

From: Simon Tulloch – Head of Quality, Innovation and Patient Experience
To: Tower Hamlets OSC
Date: 10th August 2012
Subject: Feedback from the Quality Account process

1.0 Purpose of the Report

1.1 The purpose of this report is to provide feedback from the Quality Account process, including any lessons learnt and how the feedback has been used to improve service delivery.

2.0 Executive Summary

2.1 The Quality Account Report forms part of the Annual Report for the same period. The report reflects on the work undertaken across the Trust over the previous year and forward to the year ahead.

2.2 As part of the process to develop the report, ELFT consults with key stakeholders on a range of issues, including the priorities identified for the year ahead and the progress made against previous year's priorities.

2.3 Feedback also includes how information is presented in the report.

2.4 Presented below is a summary of the changes implemented and lessons learnt as result of the feedback the Trust received from our stakeholders.

3.0 Summary of changes

3.1 We always appreciate the careful consideration of the report and the detailed feedback provided. As a result of the feedback received from our various stakeholder groups substantial changes have occurred. These will be presented under eight main headings :

3.2 Improving Service User satisfaction

- The Trust is continuously striving to improve levels of service user satisfaction, this is evidenced by the increased use 'real-time' of feedback mechanisms throughout the Trust

- The Trust has reconfigured the internal reporting structure to include a specific 'Patient Experience Committee' which feeds directly into the Trustwide Quality Committee
- As part of the Annual Plan, the Trust is implementing an increase in flexible hour's delivery, one of the main areas of concerns that stakeholders raised.

3.3 **Research**

- The Trust is implementing a pilot project using 'DIALOG' software (as developed at Queen Mary University) across the Trust. The evidence indicates that the use of 'DIALOG' increases levels of communication between Service Users and clinicians and increases levels of satisfaction with services
- Recent research from City University has focused on reducing the use of seclusion in inpatient wards by using sensory rooms. The Trust is implementing this process across a range of settings.

3.4 **Integrated Care**

- The Trust works with a wide range of partners in primary, secondary and social care, as well as voluntary and community sector providers. To ensure greater collaboration and co-ordination the Trust has dedicated staff (People Participation Leads) who work across sectors
- The Trust currently works with a wide variety of 3rd sector organisations, such as Look Ahead in the Tower Hamlets Crisis House and Mind for the delivery of IAPT services. The Trust is keen to continue and expand these relationships.

3.5 **Carers**

- The Trust has acknowledged that carers have not received the level of involvement and participation that they would have wished. As a result, a new carers strategy has been produced and will be presented to the Trust Board in October. Consequently, an action plan will be developed and implemented. Carers groups are directly involved in this process
- The Trust has recently appointed an Associate Director to lead in this area who's responsibilities will include the implementation of personal budgets for carers and direct payments.

3.6 **Serious Incidents**

- The Trust has a policy of providing feedback to all parties directly involved in serious incidents

- All interested parties, including commissioners, are invited to 'learning events' whereby the Trust develops procedures to learn from previous incidents and improve service delivery. This has led to a change in the way the Trust reviews incidents
- All learning and action plans are made available on the Trust website.

3.7 Equalities

- The Trust has recently undertaken a full 'Equalities Analysis' and made this available on the Trust website
- The Trust has also implemented a process of employing bi-lingual staff and staff who are representative of the community we serve to improve the issues around language and cultural barriers
- The Trust participates in the national Prescribing Observatory Audit (POMH-UK). This process includes the analysis of specific medication, such as the use of anti-psychotics and other 'tranquillising' medication with older people
- The Trust has implemented an improved data collection system to ensure that data is collected on a wide range of equality issue, not just ethnicity, as was previously the case.

3.8 Staff satisfaction

- A task force led by the Director of Operations has been established to look at creative ways to improve staff satisfaction. An action plan will be developed from this process which will be made available on the Trust website and implemented throughout the year ahead
- The Trust has held a number of focus groups with staff to feedback the findings from the staff survey and develop learning initiatives.

3.9 Maintaining Financial Viability

- The Trust received feedback from stakeholders concerning the financial efficiencies being made across the services. The Trust discusses all changes at governors meetings prior to any changes being made.

4.0 Conclusion

- 4.1 As a result of the feedback received from our various stakeholder groups substantial changes have occurred both in relation to the Quality Accounts Report and across service provision
- 4.2 We hope the information provided above indicates our intention to continually improve the quality of the services we provide.

