

## **MCHFT QUALITY ACCOUNT 2021/22**

### **1.0 Why is this item before the Scrutiny Committee?**

MCHFT's Quality Account is an annual report to the people we serve about the quality of services we provide. We would like to present an overview of what we have achieved over the past year 2021-22, to improve the quality of care and treatment we deliver and our ambitions for the coming year.

### **2.0 What is Scrutiny being asked to do?**

Thank you for the received Commentary on our Quality Account which is incorporated into the final document before it is published on June 30th 2022, as per NHS England and NHS Improvement recommendations to allow scrutiny and comment. The presentation gives an overview of the overall Quality Account 2021-22.

### **3.0 RECOMMENDATIONS**

The aim in reviewing and publishing information about quality is so that MCHFT can demonstrate public accountability by listening to and involving the public, partner agencies and, most importantly, acting on feedback we receive. The Quality Account is Published on the Trust website.

### **4.0 SUMMARY OF MAIN ISSUES**

For the year 2020/21 the Trust continued to deliver a high quality, timely service to our patients. Prior to the suspension of non-urgent clinical activity due to Covid-19, the Trust's waiting times in elective and cancer care were one of the highest performing in the country. We are now working hard to restore these services fully whilst operating in this new world challenged by the threat of Covid-19 infection.

Key achievements for the Trust in 2020/21 include;

- In response to the Pandemic, the Trust launched a Be safe Be EQUIPPed Campaign aimed to make our workplace as safe as possible. The Trust was shortlisted for a Nursing Times award for this Campaign.
- The Quality Metrics tool that drives the Ward Accreditation process has been reviewed and adapted during 2020-21 supporting continuous improvement of quality of services and safeguarding high standards of care during the Covid-19 pandemic.
- In June 2020, the Trust appointed a Head of Nursing for Safe Staffing and Workforce Utilisation providing assurance that the Trust plans safe staffing levels across all in- patient ward areas.
- The Trust maintained their CQC rating of "Good" for the Use of Resources assessment following the latest inspection.
- The Trust pledged to the Nursing Times Covid-19: Are You OK campaign? Which aims to raise awareness of the potential long-term impact of working during a pandemic on nurses' mental health and wellbeing.

**5.0 How will this review by Scrutiny make a difference to those living or working in the Borough**

We are determined to work in partnership to deliver the best outcomes nationally for the population we serve.

**6.0 How does this review link to the Council's priorities?**

MCHFTs Quality Account and ambitions fully support the Council's priority to enable residents to benefit from good health and wellbeing. Many of our Quality Improvement projects reflect the aims of the National Patient Safety Strategy and the NHS Long Term Plan. Patient safety is central to all that we do at MCHFT.