



**Councillor John Farrell**

Chair of the Health Scrutiny Committee



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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 2018/19**

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 Account for 2018/19. Copies of the draft quality account 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.

The Committee note that the Welcome statement provided by the Chief Executive sets a tone of directness and transparency in the Quality Account, providing a summary of achievements over the previous year, and we were pleased to note the range of initiatives that have been implemented to support both patient and staff experience. The key quality priorities for the coming 2019/20 period referred to are described in detail within Part 4 of the report, and we support that these had been agreed following consultation with a range of stakeholders, staff, service users and carers.

The Committee fully support the priorities the Trust has identified for the coming year. In particular, we endorse the work to eliminate out of area placements across GMMH, an issue that has been raised as a concern by this Committee previously. We welcome the continued improved integration of effective links between community services to ensure patients have easier access to sources of appropriate support and we further welcome the reported progress being made to improve transition planning, patient and carer involvement and the experience of, and outcomes for those patients moving from inpatient CAMHS services to adult services.

The report clearly describes to the reader how the Trust is performing against national standards and a useful narrative is provided to assist the reader. Part 3 of the report clearly describes the progress and delivery of the actions identified for the previous year. The Committee further commented that the inclusion of a glossary of terms that had been provided within the report is useful to assist the lay reader to understand the document.

The inclusion of identified actions for 2019/20 across a range of activities, including responding to findings arising from the staff survey, patient survey and the Friends and

Family Test that are clearly described throughout the report are useful as this will allow for chronological and organisational comparisons to be made in future Quality Accounts.

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 the domain of Well Led, and we welcome the information provided that describes the actions identified to ensure that accurate, complete and timely information is collated across the organisation to ensure the safe delivery of care for all patients. The Committee further welcome the inclusion of the many positive comments received from service users regarding their experience of the care they had received.

The Committee welcomes the reported broader success of the Trust, noting the substantial achievements of both individual staff members and teams that has been recognised both locally and nationally. We also acknowledge the significant contribution the Research and Innovation Service is making to clinical research and we were pleased to note that the audit of 2018/19 research showed a 72% involvement of service users and that there is a stated commitment to service user involvement in the work of the research unit.

The Committee welcomes 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 a complex organisation that serves and responds effectively to service users, patients, their carers and families in an efficient and compassionate manner.

The Committee would like to take this opportunity to express our gratitude and appreciation to all staff at the Trust for their continued hard work and dedication to improving the health outcomes of Manchester residents.

Yours sincerely,

**Councillor John Farrell**  
**Chair of the Health Scrutiny Committee**