

REPORT TO: Healthy Halton Policy and Performance Board

DATE: 13 March 2007

REPORTING OFFICER: Strategic Director, Health and Community

SUBJECT: The Healthcare Commission Annual Health Check 2007

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

1.1 To update the Policy and Performance Board of progress made in 5 Borough's self assessment against The Standards for Better Health during the period April 2006-March 2007.

2.0 RECOMMENDATION: That the Board make a 3rd party commentary from the Policy and Performance to accompany the submission of the Annual Health Check declaration to the 5 Borough's Partnership NHS Trust Board – March 29th 2007 and to be made public on the Trust's website from April 2007

3.0 SUPPORTING INFORMATION

3.1 Please see our self assessment against the Standards which have been nominated by The Healthy Halton Policy and Performance Board in February 2007.

4.0 POLICY IMPLICATIONS

4.1 None applicable

5.0 OTHER IMPLICATIONS

5.1 None applicable

6.0 RISK ANALYSIS

6.1 A Key opportunity is provided to demonstrate to the Board compliance with the nominated Standards for Better Health and the evidence base that can be provided as assurance to the Board.

6.2 It is also proposed that further ongoing opportunities be made available to the partners to be able to review progress at regular intervals throughout 2007/2008 cycle of meetings.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 The selected Standards for self assessment focus upon Equality and Diversity issues

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

8.1 There are no background documents under the meaning of this Act.

APPENDIX 1

<p>C14a Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.</p>	<p>Compliant Actively support the local Halton Mental Health Forum, promoting open dialogue about complaints</p> <p>Staff from 5B's actively support Carers' Centres (Widnes and Runcorn) With minuted discussions about communications, complaints, getting the right message across etc</p> <p>Trust PALS officer supports individuals and families in constructive communication, feedback to staff and complaints etc</p> <p>Regular meetings of the Joint Service User/ Carer Forum (JSUCF) with regular meetings with senior staff</p>
<p>C14b Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made</p>	<p>Compliant Currently undertaking survey with JSUCF on this standard</p> <p>Issue addressed in the Trust Equality & Diversity scheme & action plan (jointly written with service users and carers)</p> <p>Discrimination covered in the Trust Complaints Policy</p> <p>Service User and Carer sit on the Trust Services and Standards Committee, which receives all complaints</p> <p>Service User and Carer representation on the Trust Board</p>
<p>C14c Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.</p>	<p>Compliant Service User/Carer sits on the Change for the Better (Service Redesign) Board.</p> <p>Service User & Carers involved in determining the Trust's strategic direction</p> <p>Service User/Carers sit on local delivery teams for Change for the Better</p> <p>Service Users and Carers involved in local Mental Health Partnership Board</p> <p>Full involvement with PPIF</p>
<p>C16 Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information</p>	<p>Compliant Service User & Carer Reader Panel established, which authorises Trust wide information</p> <p>Range of Trust leaflets available in reader friendly formats</p> <p>JSUCF ensures appropriate staff training on the need for a diverse range of communications, including Braille, large</p>

<p>on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care</p>	<p>print, symbols, different languages etc Trust has an internal PPI advisory group which has looked at accessibility of information</p> <p>Standardised interpreter service available across the Trust.</p>
<p>C17 The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services</p>	<p>Compliant Service User/Carer sits on the Change for the Better (Service Redesign) Board.</p> <p>Service User & Carers involved in determining the Trust's strategic direction</p> <p>Service User/Carers sit on local delivery teams for Change for the Better</p> <p>Service Users and Carers involved in local Mental Health Partnership Board</p> <p>Health Care Commission comparisons across North West Partnership Trusts (January 2007) demonstrate effective Service User mechanisms are in place</p>
<p>C18 Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably</p>	<p>Compliant JSCUF promotes and shares best practice Managers work across health and social care boundaries</p> <p>Equitable standards across the 5 Boroughs</p> <p>Busy Equality, Diversity and Inclusion Unit at 5Bs which promotes equality through working with local groups Through induction (all staff receive training) Through ongoing training of Managers & staff Annual programme of Equality & Diversity events/ training linked to the NHS Knowledge & Skills Framework</p>
<p>C22a C22c Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other</p>	<p>Compliant Joint arrangements at Director Level across Trust/Local Authority/PCT partners</p> <p>Locally staff work in integrated teams</p> <p>Partnership Agreements exist outlining responsibilities and agreements about cross boundary services/ shared services</p> <p>Local involvement in mental health Partnership Boards/ LD Partnership Boards and wider forums</p>

<p>organisations and contribution to local partnership arrangements</p> <p>22b By ensuring that the local director of Public Health's Annual Report informs policies and practices.</p>	<p>The Trust is achieving it's NICE, NSF and Local Delivery Plan Targets with regular presentations to the SHA.</p>
<p>D5 Healthcare organisations work together and with social care to meet the changing needs of their population by having</p> <p>a) an appropriately constituted workforce with appropriate skillmix across the community</p> <p>b) ensuring the continuous improvement of services through better ways of working</p>	<p>(No need to self assess against this Developmental Standard in 2007 cycle)</p> <p>Workforce issues consulted on in the Change for the Better Consultation exercise</p> <p>Revised programmes 'Essentials for Managers' and 'Essentials for Clinicians' to ensure knowledge and skills of existing workforce remains up to date</p> <p>Better Ways of Working underpin the Change for the Better Consultation</p> <p>Integrated Service Improvement Programme being agreed with the SHA to insure better and modernised ways of working</p> <p>All staff have completed competence testing 2006/7</p> <p>Business Plan 2007/8</p>
<p>D8 Healthcare organisations continuously improve the patient experience, based on the feedback of patients, carers and relatives</p>	<p>(No need to self assess against this Developmental Standard in 2007 cycle)</p> <p>Service User member of the Change for the Better Programme Board</p> <p>Regular presentations to the JSUCF regarding planned change</p>
<p>D9 Patients, service users and carers receive timely and suitable information on treatment, care, services, health promotion and are encouraged to express their preferences and are supported to make choices about their own health care</p>	<p>(No need to self assess against this Developmental Standard in 2007 cycle)</p> <p>National Patient survey data.</p> <p>Suggestion boxes are available throughout the Trust</p> <p>Service User Forum undertakes audit of Trust services and publish results</p> <p>Programme in place regarding improved physical care for</p>

	<p>patients with mental health problems</p> <p>Full service User/Carer involvement in the Trust no Smoking policy which now operates throughout the Trust</p>
<p>D10 Patients and service users, particularly those with long term conditions are helped to contribute to planning of their care & are provided with opportunities and resources to develop competence in self care.</p>	<p>(No need to self assess against this Developmental Standard in 2007 cycle)</p> <p>The Care Programme Approach involves Patients and Service Users in making decisions about care</p> <p>The Recovery model of Care which is being adopted throughout the Trust is based on health promotion & illness prevention principles</p>