

REPORT TO: Health Policy & Performance Board

DATE: 7th June 2011

REPORTING OFFICER: Strategic Director, Communities

SUBJECT: Summary of Quality Accounts 2010/11 for Warrington and Halton NHS Foundation Trust

WARD(S) Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 To present the Health PPB with a summary of the Quality Accounts 2010/11 for Warrington and Halton NHS Foundation Trust.

2.0 **RECOMMENDATION: That:**

i) **The Board note and comment on the summary report.**

3.0 **SUPPORTING INFORMATION**

3.1 The Quality Accounts summary details a comparison between 2009/10 figures and 2010/11 figures for various subject areas, for example, infection control, pressure ulcers, Thromboprophylaxis, falls, Hospital Standardised Mortality Review (HSMR), along with a narrative for each area.

3.2 *Complaints* – The total number of complaints between 2009/10 and 2010/11 have risen significantly. All complaints are investigated in accordance with Trust policy and wherever appropriate action is taken to achieve service improvements. The top five areas for complaint during 2010/11 were:

- All aspects of clinical treatment
- Appointments, delay/cancellation (outpatient)
- Communication/information to patients
- Patients property and expenses
- Admissions, discharge and transfer arrangements

3.3 *Compliments* – Records of compliments received began in May 2010, so as yet there are no comparisons with previous years. Although the figure for complaints for 2010/11 was 460, the figure for compliments was 2,125.

3.4 *National Inpatient Survey 2010* – This survey has demonstrated that the improvement work the Trust has implemented over the past year has had a significant effect on the patients’ experience. Patients said:

- They were treated with dignity and respect whilst in hospital (99% rated this as always or sometimes)
- They felt the doctors and nurses worked well – excellent together (97%)
- They would rate the care they received as “good” to “excellent” (97%)

There are issues that the Trust needs to continue to improve upon, and these will be focussed on over the next 12 months. The issues include:

- Responding the patients when they have used their call bell
- Improved ways of communication with patients about their care
- Reducing the delay in the process of discharge from hospital.

4.0 **POLICY IMPLICATIONS**

4.1 None identified.

5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 None identified.

6.0 **IMPLICATIONS FOR THE COUNCIL’S PRIORITIES**

6.1 **Children & Young People in Halton**

None identified.

6.2 **Employment, Learning & Skills in Halton**

None identified.

6.3 **A Healthy Halton**

The Quality Accounts summary demonstrates performance in various areas of health at Warrington and Halton NHS Foundation Trust to enable improvement in these areas to be measured, therefore improving outcomes for people using the services.

6.4 **A Safer Halton**

None identified.

6.5 **Halton’s Urban Renewal**

None identified.

7.0 **RISK ANALYSIS**

7.1 Annual monitoring of the Quality Accounts ensures that priority areas for improvement are closely observed. Measures are then put in place to improve standards where necessary.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None identified.

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None.