

SUPPLEMENT TO THE AGENDA FOR

Health & Social Care Overview and Scrutiny Committee

Wednesday 4 February 2015

2.00 pm

The Council Chamber, Shire Hall, Hereford

7. ACCOUNTABILITY SESSION

To hold a public accountability session for organisations within the health sector. This session shall focus on the 2gether NHS Foundation Trust.

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MEETING:	HEALTH AND SOCIAL CARE OVERVIEW & SCRUTINY COMMITTEE
MEETING DATE:	4 FEBRUARY 2015
TITLE OF REPORT:	ACCOUNTABILITY SESSION
REPORT BY:	SCRUTINY OFFICER

1. Classification

Open

2. Key Decision

This is not an executive decision

3. Wards Affected

County-wide

4. Purpose

4.1 To hold a public accountability session to discuss the performance of organisations within the health sector in Herefordshire:

- 2gether NHS Foundation Trust

5. Recommendation

THAT: The Committee considers and discusses the presentation from the 2gether NHS Foundation Trust.

6. Alternative Options

There are no relevant alternative options.

7. Reasons for Recommendations

7.1 Accountability sessions are a concept that Staffordshire Council developed as a result of the Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. The intention is to get interconnected health bodies together with the public and Councillors in order to enable them to challenge and question the relevant organisations in a more joined up way.

Each body has provided a presentation that focuses on:

- the key work that the body has completed through the previous year
- any success throughout the previous year
- any challenges throughout the previous year
- key areas of concentration for the coming year
- areas of risk for the coming year

- areas that might be beneficial of an input by scrutiny ie in task and finish groups.

8. Financial Implications

8.1 There are no financial implications to this report.

9. Legal Implications

9.1 There are no legal implications to this report.

10. Background Papers

10.1 None identified.

Mental & Social Healthcare

²getherin Herefordshire

Where are we now in Herefordshire


February 2015



²gether
Making life better



Foundation Trust
For Herefordshire 

²gether
Making life better

Foundation Trust
For Herefordshire 



Key Work Completed during 2013/14

- Development of Enhanced Dementia Service – Managing Memory ²gether
 - Community Dementia Team – partnership between ²gether & Alzheimer Society
 - Care Homes Support Team
 - Memory assessment Service expansion
- Bringing our Improving Access to Psychological Services to full capacity
 - known as Lets Talk
- Completed the implementation of our Electronic Care Records System within the Learning Disability Health Team
- Proactive members of the Herefordshire Transformation Board/Programme

Success During 2013/14 – Performance Metrics

- We met all of our 18 Monitor Key Performance Indicators (KPIs) except 1 - case of Cdif - (94.4% Achievement)
- We met all of our 26 DoH KPIs except 1 – We had to admit a young person under the age of 18 to our adult inpatient wards – (96.2% Achievement)
- We met 29 of our 37 Herefordshire contract specific KPIs – (78.4% Achievement)
- We met all 10 of our Commissioning for Quality and Innovation (CQUIN) Targets – (100% Achievement)

Success during 2013/14 – An overview

- Delivered 30 consecutive quarters of
 - Green CQC Governance Rating
 - Level 4 Monitor Financial Risk Rating
- CQC overall rated as a Low Risk organisation
 - CQC Intelligent Monitoring Report – 57 Indicators - 1 Risk
- What our service users think about us
 - Do you feel safe in our care – 95-97%
 - Did we organise the care and services that you needed – 96-100%
 - Would you want your family and friends to come here if they were ill – 82-87%

Hereford Contract Specific KPIs not met

- Clostridium Difficile -1 case which is below deminimus
- Elimination of avoidable pressure ulcers (cat 2,3 or4)
- Number of people moving to recovery within IAPT services - 45% against a target of 50%
- IAPT achieving 15% of patients entering the service against prevalence – Annual target of 2,178 - Month 9 target 1,634 against actual of 1,534 – Projected Outturn of 9.4%
- Staff appraisal rates
- Mandatory training rates
- Clinical & support staff safeguarding training
- Waiting times for Specialist Memory Clinic – 4 weeks

Improving Access to Psychological Therapies – Lets Talk

- Staffing in place to deliver the 15% requirement
- Significant promotional campaign in place to increase referrals
- Recovery rate will increase as patient mix changes
- Reliable improvement rate for all patients circa 60-65% in line with National averages

Press advertising: Hereford Times and AdMag

Online advertising: Herefordtimes.com

Information in GP Surgeries

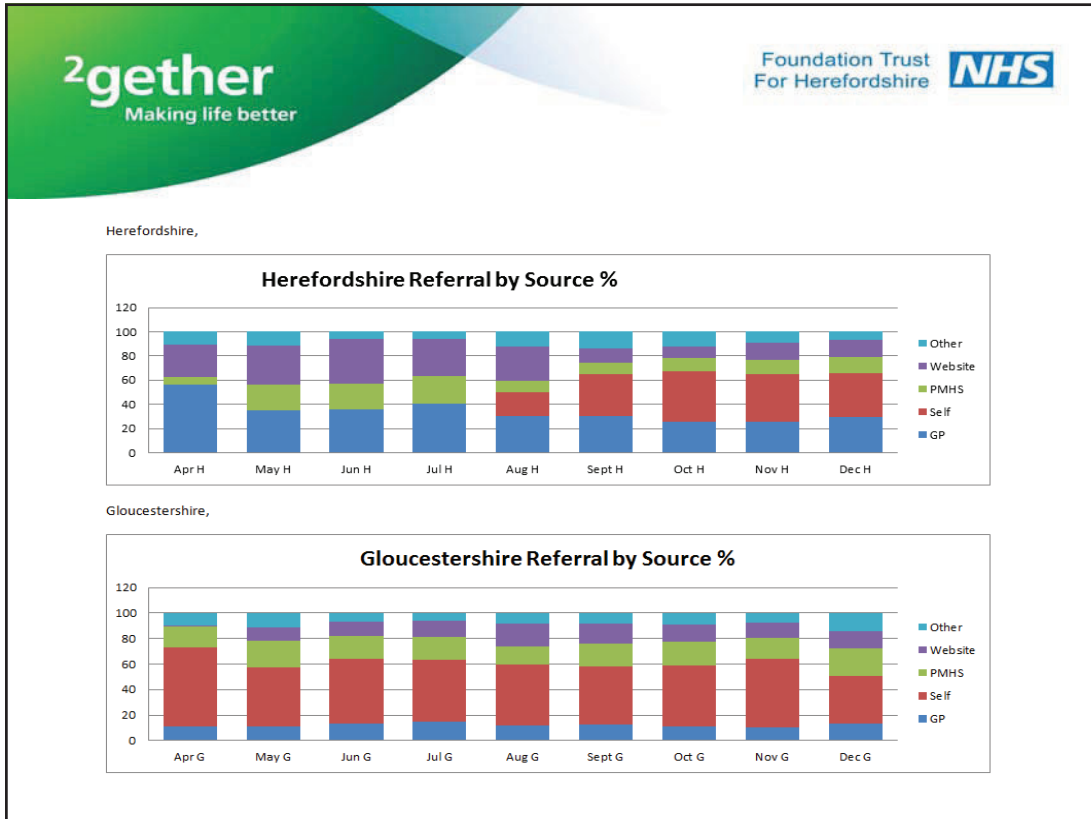
Contact cards in holders at reception

Service leaflets & posters

Information in libraries

Books on Prescription stickers & bookmarks

Bus and train station advertising



2gether
Making life better

Foundation Trust
For Herefordshire **NHS**



Challenges throughout the previous year

- Continuing to improve services while delivering cash releasing efficiency savings
- Supporting the Urgent Care Services at Wye Valley and meeting our own Urgent Care Services demands
- Staff recruitment
- Reconfiguring our Child & Adolescent Mental Health Services (CAMHS) after the change in joint commissioning arrangements
- Supporting the wider Herefordshire Whole System Transformation Programme





Key Areas of Concentration for the coming year

- Consolidation of Lets Talk (IAPT) Service
- Consolidation of Dementia Services development
- Consolidation of CAMH Services
- Transforming of our Adult & Older People's Services to support the wider transformation of services to meet the 2014 Care Act
- The procurement of Substance Misuse Services
- Implementation of our new Electronic Care Records System
- The development of Psychiatric Liaison Services to support the Urgent Care services and general Acute Care Patient flows
- Significant investment in technology to drive efficiencies
- Supporting the wider Herefordshire Whole System Transformation Programme

Areas of Risk for the coming year

- 2015/16 is the final year of our 3 + 1 + 1 year contract procured by Herefordshire PCT and Herefordshire Council – there is a risk that uncertainty distracts effort.
- Herefordshire CCG and Herefordshire Council are now not jointly commissioning Mental Health Services
- Mental Health Services have to transform to deliver efficiency savings and in order to work effectively with Social Care's transformation of services to meet the 2014 Care Act
- If the current proposals for the wider Herefordshire Whole System Transformation Programme do not progress, then contingency arrangements will need to be made



Summary

- We know that collectively the Herefordshire Health and Social Care Community face challenging times.
- We are working in active collaboration with colleagues as part of the Transformation Programme
- We know we will have to work hard to continue to improve our services and deliver our own Challenges alongside the whole system challenges



Areas that might benefit from an input by scrutiny

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- Further improving public engagement
 - MENTAL WELLBEING
 - LETS TALK

