

Hospital Trust Quality Report / Account 2018/19 Response submitted on 9th May 2019

“The draft Quality Report / Account has been shared with the Chairman, Councillors and co-opted members of the People Scrutiny Committee at Southend-on-Sea Borough Council, which is the health scrutiny committee. Set out below is the response:-

1. The Committee is pleased to see what has been achieved in improving quality standards, however there are still improvements that can be made. Pressure on services with increased demand, high level of emergency attendances, high patient acuity and vacancies is impacting on ability to deliver these improvements, however learning through audit, staff survey, patient family and friends test and complaints, sharing that learning, has enabled the Hospital to continue to move forward.
2. The report highlights a number of concerns:-
 - Acute adults Ward sepsis assessment to treatment is lower than ED compliance
 - Breaches peak in November / December - why is this?
 - The percentage of pressure ulcers with lapses in care against admissions has increased during the year, this may be due to reporting, but is also lack of basic nursing care
 - Poor communication, especially around treatment plans and discharge, waiting for beds and waiting for treatment/discharge from hospital
 - HCA recruitment due to the number of staff leaving soon after commencement of employment
 - Delay commencing a pump after it has been prescribed. Also noted in the report are that pumps are routinely not locked, could be interfered with, or leant on
 - Cdiff worse than national average
 - Mortality rates slow to improve
3. The report seems to suggest that ‘all is well’ which isn’t the view expressed to members by some residents.
4. There seems to be no mention about the stroke unit or the successful loan of the mobile stroke unit which is somewhat surprising.
5. Referring to the Table 48 on page 46 of the report – the Committee is pleased to see Safe Care being deployed, which should improve CHPPD and patient outcomes, especially as “Reported Falls” seem to be getting worse. Although high incident reporting rate can reflect the safety culture, this appears to be significantly rising during 1 quarter of the year. This should help not only incidents of falls, but also pressure ulcer care and sepsis assessments.
6. Can the Committee have an update as to why suitable funding was not achieved for the ward accreditation scheme, as it is part of a package of improvement measures shown to work across NHS? (refer to page 10 of the draft report).

7. Also of concern is the Table on page 49 of the report and to Clinical standard 2 and to clinical standard 6 not being met.
8. Referring to page 17 of the report and specifically to the areas of concern identified - *gynaecology and endoscopy* – it is suggested that synchronising your e-job planning into e-Rostering system for Gastro Consultants, or just having oversight/visibility of manually built activities in e-rostering in Activity Manager, will help Clinic schedulers in Endoscopy to better manage the patient schedule, as will clinic cancellation notifications.
9. The Committee notes that there was a reduction in the number of patients recruited during the year due to the closure of particular studies in 2017/18 that were high recruiting and easy to recruit to studies. The Committee hopes this will not affect retention of R&D staff and funding.
10. The Committee notes that Healthwatch Southend did not provide comments on the previous year's report."

EPUT Quality Report / Account 2018/19
Response submitted on 17th May 2019

"The draft Quality Report / Account has been shared with the Chair, Councillors and co-opted members of the People Scrutiny Committee at Southend-on-Sea Borough Council, which is the health scrutiny committee. No comments were received. This should in no way be taken as a negative response.

Officers from the Trust attended the Scrutiny Committee meeting in October 2018 and Councillors scrutinised the issues concerning the relocation of the intermediate care beds to facilitate the St Luke's Primary Care Centre development and the recommendations relating to adult mental health beds. The Committee did not reach a specific conclusion and a number of concerns were raised which were addressed in the report considered at the Full Council meeting on 18th October 2018. At that meeting the Council resolved to support:-

- (a) *the creation of an additional 15-20 adult inpatient beds, to reduce the need for Southend residents having to be placed out of area;*
- (b) *the request from Southend Clinical Commissioning Group (SCCG) and Essex Partnership University NHS Foundation Trust (EPUT) to defer consultation due to patient and staff safety issues, until the point of determining permanent moves;*
- (c) *the establishment of a clinical group with the appropriate staff side representation to review and lead changes to enhance inpatient and community treatment, care and support going forward. This will include reviewing the options to bringing the Older People Organic Assessment beds back into South East Essex, with recommendations being completed by August 2019.*

The Scrutiny Committee looks forward to the continued discussions with the Trust on this matter and will scrutinise the options and recommendations at the appropriate juncture."