

The following statement was submitted to the Northumbria Healthcare Foundation Trust for inclusion in the Trust's Annual Quality Account.

## **Statement on behalf of the Adult Social Care, Health and Wellbeing Sub-committee, North Tyneside Council**

The Adult Social Care, Health and Wellbeing Sub-committee welcomes the opportunity to submit a statement for inclusion in the Trust's Annual Quality Account 2018/19

The sub-committee commends the Trust on the positive developments over the year and the achievements set out in the Quality Account, and notes the interesting developments taking place across the Trust over the coming year.

### **Progress against priorities during 2018/19:**

The Sub-committee welcomes the significant improvements that have been made to reduce the number of falls that take place in hospital and notes that levels are now in line with the national average and are continuously improving. The Sub-committee also welcomes the coordinated approach around Frailty, and notes that this will remain a priority going forward into 2019-20, incorporating a continued focus on falls prevention as part of this work.

The Sub-committee notes progress on staff experience, including the appointment of a Chief Experience Officer to lead this work. The Sub-committee is pleased with the emphasis being placed on the link between staff experience and patient experience and agree that this is important, and is the right approach to be taking.

In relation to Sepsis, the sub-committee note the focus on early identification of Sepsis through the screening process, and the progress that has been made in this area, including the introduction of the Nervecentre digital system. The sub-committee acknowledge the issues reported around missed targets in both the use of the screening tool and compliance with the sepsis 6 bundle, and are hopeful that this can be improved over the coming year. Members welcome the continued identification of Sepsis as one of the Trust priorities going forward as part of the Deteriorating Patient Programme.

In relation to the priority around flow, the Sub-committee note the development of a new purpose built department for ambulatory care services and look forward to the opening of this new unit and the benefits this will have for improving services for patients.

Members are also interested in the introduction of the new HomeSafe service and the use of performance information and intelligence to support patients to be discharged to their own homes, reducing the lengths of stay in hospital where possible.

## **Priorities for 2019/20**

The Sub-committee is satisfied with the priority areas identified for 2019/20 and the opportunity to build on recent achievements through a continued focus on flow, frailty and staff experience, and the incorporation of Sepsis within the broader priority of the deteriorating patient.

The Sub-committee also agree with the four additional priority areas of cancer, maternity, bereavement and public health (in the form of 'Every Contact Counts'). These are all important areas and the sub-committee looks forward to seeing the progress that can be made in these areas over the year.

The Sub-committee is pleased to see the emphasis on moving to more personalised services around bereavement and 'every contact counts'. The Sub-committee is particularly interested in the approach that is being adopted to improve bereavement services, such as the death café, and plans to introduce the role of medical examiner to support the provision of the highest quality person centred care around bereavement. The Sub-committee would be interested to learn more about the impact of this post once it is established and there has been time to make progress.

The Sub-committee welcome the focus on Maternity Services. In particular, Members commend the introduction of the birth reflection programme and recognise the positive impact this type of initiative can have for women's mental health and their future experiences of birth, as well as the potential financial benefits of reducing future interventions. Members would also like to highlight work around smoking cessation and pregnancy and would be interested to learn about how the Trust is approaching this. These areas feed into the wider priority of public health and the 'Every Contact Counts' initiative, which is similarly an important priority for the Council. Members would encourage the Trust to continue to work closely with the Council to improve public health outcomes across North Tyneside.

The Sub-committee also welcome the work the Trust is undertaking to improve staff and patient experience and the detailed information contained in the document in relation to staff survey results. The Sub-committee note the information on staff experiences of bullying and harassment. Although the Trust is performing better than the national average in this area, Members would like to highlight this as an important issue for consideration by the Trust and an area where they would like to see a further reduction in incidences.

### **Other issues:**

In relation to other aspects of the Quality Account, the Sub-committee would like to comment on the following:

- Never Events – Members welcome the inclusion of this information and note that each event is investigated and action taken. However, given the seriousness of these events, they would very much like to see this number reduced.

- Freedom to Speak Up - Members welcome the developments in this area, including the online learning application and referral form. Members would be interested to receive feedback on these initiatives once established.
- Quality Improvement in Surgical Teams - Members welcome the initiatives around quality improvement in surgical teams aimed at reducing MSSA infection and detection and treatment of anaemia.
- Real Time Feedback Data - Members were interested in the real time feedback data which is generally very good. Members noted the lower satisfaction level in relation to communication about medicines and side effects and would like to see this area given greater attention going forward.

In conclusion, The Sub-committee is of the view that the Quality Account represents a fair and accurate reflection of the health services provided by the Trust. The Sub-committee supports the priorities that have been selected for 2019/20 and looks forward to working with the Trust over the coming year.

A handwritten signature in black ink that reads "K. Clark". The signature is written in a cursive style with a large, stylized 'K' and 'C'.

Councillor Karen Clark  
Chair of Adult Social Care, Health and Wellbeing Sub-committee

20 May 2019