

QUALITY ACCOUNTS – A PROCESS FOR HEALTH & WELLBEING SCRUTINY COMMISSION

1. Purpose

- 1.1 The Health & Wellbeing Scrutiny Commission is required to consider a more robust process to receive and comment on future draft Quality Accounts of local healthcare providers.
- 1.2 The Health & Wellbeing Scrutiny Commission is invited to comment annually on the draft Quality Accounts of local organisations providing NHS services, such as:
 - University Hospitals of Leicester NHS Trust (UHL)
 - Leicestershire Partnership NHS Trust (LPT)
 - East Midlands Ambulance Trust (EMAS)
 - LOROs Hospice, Leicester
- 1.3 Healthwatch Leicester use Quality Accounts to support discussions about NHS healthcare matters in the local area and they also provide the opportunity for healthcare providers to engage with stakeholders representing their patients and service users.

2. Recommendations

- 2.1 Commission members to consider and agree a process (at section 4) for receiving and commenting on future draft Quality Accounts of the above local healthcare providers (1.2).
- 2.2 Commission members to consider and agree the most appropriate way forward for providing comments on any other draft Quality Account they might receive, that is produced by a local healthcare provider.

3. Background – What is a Quality Account?

- 3.1 All providers of NHS healthcare services in England are required to publish an annual Quality Account – which are essentially annual reports to the public about the quality of services they provide. This includes independent and charitable organisations, unless they are classed as 'small providers'.
- 3.2 Providers are asked to consider three aspects of quality – patient experience, safety and clinical effectiveness. The Quality Account is a document aimed at a local, public readership. This both reinforces transparency and helps persuade stakeholders that the organisation is committed to quality and improvement.

4. Role of Health & Wellbeing Scrutiny Commission

- 4.1 Overview and Scrutiny Committees, in this case the Health & Wellbeing Scrutiny Commission, along with commissioners and local Healthwatch, are given the opportunity to comment on a provider's Quality Account before it is published, as it is recognised that they have a role in the scrutiny of local health services, including the ongoing operation of and planning of services.
- 4.2 The Health & Wellbeing Scrutiny Commission is ideally placed to ensure that a provider's Quality Account reflects the local priorities and concerns voiced by their constituents.

- 4.3 If an important local healthcare issue is missing from a provider's Quality Account then the Health & Wellbeing Scrutiny Commission can use the opportunity in the form of a statement to be included in their comments.
- 4.4 Quality Accounts aim to encourage local quality improvements and Health & Wellbeing Scrutiny Commission can add to the process and provide further assurance by providing comments on the issues they are involved in locally.
- 4.5 Quality Accounts should provide a summary of quality performance for the previous year and enable patients and the public to understand:
- What the organisation is doing well
 - What improvements in service quality are required
 - What the priorities for improvement are for the forthcoming year
 - How the provider has involved service users, staff and others with an interest in the organisation in determining the priorities for improvement
- 4.6 Given the support for Quality Accounts expressed by Robert Francis in his report on Mid Staffordshire NHS Foundation Trust, the chair of Health & Wellbeing Scrutiny Commission is keen that comments should be provided, where possible. However, if for any reason this is not possible, the commission will provide an explanation for the lack of comment and this should not be seen as a reflection on the provider.
- 4.7 The Health & Wellbeing Scrutiny Commission should not feel that they have to comment on areas of the Quality Account where they do not have relevant knowledge e.g. clinical information.
- 4.8 Providers are required to report on activities on an annual basis submitting their Quality Account to the Secretary of State and on the website NHS Choices by 30th June each year. For this purpose, the Health & Wellbeing Scrutiny Commission expects to receive draft Quality Accounts during (April / May? tbc) to allow a reasonable timescale to provide their comments. Quality Accounts to be added to the work programme accordingly.
- 4.9 An example of good practice is ATT re: 'Comments from Health & Wellbeing Scrutiny Commission for University Hospitals Leicester NHS Trust 'Quality Accounts 2012/2013'.

5. Background Papers:

- 5.1 NHS Choices Website, Quality Accounts:

<http://www.nhs.uk/aboutNHSChoices/professionals/healthandcareprofessionals/quality-accounts/Pages/about-quality-accounts.aspx>

- 5.2 NHS England guidance requirements 2013/2014:

<http://www.england.nhs.uk/wp-content/uploads/2014/01/qual-accs-rep-lett.pdf>

6. Report by:

Councillor Michael Cooke, Chair of Health & Wellbeing Scrutiny Commission,

EXAMPLE LETTER OF GOOD PRACTICE



7th June 2013

To:
Sharon Hotson, Director of Clinical Quality
John Adler, Chief Executive
University Hospitals of Leicester (UHL)

**RE: COMMENTS OF THE HEALTH SCRUTINY COMMISSION ON THE
UNIVERSITY HOSPITALS LEICESTER TRUST (UHL) - DRAFT QUALITY
ACCOUNT 2012-13**

Thank you for attending our Health and Well-being Scrutiny Commission meeting at Leicester City Council, on 28th May 2013 to present the University Hospitals of Leicester Trust report on its Draft Annual Quality Account 2012/13. We welcomed your presentation and also the attendance of John Adler, Chief Executive, who presented the UHL Strategic Direction report.

Please accept the following minute extract to form the comments of the Health and Wellbeing Scrutiny Commission:

Members made the following observations on the draft Quality Account Report:-

- It was pleasing to see improvements of some of the local indicators even if these were still no so good compared to the national average. The direction of travel in improvement was welcomed.
- Additional support facilities, including parking, should be provided for family and relatives as part of 'End of Life Care.'
- The low level of staff (55%) who would recommend the provider to friends or family needing care was disappointing when compared to the national average (64%).
- A breakdown and better understanding of the differing groups involved and how they inter-play with each other would be useful, together with an understanding of proposals to target hard to reach groups.

In response, it was stated that:-

- The improvement in mortality rates was pleasing but the Trust wished to continue this improvement so that it was in the national top 25 quartile.
- The issue of staff recommending the provider to friends and family would be addressed through the Listening Into Action and Quality Care initiatives. It was however, pleasing that the equivalent rate for patient recommendations had risen from 51% in 2012 to 64% in 2013.
- An open invitation was extended to any member of the Commission to visit the hospital to see how services were provided.

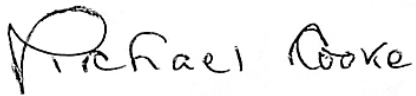
The Healthwatch representative expressed appreciation to the 20 LINK members in the City and County who had been involved in consultations on the Quality Account and for Health watch to be involved in the future.

RESOLVED:

that the draft Quality Accounts 2013/16 be received and the invitation for Members of the Commission to visit the hospital to see how services are provided be welcomed.

The commission found the quality accounts 2012/13 report format to be easily accessible and reader friendly. The Health and Wellbeing Scrutiny Commission at Leicester City Council, welcomes the opportunity to continue to provide their comments each year.

Many thanks,

A handwritten signature in black ink that reads "Michael Cooke". The signature is written in a cursive style with a large initial 'M'.

Councillor Michael Cooke
Chair of Health and Wellbeing Scrutiny Commission
LEICESTER CITY COUNCIL.