

HERTFORDSHIRE COUNTY COUNCIL**HEALTH SCRUTINY COMMITTEE**

**THURSDAY, 15 MARCH 2018 AT 9.30AM and
THURSDAY, 29 MARCH 2018 AT 10.00AM**

**ANNUAL SCRUTINY OF HEALTH ORGANISATIONS QUALITY ACCOUNTS
2018/19****Report of the Head of Scrutiny**

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1. Purpose of Report

- 1.1. To provide Members with the format for the Committee's scrutiny of health organisation's Quality Accounts. The scrutiny takes into account the Francis Report¹ recommendations.

2. Summary

- 2.1. A Quality Account is a report about the quality of services offered by an NHS healthcare provider. The reports are published annually by each provider, including the independent sector, and are available to the public. A Quality Accounts is a report on quality and shows improvements in the services delivered to local communities and stakeholders. The quality of the services is measured by
- looking at patient safety
 - the effectiveness of treatments patients receive
 - patient feedback about the care provided.

The Department of Health requires providers to submit the final Quality Account to the Secretary of State by 30 June each year. (Slides from the member seminar held at the December Health Scrutiny Committee meeting are attached as Appendix 11).

- 2.2. The scrutiny will be conducted over two days. It will commence at 9.30am in the Council Chamber on Thursday, 15 March 2018. The Committee will then adjourn to gather its evidence in member groups until approximately 4.00pm. The Committee will reconvene at 10.00am on Thursday, 29 March 2018 to consider its evidence, reach its conclusions and formulate its recommendations. The programme for the day is outlined at Appendix 1. During the evidence gathering Members will be divided into three groups based in separate rooms (see Appendix 2).

¹ The Francis report, published in February 2013, outlined the failings at the Mid Staffordshire Foundation Trust which included quality of care, patient safety and a culture of collective leadership. <http://www.kingsfund.org.uk/projects/francis-inquiry-report>
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2.3. The focus will be on the six provider trusts that deliver services to Hertfordshire residents. The health organisations will be questioned individually at a morning or afternoon session (see Appendix 2).

- Herts Partnership Foundation Trust (HPFT)
- East & North Herts Hospital Trust (ENHT)
- West Herts Hospital Trust (WHHT)
- Herts Community NHS Trust (HCT)
- East of England Ambulance Trust (EEAST)
- Princess Alexandra Hospital Trust (PAH)

Each group will be joined by a member of the Healthwatch Hertfordshire board.

2.4. **Thursday, 15 March 2018**

2.4.1. At 8.45am Members will meet in their evidence gathering groups in the allocated rooms (as detailed on the programme attached at Appendix 1) for a briefing with the chairman of the group. The purpose of this preliminary meeting is to agree key lines of enquiry and any concerns or themes that the chairman has identified in conjunction with the graduate management trainee.

2.4.2. At 9.30am the Committee meeting will start in the Council Chamber. There will be an introduction to the annual scrutiny of health organisations; and a summary of the format by the Head of Scrutiny. The Committee will then adjourn to gather its evidence. Members have been allocated to one evidence gathering group in the morning and a second in the afternoon.

2.4.3. Each Member group will have a chairman and graduate management trainee who will ensure that the group covers its questions thoroughly in the time allocated. Key questions are set out at Appendix 3 to the report. The questions are a guide and Members are not precluded from raising others; however, members will need to be mindful of the time constraints.

2.4.4. Each organisation will be supported by the chief executive and relevant senior officers (as detailed in Appendix 2). A glossary of terms relating to this scrutiny is attached at Appendix 10.

2.4.5. Responses to the agreed questions have been produced by each of the organisations; these are attached as Appendices 4 - 9 to this report.

2.4.6. The evidence gathering will close at approximately 4.00pm and the Committee will reconvene at 10.00am on Thursday, 29 March 2018.

2.4.7. In the intervening period the Scrutiny Officers and the Democratic Services Officer will meet with the graduate trainees to prepare a draft report. The Committee will consider this when it reconvenes on 29 March 2018. It is anticipated that this report will be circulated to Members by 21 March 2018 via email.

2.5. **Thursday, 29 March 2018**

- 2.5.1. The Committee will reconvene at 10.00am on Thursday, 29 March 2018 in the Council Chamber. The group chairmen and graduate management trainees will attend. Members will be asked to consider the findings and conclusions and to agree the recommendations.
- 2.5.2. Recommendations emerging from this scrutiny will be considered by the Impact of Scrutiny Sub Committee.

3. **Recommendation**

- 3.1. That the report be noted.

4. **Supporting Appendices**

- 4.1. Appendices attached to this report are as follows:-
- Appendix 1 Programme for 15 March and 29 March 2018
 - Appendix 2 Allocation to Member Groups, Group Chairs, Graduate support, Room Allocation, Health organisation representatives
 - Appendix 3 Questions to health organisations
 - Appendix 4 Response from HPFT
 - Appendix 5 Response from ENHT
 - Appendix 6 Response from WHHT
 - Appendix 7 Response from HCT
 - Appendix 8 Response from EEAST
 - Appendix 9 Response from PAH
 - Appendix 10 Glossary
 - Appendix 11 Quality Accounts Presentation

Background Information

The Francis Report February 2013:

<http://webarchive.nationalarchives.gov.uk/20150407084003/http://www.midstaffpublicinquiry.com/report>

Health Scrutiny Committee 12 December 2017:

<http://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/685/Committee/12/Default.aspx>

Health Scrutiny Committee 18 January 2018:

<http://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/686/Committee/12/Default.aspx>