

About Healthwatch Stockport

Healthwatch is the new independent consumer champion created to gather and represent the views of the public, patients, relatives and carers. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

Healthwatch Stockport is a membership organisation run by volunteers with an interest in health & social care. They are supported by a team of staff to offer help to members carrying out activity on behalf of the organisation.

Healthwatch Stockport has, amongst others, the following responsibilities;

- Promote and support local people to be involved in monitoring, commissioning and provision of local health & care services
- Obtain local people's views about their needs for and experience of local health & care services
- Tell agencies involved in the commissioning, provision and scrutiny of health & care services about these views
- Produce reports and make recommendations about how local health & care services could or should be improved

Introduction

Healthwatch Stockport welcomes the opportunity to comment on this Annual Quality Account (as seen in draft and with incomplete data). We recognise that Quality Account reports are a useful tool in ensuring that NHS healthcare providers are accountable to patients and the public for the quality of services they provide. We fully support these reports as a means for providers to review their services in an open and honest manner, acknowledging where services are working well and where there is room for improvement.

We share the aspiration of making the NHS more patient-focussed and placing the patient's experience at the heart of health and social care. An essential part of this is making sure the collective voice of the people of Stockport is heard and given due regard, particularly when decisions are being made about quality of care and changes to service delivery and provision.

Our wish is therefore that Healthwatch Stockport works with its partners in the health and social care sector to engage patients and service users effectively and to ensure that their views are listened to and acted upon. We look forward to continuing to work alongside the Trust to ensure that the voice and experience of patients and the public is heard throughout the provision of services.

Healthwatch Stockport commends the Trust on the many areas where, through hard work and dedication quality improvements have been demonstrated.

Quality Improvement priorities for 2014/15

CQUIN

In 2014/15 The Trust's quality initiatives focused on the Commissioning for Quality and Innovation (CQUIN) standards as agreed with commissioners and the achievement of national standards. The key aim of the CQUIN framework for 2014/15 was to support improvements in the quality of services and the creation of new, improved patterns of care. The framework stipulates that commissioners must set out clearly in contracts the proportion of payment associated with each CQUIN indicator and the basis upon which payment will be made. As a result a proportion of Stockport NHS Foundation Trust's income in 2014/15 was conditional on achieving CQUIN goals contractually agreed through the Commissioning for Quality and Innovation payment framework.

As a measure of assurance of the actual quality improvement achieved Healthwatch Stockport finds it difficult to reconcile 'a red, green, amber dial', (with green being "performance achieved or exceeded target") and the proportion of payment received in association with each CQUIN indicator.

However Healthwatch Stockport understands that the Trust will now provide further details of the agreed goals for 2014/15 and for the following 12 month period, linked within the Quality Account¹.

Healthwatch Stockport are pleased that Stockport NHS Foundation Trust have agreed to include a section within this report detailing where the CQUIN value that was not achieved in 2014/15 and the reason². We feel this will be extremely helpful to the public understanding of this fairly complicated framework.

Healthwatch Stockport understands that the Trust is forecasting the following (draft report data);

- 94% of CQUIN payment for its acute (hospital) services;
- 97% of CQUIN payment for its Stockport Community services;
- 97% of CQUIN payment for its Tameside Community services;
- 100% of CQUIN payment for its Public Health and Specialised Services;

Healthwatch Stockport members particularly noted the following achievements:

1. The work being done on the identification of carers, patient passports etc (Priority 1b, 1c & 1d), especially in relation to patients with a learning disability. In view of Sir Stephen Bubb's *Winterbourne View – Time for Change* report on accelerating the return of Out of Area placed residents it is hoped that this initiative becomes embedded within Stockport.
2. The significant improvement in achieving the 'FAIR' assessment (Priority 1b).
3. The positive step forward in the implementation of Patientrack (an early warning system) to reduce the number of emergency calls made for suspected cardiac arrests (Priority 2c). Healthwatch Stockport hope to see a reduction in the number of calls made in 2014/15.

Equally there were the following concerns

1. Healthwatch Stockport were informed by the Trust that the prevalence of pressure ulcers has fallen within Stepping Hill Hospital (Priority 2a), however as they are not achieving the CQUIN target, Healthwatch Stockport look forward to further improvement. Healthwatch Stockport welcome the fact that following our request, this data has been separated between community and hospital services so that problem areas are able to be pinpointed.
2. The slowness in developing a Falls Pathway (Priority 2o) and this again appears to be an issue of integrated care in the community.
3. The primary aim of Priority 2g is to improve the communication and therefore engagement between Primary, Secondary and Community clinicians. Healthwatch Stockport believes that publishing a Discharge Summary within 48 hours is a vital part of this communication and is disappointed that the Trust is still performing well below the expected trajectory, as reported in its *Integrated Performance Report: March 2015*. The Healthwatch Stockport Discharge subgroup is continuing the look at ways that discharge from the Trust can be improved.

Reporting against core indicators

The draft report was incomplete in respect of the Trust's performance and the intended actions for improving performance against some core indicators. However Healthwatch Stockport, like last year, is concerned that the Trust was below the national average in 2014/15 for Core Indicator 25 (Percentage of safety incidents that resulted in severe harm or death).

Performance against indicators and performance thresholds 2014/15

At the time of writing this statement the data for Q4 was unavailable and Healthwatch Stockport has a concern that when published some of the thresholds, which are either a right or pledge in the NHS Constitution will not have been achieved.

¹ No information was available at the time of writing this statement

² No information was available at the time of writing this statement

Priorities for quality improvement in 2015/16

Healthwatch Stockport welcomes the broadening of the priorities beyond the CQUIN framework but also notes that they include outcomes from the Trusts Quality Improvement Strategy 2014-19 without any milestones for 2015/16.

Healthwatch Stockport also acknowledges the Trusts commitment to high quality, safe and timely care by joining the national 'Sign up to Safety' campaign and that the Board of Directors will be participating during 2015/16 in the Making Safety Visible programme, run by Haelo and the Health Foundation, which aims to improve the measurement and monitoring of safety across the whole health economy.

Conclusion

Looking forward there are many changes expected and it is absolutely vital that the Trust seamlessly maintains and improves its quality of services during these significant and far reaching re-organisations.

Healthwatch Stockport would like to take this opportunity to thank the Trust for their support in a number of pieces of work throughout 2014/15.

- Healthwatch Stockport worked with NHS Complaints Advocacy Stockport and the Trust itself to bring improvements to the Trust's Complaints procedures. In response to discussions, Stockport NHS Foundation Trust added an additional member of staff to the Patient Customer Service Team and promised better co-ordination of responses between the business teams within the medical department and the Patient Customer Service team. In addition, the Head of Quality and Director of Nursing & Midwifery will have more hands-on input to the responses during investigations and internal procedures will be changed on a number of matters.
- Healthwatch Stockport Enter & View Visits were carried out at Stepping Hill Hospital Transfer Unit C5, Outpatients Clinic A and Outpatients Clinic between 15th-17th April 2014 to view the service provided by Arriva Patient Transport Service.
- The Lead Nurse in Adult Safeguarding and Lead Nurse for Admissions and Discharge from Stepping Hill Hospital attended Healthwatch Stockport's Discharge Subgroup to discuss discharge from the hospital.
- Healthwatch Stockport members continue to be involved in the A&E Redesign at Stepping Hill Hospital including the D Block Redevelopment, Emergency Department User Group and the Unscheduled Care Strategy.
- Healthwatch Stockport members continue to be involved in the current integration work involving the Trust, including Healthier Together and Targeted Prevention, raising concerns about the lack of information available for residents to make informed decisions on the Healthier Together proposals.
- Healthwatch Stockport members participated in several Patient-led assessments of the care environment (PLACE) Assessments alongside the Trust.
- Healthwatch Stockport continue to meet bi-monthly with senior executives of Stockport NHS Foundation Trust.
- Healthwatch Stockport members sit on a number of the Trust's groups including the Foundation Trust Patient Representative Group: Division of Medicine, the Medicines Management Committee, Stockport CCG Unscheduled and Scheduled Care Working Groups.

Healthwatch Stockport thanks the Trust for the opportunity to comment on this document and request consistency in reporting next year to enable a direct comparison of the information.

If members of the public have any queries or questions or concerns resulting from this report or annex, Healthwatch Stockport can be contacted by e-mail at info@healthwatchstockport.co.uk, telephone on 0161 477 8479 or you can visit our website at www.healthwatchstockport.co.uk.

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