

## Commentary from Joint Quality Account Task Group

The Joint Quality Account Task Group is a task and finish group of Coventry City Council Health and Social Care Scrutiny Board 5 working jointly with Healthwatch Coventry and Healthwatch Warwickshire. Its purpose is to enable Healthwatch and Scrutiny to follow up on progress regarding quality account goals set by the Trust and to feed into the setting of future priorities.

This work helps the Task Group to have information to assess how the Trust works for good quality services for patients/service users and to input what we know from information we hear from patients/service users/public.

The draft version of the Quality Account we received in order to produce this commentary was not complete as it was missing data and narrative from some sections:

- CQUIN targets for 2019-20
- Patient Safety incident data
- Learning disability improvement standards

### Last year's priorities

The Task Group met with the Coventry and Warwickshire Partnership Trust (CWPT) in February 2019 to discuss progress on the priorities set for 2018-19 and what had been achieved. We found this to be a positive process. At this meeting the Trust updated on progress and challenges.

Within the Quality Account document CWPT reports a mixed picture about whether priorities were achieved and it would have been helpful to have had a little more information and explanation about what had and had not been achieved. There was some positive progress regarding patient outcomes and experience but regarding staffing the Trust did not achieve its priority of reducing staff turnover.

### 2019-20 priorities

This year the Quality Account Task Group did not have the opportunity to discuss potential quality account goals with the Trust in the way we have in previous years.

The Trust has chosen to use its strategic priorities as quality account priorities. However, this means that there is not much change from the previous year and the priorities are very broad. It is also hard to understand what the programme of work for each would be and what success would be like.

The quality account process provides all NHS Trusts with the opportunity to identify specific, measurable, goals to work on over the period of 9-12 months. It is disappointing CWPT has moved away from this.

One of the things Healthwatch looks to see is the extent to which Trusts show that they have set quality goals that are based on what patients/service user/the public have told them. This is not something which is evident from CWPT's quality account document this year.

It is very important that the Trust makes progress regarding staff recruitment and retention in the coming year.

## **Quality information/data**

The Trust achieved a positive CQC rating of good this year, moving from requires improvement. However the CQC identified some areas for improvement and a short section on how the trust addressed these would have been helpful.

Within the document the Trust demonstrates learning from audit findings; serious incident process and the CQC's findings in its inspection of children's and adolescent mental health services.

It is unclear from the document what has been achieved regarding the targets the Trust has been set by its commissioners (CQUINs).

The Trust achieved its targets for 7 day follow up of patient within the Care Programme Approach and its target for mental Crisis Interventions Team involvement in admission prevention.

Within the national community health mental health service user survey CWPT is about the same as other Trusts for most areas, but for 'planning care' is worse, therefore it would be helpful for the Trust to show what actions it is taking.

## **Missing elements**

Patients/service users do not feature very much within the document. There is little that demonstrates response to feedback from patients/service users by describing what the trust did to address a problem or concern raised.

More content about how the Trust seeks to talk to /engage with patients/service users would also be beneficial.

## **Other comments**

Importantly, this year the Chief Executive has highlighted how the CWPT sits within Better Health, Better Care, Better Value partnership work across the NHS in Coventry and Warwickshire, which is considering how NHS services should be organised in the future.

We look forward to continuing to work with the Trust and in particular offer input around linking engagement activity to the quality account.