

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 2017/18

The sub-committee commends the Trust on the positive developments over the year and the positive picture set out in the Quality Account, with the Trust performing above the national average in many areas and frequently within the top 20% of trusts.

In relation to progress against priorities in 2017/18:

The Sub-committee is pleased with the focus on the management of sepsis. This was highlighted as an area of importance to the sub-committee last year, and the Sub-committee welcomes the action taken through engagement with the emergency department and the significant improvement in performance on weekly screening that has been reported.

The Sub-committee was disappointed that progress was worse than expected in relation to the two objectives of improving sepsis six compliance, and exploring upstream interventions with primary care, community and the North East Ambulance Service. It is hoped that progress can be made in these areas in the coming year. The Sub-committee is pleased to see that 'surviving sepsis' will continue to be a priority for the Trust going forward into 2018/19.

In relation to the priority of abdominal pain, the sub-committee welcome the improvement of 21% in relation to the measure of patients leaving the unit in less than 5 hours. The Sub-committee also commend the developments in this area that have had an impact on care, particularly the 'hot clinic'.

In relation to the priority of flow, the sub-committee is pleased to see that this will continue as a priority for 2018-19 as this is very important to patients. The Sub-committee acknowledges the increased demand experienced for emergency and urgent care services across the winter and are aware that this led to increased waiting times for patients. The sub-committee notes the initiatives that have been introduced to improve performance in this area. The Sub-committee is also interested to understand why the admissions avoidance initiative with nursing home access to dedicated paramedic services was not successful, and what else will be put in place in this area.

In relation to the priorities selected for 2018-19:

The Sub-committee notes the progress that has been made as a result of actions in the priority areas of abdominal pain and breathlessness during 2017/18, and that these will now be replaced by new priority areas going forward.

The Sub-committee is pleased to see a specific focus on falls. The sub-committee is aware of falls prevention work that is ongoing within the community and would like to see linkages between health services and community work in this area to reduce the impact of falls, particularly on the elderly population.

The Sub-committee notes the identification of patient and staff experience as a priority for the coming year. The Sub-committee welcomes the initiatives outlined in relation to improving the patient experience, and congratulates the Trust on winning a number of Patient Experience Network National Awards.

The Sub-committee acknowledges that the Trust is one of the top performing trusts in terms of people wanting to work for the organisation. However, the Sub-committee highlight that some of the findings of the staff survey set out in Table 36, particularly in relation to BME staff, do give cause for concern. The Sub-committee is of the view that these issues do need to be addressed as a matter of urgency and welcomes the appointment of a Chief Experience Officer to oversee this priority area.

The sub-committee looks forward to working with the Trust in 2018/19 and to receiving updates, particularly in relation to the areas of concern highlighted.

To conclude, overall based on the information available, the Quality Account appears to be a fair and accurate reflection of the health services provided by the Trust and the sub-committee supports the priorities that have been selected for 2018/19.



Councillor Lesley Spillard  
Deputy Chair of Adult Social Care, Health and Wellbeing Sub-committee

23 May 2018