

# Minutes

of the Meeting of the

## Quality Accounts Sub-Committee

Wednesday, 2nd May 2018

held at the Town Hall, Weston-super-Mare

Meeting Commenced: 10.00 am Meeting Concluded: 13:10

### Councillors:

P Ruth Jacobs  
Ian Parker

P Reyna Knight  
P Roz Willis

**Also in attendance:** Councillor Bob Garner

P: Present

A: Apologies for absence submitted

**Health colleagues in attendance:** **North Bristol NHS Trust:** Sue Jones (Director of Nursing and Quality), Paul Cresswell (Associate Director of Quality Governance); **Avon and Wiltshire Mental Health Partnership NHS Trust:** Anita Hudson (Clinical Lead for Mental Health)); **Weston Area Health NHS Trust:** Sarah Dodds (Director of Nursing) and Natasha Goswell ((Deputy Director of Quality and Safety) **North Somerset Community Partnership:** Mary Lewis (Director of Nursing and Therapies); **South West Ambulance Service Trust:** Sharifa Hashem (Patient Engagement Officer) and Will Lee (Operations Manager)

**Council officers in attendance:** Leo Taylor and Julia Parkes (Corporate Services)

### **QAS** **Declarations of Interest by Members** (Agenda item 3)

1

None

### **QAS** **Minutes of the Meeting held on 4 May 2017** (Agenda item 4)

2

**Resolved:** that the minutes of the meeting be approved as a correct record.

### **QAS** **Matters referred by Council, the Executive, other Committees and Panels** **3** **(if any)** (Agenda item 5)

None

#### **QAS North Bristol NHS Trust – presentation (Agenda Item 6.1)**

**4**

Representatives of the Trust gave a PowerPoint presentation highlighting the key points of the Trust's Quality Account (QA). A copy of the presentation has been placed in the signed minute book.

In discussion, Members commented on the QA as follows:

- (1) the Panel was pleased to see the progress made by the Trust this year on RTT backlogs;
- (2) the Panel were encouraged by performance over the year and particularly noted that NBT have successfully exited 'special measures' with effect from July 2017;
- (3) the Panel were pleased to see the improvement in hospital acquired infections;
- (4) Members were impressed by its with the Patient Feedback which shows more compliments and fewer complaints; and
- (5) the steady improvements in on-going reductions in pressure injuries

**Concluded:** that the Panel's comments be reviewed under Item 8 (Minute QAS 10 below) and form the basis of the formal response to the Trust.

#### **QAS Avon and Wiltshire Mental Health Partnership NHS Trust – presentation (Agenda Item 6.2)**

**5**

Representatives of the Trust presented its Quality Account.

In discussion, Members commented on the QA as follows:

- (1) Members recognised the progress made by the Trust following the challenging CQC inspection last year, noting that many of the CQC concerns have now been met;
- (2) the Panel were disappointed to note that the recording on drug charts had not improved but were encouraged by the information given about work being done to resolve this issue;
- (3) Members were pleased to note ongoing progress in the reduction of falls on older adult wards; and
- (4) The Panel was encouraged with the work surrounding suicide prevention;

**Concluded:** that the Panel's comments be reviewed under Item 8 (Minute QAS 10 below) and form the basis of the formal response to the Trust.

#### **QAS United Bristol Hospitals Trust – presentation (Agenda Item 6.3)**

**6**

Overall the Health Overview and Scrutiny Panel were very encouraged by the closer relationship with Weston General Hospital.

It was noted that the Trust seeks to build on earlier programmes and there was a case for more opportunities to work together to support innovation and improvement. The Panel would like to know more about how this it to be implemented.

The Panel were particularly encouraged by the 97% positive experience of care as indicated by the feedback forms from patients and their friends and families but would be interested to hear the reasons for dissatisfaction.

**Concluded:** that the Panel's comments be reviewed under Item 8 (Minute QAS 10 below) and form the basis of the formal response to the Trust

#### **QAS Weston Area Health NHS Trust – oral report**

**7**

A representative of the Trust gave a verbal update highlighting the key points of the QA.

The Panel fully recognises the significant challenges faced by WAHT in 2017/18, following on from the temporary closure of the Emergency Department, sustained periods of peak demand on services, long term recruitment difficulties and very challenging winter pressures.

CQC have clearly been pleased with improvements made although the Section 29a warning has not yet been lifted. The potential merger with United Hospitals Bristol Trust is considered to be an opportunity to assist with these improvements.

In that context, the Panel notes the significant changes in the management team and welcomes the encouraging evidence within the 2017/18 Quality Account of improved partnership working with neighbouring trusts and evidence of improvements in patient flow in the Emergency Department.

**Concluded:** that the Panel's comments be reviewed under Item 8 (Minute QAS 10 below) and form the basis of the formal response to the Trust.

#### **QAS North Somerset Community Partnership - presentation**

**8**

Representatives of the Trust gave a PowerPoint presentation highlighting the key points of the Trust's QA. A copy of the presentation has been placed in the signed minute book.

In discussion, Members commented on the QA as follows:

Overall the Health Overview and Scrutiny Panel were impressed with performance.

In respect of performance against the Partnership's 2017/18 priorities, Members were encouraged that all were met. The Panel particularly welcomed the following achievements:

- The improvement in discharge services with a view to reducing the numbers of delayed transfers of care.
- The introduction of a urinary catheter passport which is to be rolled out across the BNSSG
- The achievement of the "delivering a dementia friendly organisation" priority (with 95% of staff trained);

- National recognition of the Partnership's collaborative work with AWP to enhance mental health of patients with physical health needs and physical health of patients in mental health services; and
- All CQUINS targets achieved.

Members noted that there was a higher response from last year to the staff survey. They were encouraged that those staff who responded felt valued by the company and communication has improved between the Executive team and themselves.

**Concluded:** that the Panel's comments be reviewed under Item 8 (Minute QAS 10 below) and form the basis of the formal response to the Trust.

#### **QAS 9 South West Ambulance Service NHS Foundation Trust - presentation**

A representative of the Trust gave an audio-visual supported presentation on the key points of the QA.

The Panel noted that there was a significant reorganisation process within the Trust and were very encouraged by the implementation of new processes and programmes such as the Red Bag Scheme. The Panel were also pleased to note the continuing work that is being done in the Ambulance Response Programme (pre-triage) and that despite the overnight closure of Weston's Emergency Department there is a pathway for patients suffering from neck of femur injuries whom are to be prioritised and to still be admitted to Weston during these hours.

Nevertheless, the Panel acknowledged the significant impact of lack of resource and remains concerned about the effect this has on delays in attending patients.

**Concluded:** that the Panel's comments be reviewed under Item 8 (Minute QAS 10 below) and form the basis of the formal response to the Trust.

#### **QAS 10 Panel Discussion**

Members reviewed the quality accounts presentations in more detail and agreed outline responses.

**Resolved:**

- (1) that, on the basis of the outline responses agreed by the Sub-Committee, draft formal responses be prepared by the Scrutiny Officer; and
- (2) that the draft responses be circulated to Sub-Committee members for agreement prior to being issued to the respective Trusts/Healthcare providers in compliance with the notified deadlines.

The finalised QA responses are attached at appendix 1.

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Chairman

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