

<b>HEALTH SCRUTINY COMMITTEE</b>
<b>17 JUNE 2021</b>
<b>QUALITY ACCOUNTS 2020/21</b>
<b>REPORT OF HEAD OF LEGAL AND GOVERNANCE</b>

## **Report of the Head of Legal and Governance**

### **1. Purpose**

- 1.1 To note the comments submitted to provider trusts on behalf of the Health Scrutiny Committee for inclusion in their published Quality Accounts 2020/21.

### **2. Action required**

- 2.1 The Committee is asked to note the comments submitted to provider trusts on behalf of the Health Scrutiny Committee for inclusion in their published Quality Accounts 2020/21.

### **3. Background information**

- 3.1 Quality Accounts are reports about the quality of services offered by NHS care providers (including the independent sector) and are published annually.
- 3.2 The Quality Account should include:
- what an organisation is doing well;
  - where improvements in service quality are required;
  - what an organisation's priorities for improvement are for the coming year;
  - what actions an organisation intends to take to secure these improvements; and
  - how the organisation has involved people who use their services, staff and others with an interest in their organisation in determining their priorities for improvement.
- 3.3 It is a requirement that providers send their Quality Accounts to their local overview and scrutiny committee responsible for health scrutiny and that the relevant committee has an opportunity to comment, if it chooses to do so, on the Quality Account, with these comments to be included in the final document.
- 3.4 The Committee agreed to consider the Quality Accounts of the following providers:
- Nottinghamshire Healthcare Foundation Trust
  - Nottingham University Hospitals Trust
  - Nottingham CityCare Partnership
  - East Midlands Ambulance Service (EMAS)
- 3.5 The Committee agreed to scrutinise these provider Quality Accounts 2020/21 by establishing small groups of approximately three Committee members for discussion with each individual provider. These meetings were held between 11 and 24 May 2021.
- 3.6 The comments drawn up and submitted to each individual Trust are attached at Appendix 1.

**4. List of attached information**

- 4.1 Appendix 1 – Health Scrutiny Committee comments to be included in provider trusts' Quality Accounts 2020/21.

**5. Background papers, other than published works or those disclosing exempt or confidential information**

- 5.1 None

**6. Published documents referred to in compiling this report**

- 6.1 None

**7. Wards affected**

- 7.1 All

**8. Contact information**

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**Health Scrutiny Committee comments to be included in provider trusts' Quality Accounts 2020/21.**

**Nottinghamshire Healthcare Trust Quality Account 2020/21**

**Comment from Nottingham City Council Health Scrutiny Committee**

The Nottingham City Health Scrutiny Committee (the Committee) welcomed the opportunity to discuss its Quality Account 2020/21 with colleagues from Nottinghamshire Healthcare NHS Foundation Trust and is pleased to be able to comment on it. The Committee's comments focus on areas in which it has engaged with the Trust in 2020/21.

As in previous years, the Committee appreciates the Trust's willingness to engage with scrutiny when requested to do so and the open discussions which have taken place.

The Committee recognises the pressures of the pandemic on the Trust, both in terms of service provision and the impact on patients and staff, and how this will have influenced the way services have been provided in 2020/21.

While the Committee welcomes the move towards clearer strategic frameworks for managing its work and the strengthening of leadership, it remains concerned about staffing levels on the front line. It recognises the challenges faced in recruitment, particularly in relation to nurses and the work being carried out to offer different levels of nursing qualifications, including the ability to train 'on the job' with release for academic study. However, the Committee is concerned about the lack of progression and development opportunities for those who are not academically inclined, but whose wealth of experience is a valuable asset to patient care and support, for example Health Care Assistants. The Committee would suggest that the Trust considers creating roles which develop these skills and experience (without the need for academic qualification) and which offer progression and appropriate remuneration, as one means to attract staff to meet front line shortages.

The Committee is particularly keen to ensure that pathways to treatment and support are clear. In its scrutiny work during 2020/21 it has identified concerns about the complexity of pathways and confusion about how to access the right service, resulting in a sense of powerlessness for the service user. The Committee is interested in further discussions with the Trust about increasing accessibility to services via a Single Point of Access to manage the plethora of pathways to treatment.

The Committee has been concerned about long waiting times and the potential for mental ill health to worsen as people wait to access services. The Committee welcomes the Trust's commitment to looking at what support can be offered to people during waiting times to prevent conditions deteriorating.

The Committee is also keen to be reassured that all of those seeking mental health support are offered parity of service quality and support within different strands of mental health services; ie that no one particular mental health condition is perceived by staff to be more acceptable than another, leading to negative attitudes towards patients.

The Committee looks forward to working with the Trust in the future and on focusing its scrutiny in 2021/22 on the priority areas of the Trust's work and plans for improvements, particularly in relation to access to mental health services and the specific impact of the pandemic on Child and Adolescent Mental Health.

## **Nottingham University Hospitals Trust Quality Account 2020/21**

### **Comment from Nottingham City Council Health Scrutiny Committee**

The Nottingham City Health Scrutiny Committee (the Committee) welcomed the opportunity to discuss its Quality Account 2020/21 with colleagues from Nottingham University Hospitals NHS Trust and is pleased to be able to comment on it. The Committee's comments focus on areas in which it has engaged with the Trust in 2020/21.

As in previous years, the Committee appreciates the Trust's willingness to engage with scrutiny when requested to do so and the open discussions which have taken place.

The Committee recognises the pressures of the pandemic on the Trust, both in terms of service provision and the impact on patients and staff, and how this will have influenced the way services have been provided in 2020/21.

Maternity service remain of key concern to the Committee. Representatives of the Trust attended the Committee's 14 January 2020 meeting to respond to the Committee's concerns in relation to the findings of the Care Quality Commission, published in December 2020 and resulting in an 'Inadequate' rating. The Committee remains concerned that as much is being done as is possible to address the failings, particularly in relation to the change of culture which is essential to support frontline staff, so that they are listened to, and which is likely to impact on retention rates in a field which is nationally under-staffed.

NUH colleagues are due to return to the Committee in July 2021. While recognising the task ahead to introduce and see the real impact of changes, members hope to see continuing improvements and evidence to demonstrate these.

The Committee welcomes all measures which are taken to encourage and act on staff feedback in relation to all NUH services and administrative functions.

Standards of cleanliness at Trust sites have clearly improved considerably, not least because of the additional staffing which has been introduced to ensure compliance with Covid 19 safety regulations. Cleanliness has been a concern of the Committee in previous years and it is pleased to both see evidence of improvement (in the reduction of hospital acquired infections) and to be reassured that the Trust is committed to maintaining these resources and standards to the best of its ability. The Committee also asked that its thanks are passed on to all staff who have made such a significant impact on cleansing.

The Committee was pleased to hear that the pharmacy delivery service, introduced to manage effective social distancing during the pandemic, has been well-received by patients and that it will be extended and continued.

The Committee looks forward to working with the Trust in the future, focusing particularly on Maternity Services, discharge and after care (including work with social care) and how Tomorrow's NUH will contribute towards improved services and patient outcomes.

24 May 2021

## **CityCare Partnership Quality Account 2020/21**

### **Comment from Nottingham City Council Health Scrutiny Committee**

The Nottingham City Health Scrutiny Committee (the Committee) welcomed the opportunity to discuss its Quality Account 2020/21 with colleagues from Nottingham CityCare Partnership and is pleased to be able to comment on it.

As the Committee has not undertaken any scrutiny of CityCare during 2020/21, its comments are restricted to planned priorities for 2021/22.

The Committee recognises the pressures of the pandemic on the organisation, both in terms of service provision and the impact on patients and staff, and how this will have influenced the way services have been provided in 2020/21.

The Committee welcomes CityCare's continuing commitment to focus on staff retention and its recognition that the care it provides is only as good as the workforce which delivers it.

Considering more varied ways of encouraging existing staff to obtain the required skills and abilities to develop and progress, without having to follow a purely academic route, is very much supported by the Committee. In addition, the Committee welcomes plans to provide staff with the time to discuss and reflect on their practice, the impact on the patient of team culture and how they manage their most challenging cases. This investment of time in staff will contribute to patient safety and a more positive experience for both the patient and the staff caring for them.

Addressing health inequalities is one of the Committee's priorities for 2021/22. It welcomes the explicit mention of this as a priority for CityCare in 2021/22 and looks forward to working with the Partnership on this the future.

24 May 2021

## **East Midlands Ambulance Service Account 2020/21**

### **Comment from Nottingham City Council Health Scrutiny Committee**

The Nottingham City Health Scrutiny Committee (the Committee) welcomed the opportunity to discuss its Quality Account 2020/21 with colleagues from East Midlands Ambulance Service (EMAS) and is pleased to be able to comment on it.

As the Committee has not undertaken any scrutiny of EMAS during 2020/21, its comments are restricted to planned priorities for 2021/22.

The Committee recognises the pressures of the pandemic on the organisation, both in terms of service provision and the impact on patients and staff, and how this will have influenced the way services have been provided in 2020/21. While, these have been challenging times, it was refreshing to hear that some of the changes brought in to adapt to the pandemic will continue, given their positive impact, eg introducing the role of specialist paramedics who are able to prescribe and liaise with GPs to support patients without Covid symptoms.

The Committee welcomes the Trust's vision to develop its quality improvement strategy based on delivering caring and compassionate, responsive, effective, well-led and safe services. These aspirations also underpin the work of the Committee which is committed to using its scrutiny powers to meet the needs of services users in the best possible way, and to achieve the best possible outcomes for them.

The Committee also welcomes the Trust's commitment to providing more diverse ambulance teams (eg including ambulance nurses) and reducing the pressure on Emergency Departments by increasing the opportunities to deliver patients to the service most appropriate for their needs.

The Committee looks forward to working with EMAS in the future on the specific needs and experiences of people living and working within Nottingham city.

24 May 2021