

**Maidstone Borough Council
Tunbridge Wells Borough Council**

**Maidstone and Tunbridge Wells Joint Health Overview and
Scrutiny Sub Committee**

Tuesday 28 August 2012

Maidstone & Tunbridge Wells NHS Trust Quality Accounts

Report of: Overview & Scrutiny Officer

1. Introduction

- 1.1 To consider the Quality Accounts 2012/13 and prepare a response to be submitted to the NHS which will be included with the consultation responses on their website.

2. Recommendation

- 2.1 The Committee is recommended to interview Ashley Scarff, Assistant Director of Strategy and Planning, Clare Roberts, Head of Quality and Darren Yates, Head of Communications, representing Maidstone and Tunbridge Wells NHS trust to formulate a response.
- 2.2 Areas of discussion could include but are not limited:

The priorities detailed in the 2011/12 report and the progress made:

Patient Safety

- Continuing our focus on reducing the number of avoidable healthcare associated infections
- Prevention of blood clots or venous thromboembolism (VTE) – there is a new national target relating to patients who are at risk of VTE receiving treatment to thin the blood (Anticoagulants)
- Ensuring all patients receive their appropriate nutritional requirements

Clinical Effectiveness

- Ensure greater efficiency of working at ward level through the implementation of the productive ward programme – “releasing time to care”
- Continuing our focus on improving care for patients who have had a stroke
- Improving the care we provide for patients who are suffering from dementia

Patient Experience

- Continuing our focus on communication and information for patients
- Improving our management of discharge planning

- Reducing the number of breaches we have in relation to delivering same sex accommodation for patients
- 2.3 And the priorities that have been identified in the 2012/13 report which are based on the progress made against the priorities identified the previous year:

Patient Safety

- To continue our focus on reducing the number of avoidable healthcare associated infections
- Prevention of blood clots or venous thromboembolism (VTE)
- Reducing the number of patient falls

Clinical Effectiveness

- To continue our focus on improving care for patients who have had a stroke
- Continuing to improve the care we provide for patients who are suffering from dementia
- Improving the management of our discharge planning for patients

Patient Experience

- To improve the management and quality of our responses to complaints we receive and ensure each is used as an opportunity from which we can learn
- To improve the experience of patients across the organisation through focusing on key areas highlighted as requiring attention in the Inpatient, Outpatient and A&E national surveys

3. Reasons for Recommendation

- 3.1 The Committee first scrutinised the Quality Accounts for 2009-2010 as part of the Maidstone and Tunbridge Wells NHS Trust's consultation process. Members are providing a statutory function by commenting on matters that affect the health and well-being of the residents of Maidstone and Tunbridge Wells Boroughs.
- 3.2 The Department of Health sets national targets each year against which the NHS Trust monitors the quality of service provided. The Committee may wish to establish the Trust's performance and priorities in comparison to the national picture? In producing the annual Quality Accounts the Trust aims to provide information on how effective services are, how they are measured and where it aims to make improvements.
- 3.3 Interviewing representatives from the NHS Trust will enable the Committee to fulfill its statutory function and gain an ongoing understanding of the problems faced by the Trust and the reasons for choosing the actions identified to improve performance for the coming year.