



**Councillor John Farrell**

Chair of the Health Scrutiny Committee



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Dear Manchester University NHS Foundation Trust,

**Manchester City Council Health Scrutiny Committee - Response to Manchester University NHS Foundation Trust Quality Account 2018/19**

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 Account for 2018/19. Copies of the draft quality account were circulated to all 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.

The Statement from the Group Joint Medical Directors and Group Chief Nurse sets a tone of directness and transparency in the draft Quality Account and the statement identifies key achievements and priorities for the coming year. Throughout the report examples are provided, such as the description of the Seven Day Services and 'From Ward to Board' programme of activities to demonstrate that the Trust is responsive to patients, the public and staff voice at every level of the organisation. The Committee recognised the stated commitment that is evidenced throughout the report to improving the experience of patients, their families and carers and welcomed the 'What Matters to Me' initiative to inform and drive improvements.

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 Caring and we welcomed the comments provided by the inspectors confirming they had witnessed compassionate care being delivered across services.

We recognise that the CQC rating represents a significant achievement when considering that the inspection was undertaken twelve months into the new organization and the challenge this must have presented. The Committee shared your disappointment that one of the hospitals, the Manchester Royal Infirmary, was rated as 'Requires Improvement' overall and we note that it is reported that a detailed plan has been developed to address the issues identified during the inspection.

We further noted the distinct sections within the document relating to the activities and achievements for each individual hospital site. The description provided of the areas identified for improvement and the future plans for 2019/20 are useful as this will allow for chronological and organisational comparisons to be made in future Quality Accounts.

However, noting the previous comments in regard to the CQC findings we noted that this information for the Manchester Royal Infirmary had not been provided in the draft document. It is anticipated that the information will be added later and included in the final published report.

The Committee note the information provided to the reader regarding the Single Hospital Service and we continue to support the ambitions and rationale for the establishment of a Single Hospital Service to address issues of fragmented care and poor health inequalities across the city of Manchester. At our meeting of 5 February 2019 we had considered a progress report on this issue and Members welcomed the opportunity to question senior representatives from the Trust about the acquisition of North Manchester General Hospital. The Committee expressed their disappointment at the length of time taken to incorporate North Manchester General Hospital into the City of Manchester Single Hospital Service and the Health Scrutiny Committee will continue to monitor this as this development progresses.

We further welcome the establishment of the Manchester Local Care Organisation, noting that despite this being a recent development the benefits of delivering coordinated care and services via multi-disciplinary teams is already beginning to be realised. The Committee welcomed the information provided that described that the High Impact Primary Care service has delivered a 75% reduction in emergency admissions amongst post discharge patients that are being cared for by these teams.

The Committee noted that not all of the statistical performance and comparison data was 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 draft Quality Account effectively.

The Committee noted the inclusion of a list of acronyms that had been provided and commented that this is useful to assist the lay reader to understand the document.

Overall the draft Quality Account is very positive and reflects the successful operation of a complex organisation serving many service users and patients in an efficient and compassionate manner. The Committee would like to express their gratitude and appreciation to all staff at the Trust for their continued hard work and dedication to improving the health outcomes of Manchester residents.

**Councillor John Farrell**  
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