Care Quality Commission

"OVERALL OUTSTANDING"

NHS

Cumbria, Northumberland, Tyne and Wear

NHS Foundation Trust

Quality Account 2021-22

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Caring | Discovering | Growing | **Together**

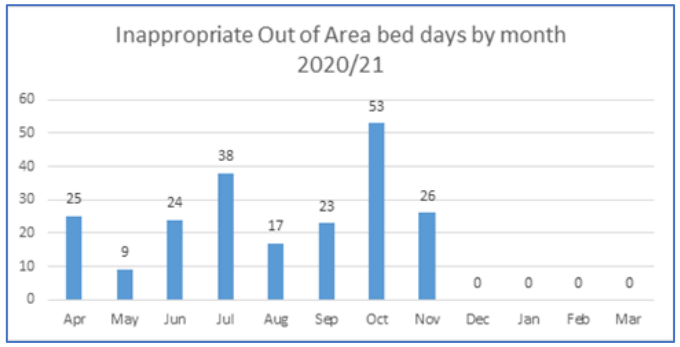
An update on national timescales

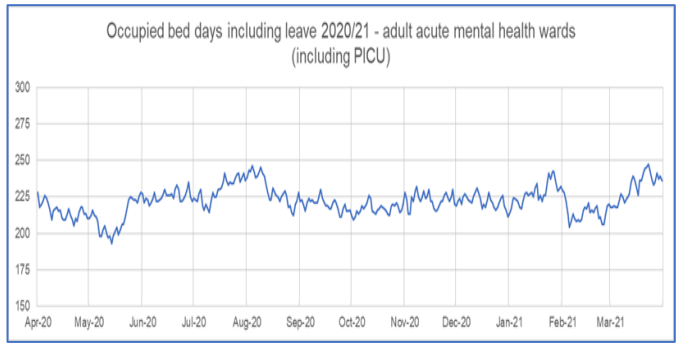
- *DHSC has confirmed that the deadline to publish 2020/21 Quality Accounts remains Wednesday 30 June 2021. Where activities envisaged by the quality accounts regulations did not take place, owing to the exceptional challenges of 2020/21, trusts can disclose this was the case and their plans to reinstate them.*
- *Providers should continue to publish their Quality Accounts online. The functionality to upload accounts onto the NHS website is no longer available. As an interim measure, trusts should also send reports to england.quality-accounts@nhs.net to be uploaded to their individual pages on the NHS England and NHS Improvement website.*

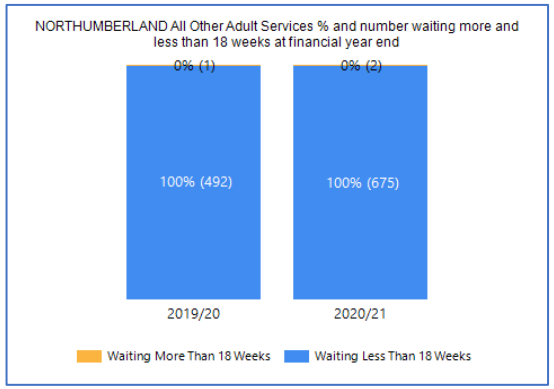
Our Quality Priorities through 2020-21

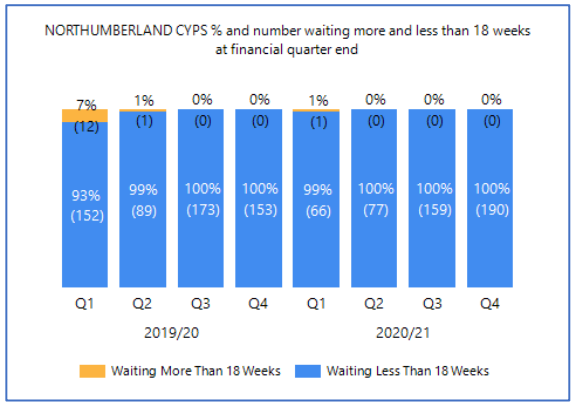
Quality Goal:	2020-21 Quality Priority:		Quarterly Achievement: Q1	Q2	Q3	Q4	Comments
Keeping you safe	1	Improving the inpatient experience					Work is developing to allow the clinical system to capture and flow out of area placement bed usage via MHSDS
Working with you, your carers and your family to support your journey	2	Improve waiting times for referrals to multidisciplinary teams.					There continues to be patients waiting more than 18 weeks
Clinical Effectiveness	3	Equality, Diversity & Inclusion and Human Rights (in relation to the core values of fairness, respect, equality, dignity and autonomy (FREDA))					Training requirements work which requires development following the BDG recommendations has been delayed until Quarter 1 2021-22. Work has not commenced on a dedicated intranet page to raise awareness and support staff in the delivery of the Accessible Information Standard.

Our Numbers through 2020-21

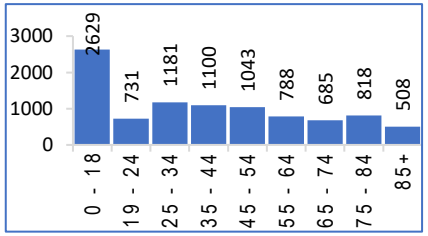




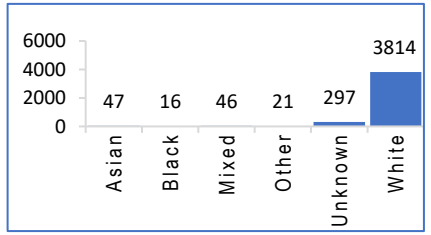




Age Breakdown



Ethnicity Breakdown



An update on points raised last year

You Said

1. You looked forward to meaningful updates on the CEDAR Project.
2. You were pleased with the reduction in CYPS waiting times.
3. You looked forward to a progress update with the Equality, Diversity & Inclusion Quality Priority.
4. You were pleased with the low levels of out of area patients across the Trust.

We Did

1. The project gave an update in January 2021.
2. CYPS services have seen nobody wait over 18 weeks since quarter 1 of 2020/21.
3. Equality & Diversity masterclasses have been delivered. Staff networks have been developed.
4. We have had no out of area bed days since November 2020, something we strive to continue.

Determining Quality Priorities for 2021-22

- We have reviewed our previous Quality Priorities
- We have explored a partnership priority working priority with Tees, Esk & Wear Valleys NHS Foundation Trust
- We had two stakeholder events and an online survey. Both had high engagement levels

Our Quality Priorities for 2021/22

- Improving the Inpatient Experience – Monitoring inappropriate out of area treatment days
- Service User & Carer Experience – Improving waiting times
- Clinical Effectiveness – Equality, Diversity & Inclusion
- Service User & Carer Experience - Patient care, focusing on time staff are able to spend with service users and carers

Next Steps

- Publish Quality Account in line with most recent guidance
- Develop Quality Priorities
- Deliver Quality Priorities, recording and reporting on progress through internal reporting structures and in the 2022/23 Quality Account.

ANY
QUESTIONS?