

CHESHIRE EAST COUNCIL

REPORT TO: Health and Adult Social Care Overview and Scrutiny Committee

Date of Meeting: 19 May 2016
Report of: Overview and Scrutiny Team
Subject/Title: Cheshire and Wirral Partnership NHS Foundation Trust
Quality Account 2015/16 Cover Report
Portfolio Holder: Councillor Paul Bates

1.0 Report Summary

- 1.1 This is a cover report introducing the Cheshire and Wirral Partnership NHS Foundation Trust (CWP) Quality Account 2015/16.

2.0 Recommendation

- 2.1 That the Committee review the Quality Account and develop comments to be submitted to the Trust for inclusion in the Quality Account.

3.0 Reasons for Recommendation

- 3.1 Reviewing the Quality Accounts of local healthcare providers is one of a Health Overview and Scrutiny Committee's key functions. The Committee has been requested to submit comments to the Trust 31 May 2016.

4.0 Wards Affected

- 4.1 All Wards

5.0 Local Ward Members

- 5.1 All Wards

6.0 Background

- 6.1 Healthcare providers publishing Quality Accounts have a legal duty to send their Quality Account to the Overview and Scrutiny Committee (OSC) in the local authority area in which the provider has its registered office, inviting comments on the report from the OSC prior to publication. Providers may also send their Quality Account to other OSCs where they are a provider of services.
- 6.2 This gives OSCs the opportunity to review the information contained in the report and provide a statement on their view of what is reported. Providers are legally obliged to publish this statement (of less than 1000 words) as part of their Quality Account.

- 6.3 The primary purpose of Quality Accounts is to encourage boards and leaders of healthcare organisations to assess quality across all of the healthcare services they offer, 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 and clinical effectiveness. The visible product of this process – the Quality Account – is a document aimed at a local, public readership. This both reinforces transparency and helps persuade stakeholders that the organisation is committed to quality and improvement. Quality Accounts therefore go above and beyond regulatory requirements, which focus on essential standards.
- 6.4 The Department of Health recognises that confidence in the accuracy of data and conclusions drawn on the quality of healthcare provided from these figures is key to maximising confidence in those reading Quality Accounts. This is why OSCs, Healthwatch and CCGs have been given the opportunity to comment on a provider's Quality Account before it is published. Without some form of scrutiny, service users and members of the public may have no trust in what they are reading.
- 6.5 OSCs are ideally placed to ensure that a provider's Quality Account reflects the local priorities and concerns voiced by their constituents. If an important local healthcare issue is missing from a provider's Quality Account then the OSC can use the opportunity in the form of a statement to be included in a provider's Quality Account to highlight this omission. Some of these issues might not directly relate to healthcare quality, so their omission by the provider might be unavoidable (given their legal obligation to report on healthcare only) and your commentary should acknowledge that.
- 6.6 Quality Accounts aim to encourage local quality improvements, OSCs can add to the process and provide further assurance by providing comments on the issues they are involved in locally. OSCs may also wish to comment on how well providers have engaged patients and the public, and how well they have promoted the Quality Account. OSCs should not feel that they have to comment on areas of the Quality Account where they do not have relevant knowledge.
- 6.7 OSCs could therefore comment on the following:
- does a provider's priorities match those of the public;
 - whether the provider has omitted any major issues;
 - has the provider demonstrated they have involved patients and the public in the production of the Quality Account; and
 - any comment on issues the OSC is involved in locally.

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: James Morley
Designation: Scrutiny Officer
Tel No: 01270 6 86468
Email: james.morley@cheshireeast.gov.uk