



Northumberland,
Tyne and Wear
NHS Foundation Trust

2018-19

Quality Account

for Northumberland
Overview and Scrutiny Committee

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& Quality Assurance



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What our current quality priorities
are

Progress against quality priorities
– as at quarter 3

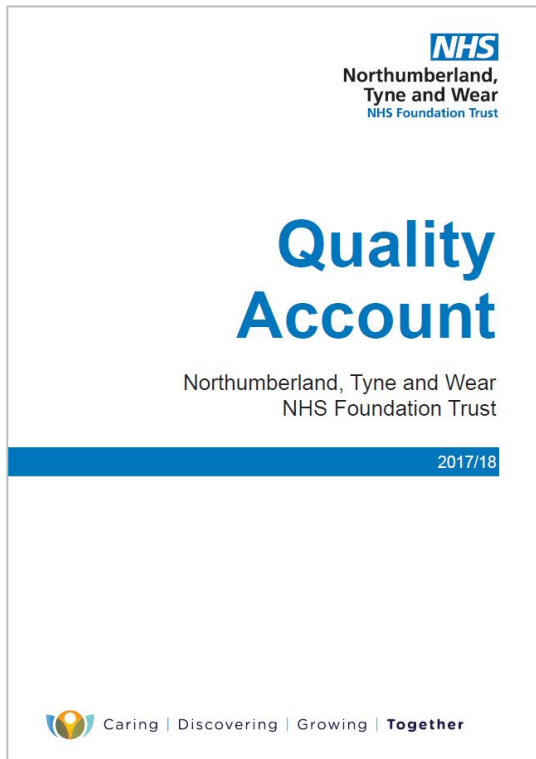
Likely quality priorities for next
year



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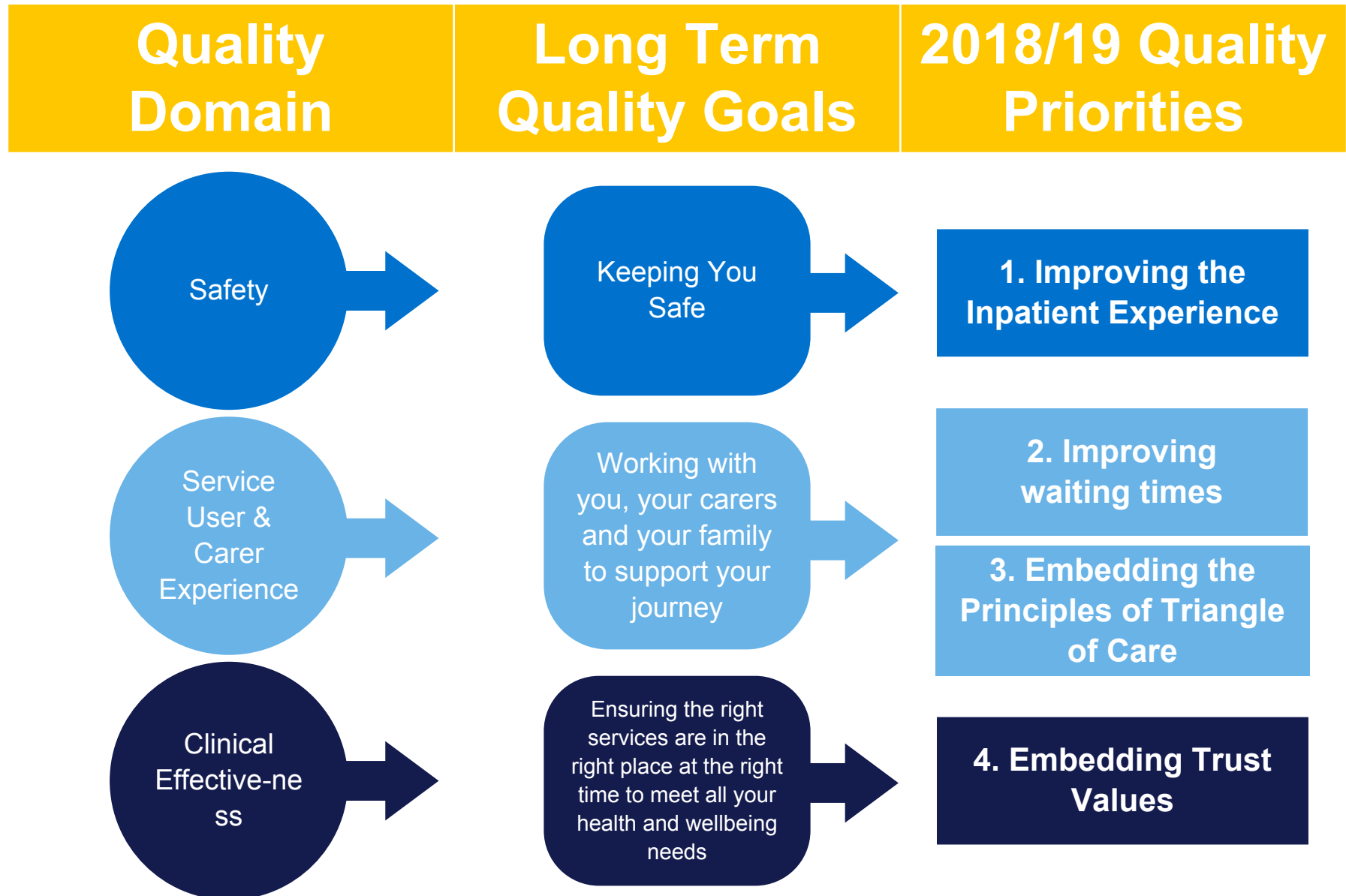
What our current quality priorities are:

Quality Priorities are agreed each year to support the achievement of the long term **Quality Goals** in our **Trust Strategy**.



We report progress against each **Quality Priority** in the annual **Quality Account**.

What our current quality priorities are:



Progress against quality priorities – as at quarter 3



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Progress against 2018/19 quality priorities:

1. Improving the Inpatient Experience

The Royal College of Psychiatrists recommend an occupancy rate of 85% as optimal for effective care; this allows for timely admissions to 'local' beds and greater levels of direct patient care.

Average bed occupancy including leave	Adult mental health wards including PICU (Q4 1718 baseline = 95%)			Older People's mental health wards (Q4 1718 baseline = 88%)		
	Q1	Q2	Q3	Q1	Q2	Q3
North	93.7%	94.3%	91.4%	93.9%	91.0%	94.4%
Central	99.4%	95.7%	95.9%	67.1%	78.0%	88.9%
South	98.0%	94.0%	91.4%	75.9%	74.7%	71.2%
Trustwide	97.0%	94.6%	92.8%	78.8%	78.9%	79.3%

The number of inappropriate out of area bed days has fluctuated throughout the year. There has been a number of inappropriate out of area bed days each month during Q3, the vast majority of which were females requiring acute admission.

While the patient feedback volumes for wards is lower than we would like, the feedback received is generally positive. There have been no negative comments about travel to inpatient units via the Points of You or complaints processes.

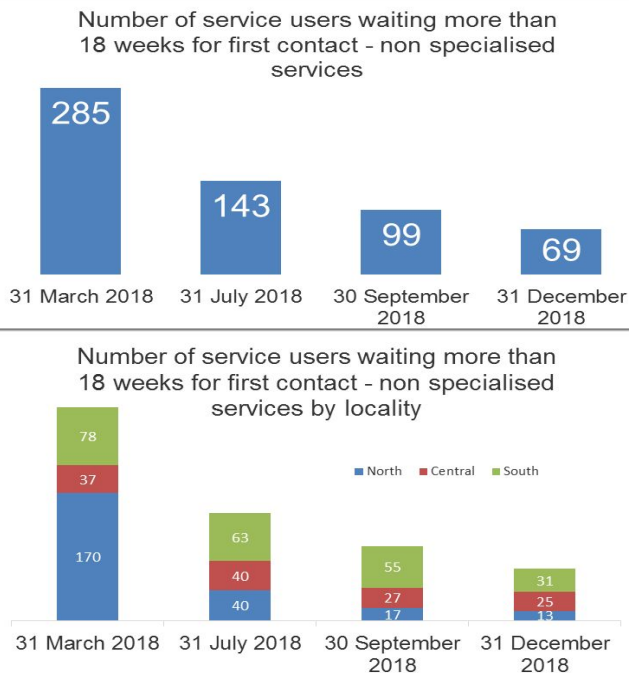
AMBER – partly achieved. During the quarter the average bed occupancy for both adult and older people services have reduced below the baseline position. Out of area bed days have increased in the Q3. Further work is required to capture out of area placement bed usage within NTW.

Progress against 2018/19 quality priorities:

2. Improving waiting times

We aim to provide services that are responsive and accessible for all patients who require advice, intervention and treatment

Trustwide, the number of people waiting more than 18 weeks for their **first contact** with non-specialist services has reduced from **99** as at 30 September 2018, to **69** as at 31 December 2018



A new methodology is being used to measure waiting times in Children and Young People services. **No Children and Young People are waiting over 18 weeks for treatment in Northumberland.**

For Northumberland CCG, waiting times for Adult Autism and Adult ADHD services are broadly stable.

AMBER – while there has been some improvements in the quarter, people continue to wait more than 18 weeks for their first contact with services.

Progress against 2018/19 quality priorities:



3. Embedding the Principles of Triangle of Care

Building on our achievement of being awarded stage 2 Triangle of Care, we continue to embed the principles and practice of Triangle of Care to ensure that we work in collaboration and partnership with carers in the service user and carer's journey through mental health services.

- Continue to monitor uptake of carer awareness training
- Continue to monitor uptake of Getting to Know You (recording of service user and carer information)
- Continue monitoring and updating carer champion leads
- Continuous monitoring of action plans through carer champion forums and locality triangle of care
- Submit 6 monthly report and progress to Triangle of Care North East Regional Board

AMBER – due to the delay in the update from Electronic Patient record supplier regarding the link to Getting to Know You

Progress against 2018/19 quality priorities:

- Caring and compassionate
- Respectful
- Honest and transparent

4. Embedding Trust Values

To ensure that Trust values are embedded and consistently displayed throughout the organisation, that best practice is celebrated and that any support needs are identified

Work to align the categories used in the complaints, points of you and Patient Advice and Liaison Service databases to record categories, based upon the national definitions used for complaints analysis has continued during the quarter

There were 19 complaints received in the quarter relating to values and behaviours across the Trust – of these, two were withdrawn, 4 were logged as comments/queries and not formal complaints and 2 are awaiting completion. Of the 11 closed cases 5 were not upheld, 1 was upheld and 5 were partially upheld.

The Trust average score to the Points of You question “How kind and caring were staff to you?” in the period was very similar to the previous quarter when averaged across the organisation

AMBER – due to the delay in the update from Electronic Patient record supplier regarding the link to Getting to Know You

Likely quality priorities for next year



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Likely quality priorities for next year:

2018/19 Quality Priorities

**Improving the
Inpatient
Experience**

**Improving
waiting times**

**Embedding the
Principles of
Triangle of Care**

**Embedding Trust
Values**

Implemented with the expectation that they would remain in place for 3 years therefore it is proposed that these continue into 2019-20

Proposed that work would continue but would no longer be classed as a Trust Quality Priority

Proposed 2019/20 Quality Priorities

**Improving the
Inpatient
Experience**

**Equality, Diversity
& Inclusion**

**Evaluating the impact
of staff sickness on
Quality**

**Improving
waiting times**

Likely quality priorities for next year:

Proposed 2019/20 Quality Priorities

Improving the
Inpatient
Experience

Equality, Diversity
& Inclusion

Evaluating the impact
of staff sickness on
Quality

Improving
waiting times

- By removing the barriers that people with protected characteristics face in accessing our services, we will improve the quality of care for all. This Quality Priority complements Equality, Diversity & Inclusion Strategy 2018-2022.
- The initial phase of the quality priority will allow locality groups time to establish local needs before deciding what actions are necessary to meet them.
- Progress against this quality priority will be monitored via the Trust Equality, Diversity & Inclusion Steering Group.

Likely quality priorities for next year:

Proposed 2019/20 Quality Priorities

Evaluating the impact of staff sickness on Quality

- The link between staffing levels and patient outcomes is well documented.
- The Trust has experienced elevated staff sickness absence rates during 2018-19. While there are many staff health and wellbeing initiatives in place, aimed at reducing these absences, there has been little evaluation of the impact of sickness absences on the quality of care delivered.
- Proposed milestones include conducting a comparative analysis of staff sickness absence rates and factors such as outcomes data, staff survey feedback, staff characteristics, complaints, service user and carer feedback and survey findings, use of temporary staff, bed occupancy, caseloads, and waiting times.

Questions?



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