

Healthwatch Coventry Commentary

Healthwatch Coventry represents the interests of patients and public in local NHS and social care services. We are asked to consider if a trust's quality account shows the following:

1. reflects peoples' real experiences as told to Healthwatch
2. shows a clear learning culture in the Trust that allows people's real experiences to help the provider get better
3. contains priorities for improvement that are challenging enough and is it clear how improvement will be measured

The version we received to produce this commentary did not contain most of the data.

Overall

The COVID-19 pandemic, COVID-19 vaccination and NHS backlog recovery schemes have been the dominant features of the year.

We welcome the opening of more car parking at the Walsgrave site. Over the years we have been putting forward patient public feedback about getting to the hospital including issues with the site layout and insufficient parking.

Last year's priorities

Priority 1 – Patient Safety

To recruit two Patient Safety Partners on their safety-related clinical governance committees...

This was postponed due to COVID-19 and delayed national guidance. However we feel the Trust could potentially have progressed this in other ways related to drive behind the role of developing the perspective of patients/people within patient safety. This could have been reported here

Priority 2 - Clinical Effectiveness

To improve how the Trust evidences the implementation of National Institute for Health and Care Excellence (NICE) guidance...

From the information given it isn't possible to understand what the actions led to and how they were beneficial for patients.

Priority 3 – Patient experience

...ensure that the voice of our patients is heard with a particular focus on underrepresented groups in order to:

- *Shape and design the services that we provide.*
- *Improve care experiences for all of our patients.*
- *Close the healthcare gap for under-represented groups to improve the prevention and management of health for these communities.*

It is positive that the PALS service has begun to collect patient demographic information. We had previously asked what demographic information the Trust collects.

Has any feedback been gathered on the new online form – is it working from patient point of view?

Were any outcomes recorded from the information on local radio stations and from the involvement of patient partners?

Community partner programme – there are some similarities to other work/ideas being taken forward by other organisations in the local system. There are opportunities to co-ordinate and join up.

Priorities for 2022-23

Healthwatch Coventry took part in a priority setting online workshop along with people from other organisations and individuals. The focus of this workshop was providing information about the priorities the Trust had identified rather than gathering ideas or information from participants.

Priority 1 – Patient Safety

Gathering patient and relative feedback is welcomed. This should be built into oversight and review processes. It is also important to let people know how their feedback has made a difference.

Priority 2 - Clinical Effectiveness

Some information to help a lay audience understand this work better would be helpful. Information about how outcomes will be identified and measured

is needed. Audit against guidelines is a good way to support and implement these as it gives an objective base from which to change practice.

Priority 3 – Patient experience

We welcome steps to ensure that different people and communities can feed into the development of the Patient Portal as this is essential to its effective design. It is hard for individual people to represent the experience and view of others and so a broad based mechanism for involvement is best. There are multiple factors which may prevent local people from accessing the portal which will need to be understood. Patients and people should be at the heart. UHCW should also see which partner agencies which have related understanding or have done pieces of work and link up.

Other quality information

Most of the 2020-21 data was not available in the version of the document we saw.

The trust continues to be rated as 'Good' by the Care Quality Commission, with CQC inspections suspended due to the pandemic.

The trust does not highlight issues as part of the document – for example last year staffing levels were highlighted as an issue. This seems to be a gap in the content.

Involvement of patients and public

The figures for complaints, ombudsman cases and PALS contacts were not in the draft we received.

We know from our work that this has been a very busy period for the hospital PALS service.

The most frequent topics of contact with Healthwatch Coventry regarding the Trust this year were related to communication, waiting times and treatment/care.

People told us about problems:

- getting through to the hospital and finding out about loved ones being treated on hospital wards and their discharge plans
- waiting times for treatment

- the usefulness of information regarding planned operations and treatments and queries about waiting times

The trust describes its 'thinking of you' initiative to get messages from loved one to those in hospital, however this was about sending information rather than receiving it.

We have sought conversations with the Trust about:

- ways to improve communication with patients
- developing the information sent out to people about their appointments where there is a long waiting period
- an idea for a joined up piece of work to develop useful localised information for people who are waiting for treatment and avoiding people being directed to different organisation in the system eg hospital back to GP

We look forward to an interesting year as health and care reorganisation continues and will continue to work with the trust.