

HEALTH OVERVIEW AND SCRUTINY COMMITTEE

16 SEPTEMBER 2015

QUALITY OF ACUTE HOSPITAL SERVICES

Summary

1. The Health Overview and Scrutiny Committee (HOSC) is to receive a progress report from Worcestershire Acute Hospitals NHS Trust (WAHT) on the quality of service provision.
2. Representatives from the Trust Board have been invited to attend the meeting.

Background

3. Given the ongoing review of Acute Hospital Services in Worcestershire, the HOSC will wish to assure itself that acute services continue to be safe and good quality, and that risks are being managed, particularly in paediatrics, obstetrics and emergency surgery.
4. The HOSC will be aware of developments over the past few months concerning the quality of services, including:
 - CQC unannounced visit in March and the patient care improvement plan (progress since July)
 - Good Governance Institute Report into allegations of bullying and harassment, commissioned by the Trust Development Agency in March 2015
 - CQC planned inspection in July 2015
 - Actions taken in A&E to respond to conditions placed on the Trust's registration
 - The Trust Development Agency bringing in an Improvement Director, tasked with improving services and embedding changes
 - The Future of Acute Hospital Services in Worcestershire (discussed under Agenda Item 5).

Purpose of Meeting

5. Members are invited to consider and comment on the action being taken to address the quality of services at the Trust. In doing so, members may wish to consider the following areas:
 - Mortality data – at its last meeting members requested an update on work to tackle higher than expected figures
 - Patient flow – how is this improving?
 - Co-ordination and monitoring of the Patient Care Improvement Plan
 - Position on staff recruitment and retention to ensure sustainable, safe services and staffing levels across the board. [Concerns have been reported over low numbers of annual appraisals for hospital doctors]

- In relation to the Emergency Department: speed of triage for patients, security improvements, numbers of staff consistently available, maintenance and use of equipment, capacity, ambulance handover and patient flow
 - Resilience and sustainability of women's and children's services
 - Developments in urgent care
6. Following the discussion, HOSC Members are asked to consider whether any further information is required and identify any specific elements for potential future scrutiny.

Supporting Information

7. Patient Care Improvement Plan, which is attached at Appendix 1.

Contact Points

County Council Contact Points

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Specific Contact Points for this Report

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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

Press Releases from Worcestershire Acute Hospitals NHS Trust on 17 February, 30 April, 16 June, 14 and 27 July, 17 and 27 August 2015:

www.worcsacute.nhs.uk/news/press-statement-ae-consultant-resignations

www.worcsacute.nhs.uk/news/worcestershire-acute-hospitals-nhs-trust-welcomes-improvement-director

www.worcsacute.nhs.uk/news/trust-statement-on-publication-of-cqc-report

www.worcsacute.nhs.uk/news/improving-the-experience-for-emergency-patients

www.worcsacute.nhs.uk/news/resignation-of-chief-executive-penny-venables

www.worcsacute.nhs.uk/news/temporary-relocation-of-emergency-gynaecology-services-from-alex

www.worcsacute.nhs.uk/news/independent-review-findings-and-recommendations-published

NHS Trust Development Independent Review into allegations of bullying and harassment - Findings and Recommendations Report:
www.ntda.nhs.uk/blog/2015/08/27/independent-review-findings-and-recommendations-published

BBC News Report on 17 April 2015:
<http://m.bbc.co.uk/news/uk-england-hereford-worcester-32327475>

Agendas and Minutes of the:
Health Overview and Scrutiny Committee on 3 March and 15 July 2015, 17 June, 26 February and 22 January 2014, 24 January, 25 June and 4 September 2013, 4 July and 6 November 2012

Worcestershire Health and Well-being Board on 12 May and 15 July 2015

These are all available on the Council's website at:
www.worcestershire.gov.uk/cms/democratic-services/minutes-and-agendas.aspx