

## University Hospitals Coventry and Warwickshire

### Quality Accounts Task and Finish Group

#### Proposed UHCW Quality Accounts Priorities

The Task and Finish Group (made up of Coventry City Council and Warwickshire County Council Councillors and representatives from both Coventry and Warwickshire Healthwatch) has met with UHCW to discuss performance against the 2012/13 QA priorities and to discuss potential priorities for this year's QA.

The TFG considered the proposed list of priorities/themes being considered by UHCW at this early stage.

The TFG were concerned that the proposals reflected national targets and, in some cases, targets that involved programmes of work that were already being successfully implemented. The TFG recognises the need to meet these targets and would encourage the Trust to challenge itself to achieve ongoing improvement, improving performance against national targets year-on-year, there should be a greater focus on locally derived priorities, particularly in light of the Francis recommendations.

The TFG would therefore like to propose the following themes for consideration:

<b>Patient Safety</b>
<ul style="list-style-type: none"><li>• Effective handovers – to include any handovers, including between Outpatients, A&amp;E and hospital wards, but also between different wards and between different organisations (e.g. between mental health and the Trust or social care and the Trust).</li><li>• Falls – there should be continued focus on reducing falls, although this may not need to be identified as a priority in the Quality Account</li><li>• Pressure Ulcers - there should be continued focus on reducing pressure ulcers, although this may not need to be identified as a priority.</li></ul>
<b>Clinical Effectiveness</b>
The TFG supported the alternative proposal suggested by the Trust to Develop speciality specific clinical outcomes measures – to develop three specific clinical outcome measures per speciality with a view to ultimately making this information available on our website and benchmarking with neighbouring trusts within the health sector.
<b>Patient/Staff Experience</b>
There was general agreement across the TFG that the Trust needs to focus on improving communication with patients and staff, as well as with wider stakeholders. Within this theme, the following priorities are proposed: <ul style="list-style-type: none"><li>• “You said we did” – This is a piece of work that could be done to demonstrate changes made as a result of complaints and feedback from patients and carers – with a clear focus on the outcomes of the lessons learned, and could be used to identify in a demonstrable way how UHCW has engaged with different ‘hard to reach’ groups (for example patients with learning disabilities). This could also build on the work being done on patients impressions (in real</li></ul>

time) to strengthen the practice of staff responding immediately and using evidence to feed improvement.

- Working towards an open, listening and transparent Trust in line with the recommendations from Francis and Keogh, which we agree would include:
  - Implementing a new approach to the PALS service
  - Adopting the Healthwatch Engagement Charter.
- In a similar theme to the suggestion above, working towards an organisational culture shift in the light of the Francis Inquiry – of openness, transparency and candour. This would involve the training and empowerment of staff to identify issues and concerns and report them, empower staff to help patients to raise concerns and to embed a culture within the Trust where staff and managers could clearly demonstrate how lessons had been learned and changes made as a result of feedback and complaints.