



To: Health and Social Care Scrutiny Board (5)

Date: 19th June 2013.

Subject

Quality Accounts 2012/13

1 Purpose of the Note

- 1.1 This Briefing Note is intended to introduce the Board to the 2012/13 Quality Accounts produced by local provider NHS trusts.

2 Recommendations

- 2.1 That the Board consider the Quality Accounts as supplied by local NHS provider trusts and provide a commentary to the trusts for inclusion in the final published documents.

3 Information/Background

What Are Quality Accounts?

- 3.1 The Department of Health introduced the requirement for NHS trusts to issue quality accounts in the Health Act (2009). Quality Accounts are annual reports to the public from providers of NHS healthcare services about the quality of services they provide. This publication mirrors providers' publication of their financial accounts.
- 3.2 The purpose of Quality Accounts is to encourage the boards and leaders of healthcare organisations to assess quality across all the healthcare services they provide, and encourage them to engage in the wider processes of continuous quality improvement. Providers are asked to consider three aspects of quality:
- Patient experience
 - Safety
 - Clinical Effectiveness
- 3.3 This both reinforces transparency and helps persuade patients and stakeholders that organisations are committed to quality and improvement. Quality Accounts therefore go above and beyond regulatory requirements, which focus on essential standards instead engaging with patients and stakeholders to ensure that the organisation is constantly seeking to improve and achieve higher standards of care.

What Are Quality Accounts Used For?

- 3.4 Quality Accounts are published on the NHS Choices website, as well as being available in hospitals and other locations to illustrate providers' commitment to quality.
- 3.5 They are used by the Care Quality Commission (CQC) to understand how providers are engaging with patients and stakeholders about quality and the need for improvement.

- 3.6 They can also be used by those monitoring or scrutinising providers to assess the risks of an organisation and monitor the services provided.

What is the Scrutiny Board's role?

- 3.7 This forms part of general efforts by the Department of Health to increase engagement and participation in the health service, and is seen as complementary to the existing role of 'overview and scrutiny committees' regarding the operation and planning of local NHS services.
- 3.8 The Department of Health sees the 'overview and scrutiny committees' role as building confidence in the accuracy of data and the conclusions drawn from it. Without some form of independent scrutiny, service users and members of the public may not trust in what they are reading.
- 3.9 The Board has the opportunity to provide a commentary on the local Trusts Quality Accounts which the Trusts are required to publish unedited and in full. The commentary is required to be no more than 1000 words long.
- 3.10 The Board is encouraged to consider the Quality Account and then use Member's local knowledge to provide comments on issues they are involved in locally. The Board can also comment on how well the Trust has engaged with stakeholders and members of the public.
- 3.11 The Guidance suggests the following things be considered:
- Does a provider's priority match those of the public
 - Whether the provider has omitted any major issues; and
 - Has the provider demonstrated they have involved patients and the public in the production of the Quality Account.
 - Any comments on issues the Board is involved in locally.
- 3.12 As an example, the University Hospitals Coventry and Warwickshire Quality Account includes reference to additional work planned around more effective discharge arrangements. Were this not included it would be an issue the Board may seek to raise.

Trusts Providing a Quality Account to the Scrutiny Board

- 3.13 - University Hospitals Coventry and Warwickshire (UHCW) – Appendix A.
- Coventry and Warwickshire Partnership Trust (CWPT) – Appendix B.
- West Midlands Ambulance Service (WMAS) – Appendix C. Please note that the Board has not traditionally made an individual response to this Quality Account, and it is not proposed to do so this year, hence no officers from WMAS have been invited to the meeting.
- 3.14 The Board should note that at present primary care providers are not required to produce Quality Accounts, although this is something which has been discussed by the Department of Health. Were this to be the case then the requirement for commentaries from Health Scrutiny bodies would become more onerous.

Joint Working with Warwickshire County Council and Local Involvement Networks (LINKs)

- 3.15 Last year the Board was invited to participate in some joint Quality Account Working Groups with colleagues in Warwickshire County Council and with both Coventry and Warwickshire's LINKs. These Groups have met over the year with Members of the 2012/13 Board being involved in Quality Accounts produced by local Trusts:
- UHCW – Cllr Welsh
 - CWPT – Cllr Hetherton
 - WMAS – Cllr Clifford
- These Groups have each prepared commentaries on the 2012/13 Quality Accounts and these will be fully utilised in the City Council draft commentaries.

3.16 Drafts of the prepared commentaries will be circulated in advance of the Scrutiny Board meeting.

Background information

Quality Accounts – a Guide for Overview and Scrutiny Committees, produced in April 2012, DH website accessed 10th June 2013.

<https://www.gov.uk/government/publications/quality-accounts-mini-guides-for-quality-accounts-a-guide-for-local-involvement-networks-link-and-overview-and-scrutiny-committees-oscs>

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