

Quality Accounts

Great Western Ambulance Joint Health Scrutiny Committee
23rd April 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present members with the background to the development of Quality Accounts.

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

- consider this report as background information about the introduction of Quality Accounts

1.0 Reasons

- 1.1 From April 2010 NHS provider trusts are required to publish a Quality Account on an annual basis. OSCs and LINKs will be offered the opportunity to comment on the Quality Account on a voluntary basis.
- 1.2 The GWAS Quality Account is elsewhere on the agenda of this meeting, for members' information. Members have already provided comments on this to GWAS.

2.0 Detail

- 2.1 High Quality Care for All was published in June 2008, as the final report of Lord Darzi's NHS Next Stage Review. This report set out the vision for putting quality at the heart of everything the NHS does.
- 2.2 A key component of the new Quality Framework that is set out in this report, is that all providers of NHS services are required to publish a Quality Account, which is an annual report to the public on the quality of healthcare services they deliver. The 2009 Health Act has made this statutory. The aim of Quality Accounts is to improve public accountability and to engage NHS trust boards in understanding and improving quality in their organisations

- 2.3 The details surrounding the form and content of Quality Accounts have been agreed over a yearlong period in partnership between the Department of Health, Monitor, the Care Quality Commission and NHS East of England. A consultation ran between September and December 2009, and the responses to this have shaped the framework for the final regulations and guidance in 2010.
- 2.4 From April 2010 the legal duty to publish a Quality Account came into force. Providers will be required to publish their Quality Account in June each year, to report on the quality of their healthcare services for the previous financial year
- 2.5 For this first year however, the requirement will **not** apply to providers of primary care and community healthcare. Further work is underway to develop Quality Accounts for providers of primary care and community services with the aim of bringing these providers into the requirement by June 2011.
- 2.6 The commissioning PCT (or SHA) is required to comment on the providers' Quality Account whilst OSCs and LINKs will be offered the opportunity to comment on a **voluntary** basis.
- 2.7 NHS provider trusts are required to send their draft Quality Account to their "appropriate" OSC (see paragraph 2.10 below), and should give the OSC at least 30 working days to prepare and return their comments. Any statement supplied should be published verbatim as part of the Quality Account. Statements should be a maximum of 500 words. Where comments are made by more than one OSC, the final statement submitted back to the provider must still not exceed 500 words.
- 2.8 The role of OSCs (and LINKs) in commenting on Quality Accounts is a voluntary one. Members therefore need to consider whether in the first place they wish to comment at all.
- 2.9 OSCs might like to comment on:
- whether the Quality Account is representative
 - whether it gives comprehensive coverage of the provider's services
 - whether they believe that there are significant omissions of issues of concern that had previously been discussed with providers in relation to Quality Accounts
- 2.10 The "appropriate" OSC is the OSC in the local authority area in which the provider's principal office is located. The "appropriate" OSC must co-ordinate and collate responses on behalf of other local authorities using the services of the provider. In the case of GWAS, the appropriate OSC is Wiltshire.

Proposal

- 2.11 The GWAS Quality Account is elsewhere on this agenda and is being brought to the Committee for information. The deadline by which comments were to be received by GWAS (8th June) fell before the date of the meeting of 11th June, and, due to the unforeseen cancellation of the Committee's meeting of 23rd April, it was necessary to circulate the Quality Account and request comments outside the meetings of the Committee.
- 2.12 Comments from members of the Committee on the GWAS Quality Account have been sent to GWAS. Members look forward to working with GWAS over the coming year on the development of next year's Quality Account.

Background Papers and Appendices

Appendices

Appendix 1 – Letter and Advice from Department of Health

Appendix 1

Democratic Services
Department of Resource
Department,
County Hall,
Trowbridge,
Wiltshire
BA14 8JN

8 June 2010

John Oliver
External Communications Manager
Great Western Ambulance Service NHS Trust
Jenner House
Langley Park Estate
Chippenham
Wiltshire
SN15 1GG

▲
Your ref: letter 23 April 2010
Our ref: GWAS QA response Letter MH

Dear John

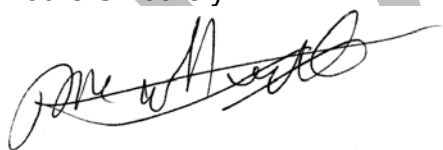
Re: Great Western Ambulance Service NHS Trust - Quality Account

Thank you for inviting us to provide comments on your Quality Account. As your service is subject to a Joint Scrutiny Committee, DH have informed us that it is appropriate for a single response to be made on behalf of that Joint Committee, but that it should be formally submitted by ourselves.

The collated comments are now included at Appendix A. The 500 word limit meant we have had to merge similar comments together. This means they are not all individually identifiable by LA, which is not really satisfactory but the word limit is very restrictive. All the authorities have been given the opportunity to see the draft collated response, and resulting feedback has been incorporated in this final version.

Thank you for your help and co-operation in this first year of Quality Accounts.

Yours Sincerely



Councillor Mike Hewitt
Chairman, Health and Adult Social Care Select Committee
Wiltshire Council

E-mail CC:

Steven Rawstorne. Steven.Rawstorne@gwas.nhs.uk
Victoria Eld Victoria.Eld@gwas.nhs.uk
John Oliver John.Oliver@gwas.nhs.uk

Alison Knowles. NHSW alison.knowles@wiltshire.nhs.uk
Brian Warwick, Wiltshire and Swindon Users Network chair.wsun@mac.com
Phil Matthews. Wiltshire Involvement Network phil.matt@btinternet.com

Wiltshire QA Task Group:

Cllr Desna Allen. Cllr Richard Britton, Cllr Thomas James, Cllr Nina Phillips, Cllr Pip Ridout. Ashley Matthews.

Interested OSCS:

Alison Enever. alison_enever@bathnes.gov.uk
Romaine de Fonseca. romayne.de.fonseka@bristol.gov.uk
Joanna Pyke Joanna.Pyke@n-somerset.gov.uk
Sally Smith SSmith3@swindon.gov.uk
Claire Rees Claire.Rees@southglos.gov.uk
Elizabeth Power elizabeth.power@gloucestershire.gov.uk

Officers name: Caroline Pickford,
Officers title: Senior Scrutiny Officer
Direct Line: 01225 713058. Email: caroline.pickford@wiltshire.gov.uk



INVESTOR IN PEOPLE

Appendix A

Great Western Ambulance Service NHS Trust (GWAS) - Quality Account

Note to GWAS QA Editor:

The Response from the Joint Committee is included in the following table. However, As we understand the QA provided to us has since been amended following LINK comments, could you please include a sentence, along the lines of that below in your introductory paragraph.

‘The OSC comments below are based on the Draft Quality Account (QA) provided on 23 April 2010. ‘

The Great Western Ambulance NHS Trust (GWAS) is the subject of a Joint Scrutiny Committee consisting of Overview and Scrutiny Committee (OSCS) representatives from Bath and North East Somerset (B&NES), Bristol, Gloucestershire, North Somerset, South Gloucestershire, Swindon, and Wiltshire. The comments below are made on behalf of this committee.

GWAS officers have engaged well with the joint committee and its processes and have partaken in a Task Group looking at Rural Response times. They also send representatives to some OSCS to review local issues, which is a practice that should be widened.

The comments below are observations on the QA, as made by individual OSCs.

1. The report provides details of ambulance services, but does not cover Patient Transport and Out of Hours Services which are also provided by the Trust.
2. It is understood that Category A and B response times were met Trust Wide this year but, as response times are considered a very important area against which the Ambulance Trust is measured, it is surprising to find so little mention of them, or any supporting data, within the report. There is also no acknowledgement that performance has been more challenging in rural areas. (NB It is accepted that some isolated rural areas will never attain targets due to low activity numbers)
3. It is encouraging that the priorities identified will improve services to patients, however it is questionable whether patients in rural areas will benefit from these improvements if response times remain below target.
4. The Joint committee has heard of improvements in processes and systems which have not been mentioned (e.g. Community First Responders)
5. Hospital turnaround times from certain hospitals are not acceptable and ambulances have been known to divert to more distant Hospitals due to hold ups at A&E, but here is no mention of work being done to address this, e.g. the new Urgent Care Department and enhanced facilities at Weston Hospital.
6. Information Quality and Records Management was assessed at only 44%. It would be good to see an action to improve on this.

7. On page 13 it states that staff in most cases choose to use a reusable tourniquet device, but that this is known to increase the risk of infection between patients. No action is mentioned to address this
8. Swindon would like it noted that it is extremely satisfied and proud of the service that is provided in the town and the continuing efforts by the staff in exceeding the Government targets in respect of the response times.
9. B&NES feel that, despite certain general concerns about GWAS within the Joint Scrutiny process, they recognise that in their area GWAS' performance figures are reasonably acceptable. Nevertheless as always they look forward to seeing further improvements
10. Both Wiltshire and North Somerset felt GWAS has seen marked improvements and, except for some isolated rural areas, have done a good job under extreme conditions, especially during the severe winter.
11. It is good to see multi lingual contact information.

Word Count : 500

The above response was prepared by Wiltshire Health and Adult Social Care Select Committee on behalf of the Joint GWAS Scrutiny Committee.

Officer's name: Caroline Pickford,
Officer's title: Senior Scrutiny Officer
Direct Line: 01225 713058. Email: caroline.pickford@wiltshire.gov.uk

Date: 8 June 2010