# Healthwatch Coventry commentary on the Coventry and Warwickshire Partnership Trust Quality Account

Healthwatch Coventry is the consumer champion for local health and social care services, working to give local people and users of services a voice in their NHS and care services. Local Healthwatch welcomes its role in producing commentaries on NHS Trusts' Quality Accounts.

The version of the draft quality account Healthwatch Coventry received to enable us to compose this commentary was not complete and did not contain all the data.

We have been a member of a task group convened by Warwickshire County Council Scrutiny Board to meet with the Trust and discuss progress on last year's priorities, and what should be included as priorities this year. We asked the Trust to focus on fewer priorities with clearer outcomes, we are not sure that this has been achieved.

**Is the document clearly presented for patients/public?**

We do not think that the document is clear for patients and the public. It would benefit from use of plain English and a much more direct style. Making the glossary more comprehensive and using the full names to explain acronyms would help, but there is too much jargon and management speak for the information to mean anything to a local resident. Our comments below also show that it is difficult to understand what work has been carried out and the outcomes/impact of the work.

The section on Integrated Children's Services is, however, very readable and clear and includes quotes from service users that make it come to life.

**Report on last year's priorities**

Unfortunately, the information provided in the Account does not enable us to see if the Trust has achieved the measures of success it indentified in last year's document. For example last year's measure of success for quality goal 3 was for each service to use real time patient feedback, but it is not clear if this is now in place and what the result/benefit has been.

For goal 5: respectful environments. A description of the benefits is provided rather than a report on actions and the measures of success identified last year: a revised appraisal process and implementation of this.

For Goal 9: information on the number of staff trained and in what topics would be helpful.

Other Goals would benefit from examples to substantiate the work, eg Goal 4, an example of an outcomes framework and how this has improved things; and Goal 7 an example of how safer patient environments have been provided and where.

*Approved 2 June 2015*

There is a rollover of many of the quality goals from last year's account. It would be easier for the Trust to undertake, track and report on fewer priorities.

Other trusts append a full report on CQUIN targets to their Quality Account and we think this is good practice.

**Other performance information**

We welcome the introduction of the Buddying Support for employees and trust that the Gatekeeper is as equally impartial/independent as the Buddy.

Some further explanation/narrative around Severe Harm/Death would be helpful as reporting of incidents has increased in the first half 2014-2015 and cases of severe harm/death have gone up by 9.Yet there were no 'Never Events'.  33% of staff also reported witnessing potentially harmful errors.

**Trust priorities for the coming year**

Some of the priorities are national targets, which must be implemented by Trust. Quality Accounts can be a useful process for identifying work specific to improving service quality within a Trust and work best when utilising patient, carer and staff input in developing goals.

Some new developments such as the Equal Partners Assembly are highlighted and therefore there has been progress on engagement and feedback. However it is not clear in the report how the views of patients/service users and feedback received has influenced the setting of quality goals.

We hope that Patient Reported outcomes will act as a catalyst for the next phase of patient engagement within the Trust and that by next year there will be a clear line between what service users have said, actions by the Trust and the priority goals being set.

Key issues for the Trust (gathered from our ongoing work and the information within this document) are:

- Staff recruitment and retention
- Staff morale
- Changing ways of working and being a significant contributor within new local initiatives aimed at integrated care and simplifying pathways to care across a range of NHS and social care services
- Implementing plans which are at early or later development phases

Not all of these are reflected in the actions in this Quality Account. There needs to be more linkage with peer reviews (leadership), recruitment, safer staffing requirements etc. This is a huge priority area for improvements. Without success here the other goals will not be achieved.

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Healthwatch has had early discussions with the Trust regarding a review of complaints and PALS delivery. Healthwatch provide Independent Advocacy Support Service (ICAS) for people making an NHS complaint and therefore has insights to offer. This is an important area of work for a Trust and ties with a number of significant national reports and calls to action around complaints handling.  It would benefit from being a quality goal.

**Other comments**

The final section 'Focus on' is useful and informative regarding Specialist Services, Integrated Children's Services, Secondary Mental Health Care, Community Health and Well Being. This section is also easier to identify with and understand.

*Approved 2 June 2015*