

Manchester City Council Report for Information

Report to: Health Scrutiny Committee - 22 May 2018

Subject: NHS Quality Accounts 2017 / 2018

Report of: Governance and Scrutiny Support Unit

Summary

All NHS healthcare providers must produce Quality Accounts as annual reports for members of the public, giving details about the quality of the services they provide. Health Scrutiny Committees are entitled to comment on draft Quality Accounts for each healthcare provider within their local authority area and these comments must be included within the final published version. Members were provided with copies of the draft Quality Accounts from Manchester University NHS Foundation Trust and Greater Manchester Mental Health NHS Foundation Trust for comment.

Recommendations

To note the Health Scrutiny Committee responses to the Quality Accounts submitted by Manchester University NHS Foundation Trust and Greater Manchester Mental Health NHS Foundation Trust appended to this report.

Wards Affected: All

Contact Officers:

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

None

1. Introduction

- 1.1 Quality Accounts (QA) are reports about the quality of services provided by an NHS healthcare service. All healthcare providers must publish these. Each healthcare provider is required to make their QA available to the public every year in an easy to understand format.

2. Quality Accounts

- 2.1 The main purpose of the QA is to encourage leaders of healthcare organisations to assess quality across all of the services they provide, including community services and to encourage them to make ongoing improvements where necessary. QA are aimed at members of the public and as such, describe the quality of services beyond the regulatory requirements set out by the Department for Health. Quality is measured by looking at the following:
- patient safety;
 - the effectiveness of treatments that patients receive; and
 - patient feedback about the care provided.
- 2.2 The final published version of the QA should include the following elements:
- A statement from the most senior manager of the organisation which describes a summary of the quality of healthcare provided by the organisation that they are responsible for. Within this statement senior managers should declare that they have seen the Quality Account and that they are happy with the accuracy of the data reported, and acknowledge of any, areas that need to be improved.
 - Information about how the healthcare provider measures how well it is doing, how it is continuously improving the services it provides and how it responds to regulatory inspections from bodies such as the Care Quality Commission (CQC).
 - A statement from the commissioning body on what they think of the provider's QA.

3. The role of the Health Scrutiny Committee

- 3.1 Health Scrutiny Committees are entitled to comment on draft Quality Accounts for each healthcare provider within their local authority area and these comments must be included within the final published version.
- 3.2 Members were provided with copies of the draft QA from Manchester University NHS Foundation Trust and Greater Manchester Mental Health NHS Foundation Trust. The Committee were invited to consider the content of the QAs and agree a formal response, written by the Chair on behalf of the Committee.
- 3.3 Copies of the responses are appended to this report.

11 May 2018

Dear Greater Manchester Mental Health NHS Foundation Trust,

Manchester City Council Health Scrutiny Committee - Response to Greater Manchester Mental Health NHS Foundation Trust Quality Account 2017/18

As Chair of Manchester City Council's Health Scrutiny Committee I would like to thank you for the opportunity to comment on your Trust's Draft Quality Accounts for 2017/18. Copies of the draft were circulated to members of the Committee for comment and, in response, we would like to submit the following remarks for inclusion your final published version.

Firstly, we would like to congratulate you on achieving a Care Quality Commission rating of 'Good' for the Trust as a whole and a rating of 'Outstanding' for leadership and management and substance misuse services. Manchester City Council's Health Scrutiny Committee felt that this was a clear sign that your governance arrangements are robust and effective and that there is a commitment to provide the best possible service for your patients, their friends, relatives and carers. We were also encouraged to see that specific actions are to be developed in response to aspects of the inspection findings where a need for further progress was highlighted.

We noted throughout the Account a consistent theme of the Trust's commitment to create positive experiences of care across the breadth of services. There was a clear focus on responding to service user feedback and the impact of this was supported by good levels of engagement for the Friends and Family Tests and that the resulting feedback was so positive. We also welcomed the frequent reference to carers throughout the Account. It is clear that that their voice is heard and their views are consulted upon and we agree that this is a very important aspect in the delivery of care. We were pleased to note the introduction of targeted interventions that will allow you to reflect on and continue to improve patient outcomes in an effective way. We felt that initiatives you have developed to improve both the quality and the impact of local services through the Dragon's Den and the Quality Innovation Fund were innovative and patient-focussed. In addition, we felt that the case studies described in your Review of Quality Performance section provided clear evidence that service user experience remains at the heart of delivery.

We particularly welcomed the targeted work undertaken by the Trust to improve access to psychological therapies and reduce the number of service users that are placed outside of the local area to receive care. As you are aware, the Committee has a keen interest in this matter as we acknowledge that this is a particular concern for patients, their families and carers. We remain optimistic that recent and ongoing changes to performance monitoring and leadership will provide good oversight of the Pathway and will help to overcome the underlying barriers to improve the delivery of those services in Manchester.

We looked at the Trust's performance against National Priorities and whilst it was clear that not all targets had yet been fully met, we noted that some of the datasets were incomplete in that the year-end data was not available at the time of publication.

We felt that the Trust seemed well placed to either meet or exceed all of its targets and wish to congratulate you on that.

With regard to the six improvement priorities identified for the forthcoming year the Committee welcomes these and is particularly pleased to note that staff, service users, carers, governors and HealthWatch were involved in their development. We saw these as firm commitments that would provide a good benchmark to allow progress to be monitored and assessed in future years.

The Committee welcomed this document as a positive draft Quality Account with evidence included such that chronological and organisational comparisons may be made. We felt that overall the Quality Account is very positive and reflects the successful operation of an organisation that serves many service users and patients in an efficient and compassionate manner.

Yours sincerely,

Councillor John Farrell
Chair of the Health Scrutiny Committee

11 May 2018

Dear Manchester University NHS Foundation Trust,

Manchester City Council Health Scrutiny Committee - Response to Manchester University NHS Foundation Trust Quality Account 2017/18

As Chair of the Health Scrutiny Committee I would like to thank you for the opportunity to comment on the Manchester University NHS Foundation Trust Draft Quality Accounts for 2017/18. Copies of the draft quality accounts were circulated to members of the committee for consideration and comments received have been included below. We would like to submit the following commentary to be included within your final published version.

We welcomed the description provided of the clinical priorities and primary objectives that had been identified for 2018/19. This will allow for chronological and organisational comparisons to be made in future Quality Accounts. The Committee noted the inclusion of a list of acronyms provided at Appendix 1 and commented that this is useful to assist the lay reader to understand the document.

The Committee noted that statistical performance and comparison data was not available in the draft report and as a result our comments on this Quality Account are not as thorough as would ideally be the case. It is anticipated that the data will be added later, but to present a draft for comment at this stage, with such limited data, does not assist external bodies to scrutinise the Quality Account effectively.

We do however appreciate that this is the first Quality Account to be produced by the Trust following the successful merger in October 2017 of Central Manchester University Hospital and the University Hospital of South Manchester. The Committee

had received a presentation on the Trust at our meeting of 27 February 2018, and we congratulate the Board and all staff working across all sites in continuing to deliver services to patients in an efficient and compassionate manner. The Health Scrutiny Committee look forward to monitoring progress of the Trust over the coming year.

Yours sincerely,

Councillor John Farrell
Chair of the Health Scrutiny Committee