Care NHS Foundation Trust Quality Account 2015/16

9th May 2016

Comment for publication:

Sheffield City Council Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee welcome the opportunity to consider your draft Quality Account in line with NHS (Quality Accounts) Regulations 2010. We view this as a valuable aspect of health service provision scrutiny that looks at the things that are important to the public of Sheffield and make the following comments:

The Committee would like to see three year performance trend throughout with the inclusion of comparator year data and that objectives/priorities do not fall off or out of the report if not achieved. Pleased to see Quality Objectives for 2016/17 reflect CQC improvement requirement, it is appropriate continuing to focus on these.

We welcome the improvement in waiting times reported 2015/16 and that the Trust has achieved most of their targets. The reference to working to improve services out of hours over the last 12 months is positive; look forward to the Trust sharing the evidence of impact on the service users.

The Committee note patient related incidents have increased and the CQC assessment required this as an area for improvement. We observe a variable performance with an increase in number of incidents but reduction in most serious incidents and look forward to seeing the outcome of conclusions being implemented from the serious incident procedures review, with a degree of reassurance for the public.

We are pleased to see 93% of staff appraised in last 12 months. The Committee welcome presentation of three year staff experience trend data and would like to see a breakdown by ethnicity.

Local Overview and Scrutiny comments on Sheffield Teaching Hospitals NHS Foundation Trust Quality Report 2015/16

May 2016

Sheffield City Council Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee welcome the opportunity to consider your draft Quality Report in line with NHS (Quality Accounts) Regulations 2010. We view this as a valuable aspect of health service provision scrutiny that looks at the things that are important to the public of Sheffield.

The Committee note the Quality Report as a document is dual purpose and encourage the publication of two versions for different audiences. The sharing of priorities in October was welcomed and working further together on the process timetable will facilitate full comment on all aspects of the Quality Account for next year.

The Committee welcome progress made on the handling of complaints and improving complainant satisfaction. For next year's priorities we are pleased to see the inclusion of further work to improve safety and quality of care, as well as arrangements to improve End of Life Care and look forward to getting feedback on these in due course. The Committee also welcome improvements in the patient experience at Weston Park; we hope that this will include the roof terrace, as this is important to patients and families. We would like to see progress continuing to be made in key areas not selected yet as a priority – Frailty Unit and SAFER bundle. In particular, progress in speeding up discharge including tackling delays in the prescription/pharmacy process.

The Committee are pleased to see some improvement in number of on day cancellations but welcome further progress. We especially want to see progress to 'Optimise Length of Stay, commitment of all to change, to enable discharge quicker and encourage further improvement through local co-production such as Right First Time. In reviewing Quality Performance Information 2015/16 we are disappointed with the readmission rate; and look forward to seeing next year the outcome of the work on understanding why this is happening, including a look at a more detail age breakdown or indication of whether it is age related.

The Committee note that the percentage of patients who waited less than 62 days from urgent referral to receiving their treatment for cancer is below national standard and there has been deterioration in performance over last 3 years. We hope there are plans in place to improve this.

The Committee are pleased to note in response to our previous comments that, for transparency 'Never Events' are included in the Quality Report. It is good to see the improvements in results from staff survey, we are concerned with areas that have deteriorated and express concern at the disparity between white and BME experiences in the Work Race Equality Standard (WRES) particularly standards KF21 and Q17b, we look forward to seeing anticipated improvements.

Local Overview and Scrutiny Formal Comment on St Luke's Hospice, Sheffield Quality Account 2015/16

10th May 2016

Sheffield City Council Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee are pleased to provide the following comments on the Quality Account 2015/16 for St Luke's Hospice, Sheffield:

Overall the Committee are very pleased to see St Luke's constantly seeking to improve. We can see that your priorities build on previous progress and extend the service offer for the people of Sheffield. St Luke's Hospice is an example of Sheffield working for Sheffield and excellent practices. Following on from last year's Quality Account we would have liked to have seen further feedback on the innovative 'is there one thing' service user feedback approach.

The Committee welcome your response to our comment last year about the diversity of the city. We are pleased to see analysis of BME population accessing St Luke's, the service it provides for the population of Sheffield.

The success of 2015/16 priorities is encouraging: for 'Improving Access' priority we would have liked to see publication of evidence to support the statement of knowing it works; we are pleased to see you adopt community engagement approaches that are beyond reach of some healthcare providers, particularly work placements, engaging with schools and the support for volunteers, there is an impressive number of volunteers at St Luke's Hospice; we are pleased to see the increased use of laundry and food delivery and will be interested to see how this progresses over this next year, the 'Ask the Chef' initiative is an excellent innovation, with the added value of reducing social isolation for carers; the Enhanced Community Palliative Support Services (EnComPaSS) management system is noted and we are interested in feedback on its impact and outcomes and look forward to seeing the evaluation referred to.



Feedback on Draft Quality Accounts 2015-16

Feedback from (name of organisation):

1. Comments for publication:

This is likely to include your assessment against the Department of Health's suggested headings:

- Do our priorities reflect the priorities of the local population?
- Are there any important issues we have missed in our Quality Accounts?
- Have we demonstrated that we have involved patients and the public in the production of the Quality Accounts?
- Is our Quality Accounts clearly presented for patients and the public?

[Max: 1000 words]

We note your feedback form and provide the following for publication:

Sheffield City Council Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee welcome the opportunity to consider your draft Quality Report in line with NHS (Quality Accounts) Regulations 2010. We view it as a valuable aspect of health service provision scrutiny that looks at the things that are important to the public of Sheffield.

The Committee note the document is dual purpose and encourage the publication of two versions for different audiences.

The Committee felt unsure how far a judgement could be made of appropriateness of the Quality Account for benefit for the people of Sheffield and would welcome more area breakdown of data across the Yorkshire Ambulance Region, including the 'you said, we did' section.

The Committee would welcome more outcome focussed information, perhaps more analytical to support the descriptive information, notably in regard to Quality Indicators to understand the patient experience and improving quality for people.

The Committee are very pleased there is a positive picture for mental health pathways and the inclusion of data that demonstrates this outcome.

The Committee note there are variations in response time performance within the Yorkshire Ambulance Service area of provision.

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