

1. RECOMMENDATIONS FROM THE QUALITY ACCOUNTS SCRUTINY

That the Hertfordshire health system gives consideration to the Quality Account recommendations to ensure that patient experience aspirations and outcomes are realised for 2018/19 and beyond

2. SYSTEM WIDE RECOMMENDATIONS

- 2.1 That health and social care partners in Hertfordshire learn from East & North Herts Trust's (ENHT) experience of implementing major changes to IT systems infrastructure.
- 2.2 That patient flow and demand management remains a priority for all organisations, irrespective of any future plans.

3. RECOMMENDATIONS TO SPECIFIC TRUSTS

3.1 EAST OF ENGLAND AMBULANCE SERVICE (EEAST)

- 3.2 None identified

3.3 EAST & NORTH HERTS TRUST (ENHT)

- 3.3.1 That ENHT continues its efforts in successfully reducing ED (Emergency Department) admissions for frailty via the STP (Strategic & Transformation Partnership) and work with Hertfordshire County Council (HCC); and further, shares this as a model of best practice across the Hertfordshire health and social care system.

3.4 HERTFORDSHIRE COMMUNITY TRUST (HCT)

- 3.4.1 Members expect next year's papers from HCT to include more detail and evidence of monitoring (including targets, performance measures and benchmarking) and statistics showing patient outcomes for the actions taken in support of the priorities given.
- 3.4.2 HCT's move toward promoting and allowing for greater self-management by patients is welcomed; however, Members would like to see any changes to care or to patient responsibilities communicated very clearly to patients to ensure their effectiveness.

3.5 HERTFORDSHIRE PARTNERSHIP FOUNDATION TRUST (HPFT)

- 3.5.1 Members would like to see HPfT's Primary Care Mental Health Clinic pilot, being trialled with GP practices in Hertford, Watford and Stevenage, to be rolled out across Hertfordshire over the next 12 months. An outline of the Primary Care Mental Health Clinic can be found at appendix 4 Trust Observations paragraph 4.3.
- 3.5.2 HPFT to consider ways of raising awareness of the Trust's Single Point of Access (SPA), specifically with GPs and schools as key sources of referrals, to maximise impact, particularly for children and young people. A breakdown of the current sources of referrals to SPA should also be provided to the Committee by 20 April. An outline of the SPA can be found at appendix 4 Trust Observations paragraph 4.4.

3.6 PRINCESS ALEXANDRA, HARLOW (PAH)

- 3.6.1 The Committee recommends that PAH supports and remains focussed on maintaining the quality of care provided for current patients and that patient flow and demand management remains a priority, irrespective of any future plans for new facilities. *A scrutiny of hospital patient flow will take place in May 2018.*

3.7 WEST HERTFORDSHIRE HOSPITAL TRUST (WHHT)

- 3.7.1 Members extend their congratulations to Katie Fisher (chief executive at WWHT) on her recently announced career move. However, based on previous experience the Committee expects the WHHT Board to prioritise the speedy appointment of a permanent successor.
- 3.7.2 WHHT to review discharge arrangements to ensure the timely administration of medication, to effect expeditious discharge of patients.