

Overview & Scrutiny

Health in Hackney Scrutiny Commission

Hackney Council
Room 118, Town Hall
Mare St, E8 1EA

Reply to: jarlath.oconnell@hackney.gov.uk

8 May 2019

Ms. Catherine Pelley
Chief Nurse and Director of Governance
Homerton University Hospital NHS Foundation Trust
Trust Offices
Education Centre
Homerton Row, E9 6SR

Email to: c.pelley@nhs.net

Dear Catherine

Response to HUHFT's draft Quality Account for 2018/19

Thank you for inviting us to submit comments on the Quality Account for your Trust for 2018-19. We are writing to provide our insights arising from the scrutiny of the Trust's services over the past year at the Commission.

The Commission Members take a great interest in the performance of our key local acute trust and were pleased to learn about some of your key achievements over the past year. Your overall 'Good' rating in May 2018 from the CQC across all services and the 'Outstanding' ratings for Medical Care and for Urgent and Emergency Services is to be commended. We note also the additional new Improvement Priorities you have set for 2019/20.

During the past year we have continued to enjoy a good working relationship with the Trust and we greatly appreciate the willingness of the Trust's representatives' to attend our Commission meetings and contribute to our work.

Your Chief Executive attended our June and September meetings where we discussed a range of issues including the proposals for reconfiguring the pathology service. Local residents and GPs continue to have concerns about the Path Lab consolidation and the proposed revised structure across the NEL area, therefore we will continue to pursue this with you over the coming year.

In September your CE also took part in a high level discussion item on the Estates Strategy for North East London with senior executives from the CCG, the Council and ELFT and she also contributed to the debates at the Inner North East London JHOSC on both the NEL Estates Strategy and the implications for east London of the NHS Long Term Plan. We will continue to

pursue these discussions with you this year as hopefully outline proposals will emerge in particular for the St Leonard's site. We hope to organise an engagement event on this later in the year.

In November your CE took part in a discussion on the implementation of the Overseas Visitor Charging Regulations after the impact of these on vulnerable migrants was raised with us by Hackney Migrant Centre and local GPs. We have since had a response to our letter to the Secretary of State. The Health Minister has made clear that these rules must be implemented sensitively and sensibly and we would ask therefore that, while there is no direction on you to monitor these impacts, that you do so, because of the level of local concern about their impact.

We are also grateful to your Director of IT and Systems who has also contributed to our own review on '*Digital first primary care*' in his capacity as the lead officer for City and Hackney Integrated Commissioning IT Enabler Group.

We wish to make the following specific comments on your draft Quality Account noting that it is an early draft:

- a) Re p.15 again this year there is an absence of data relating to the new requirement to report on 'Learning from Deaths'. How is this being rectified?
- b) Re p.16 on 'Seven Day Services' you say that because the numbers are low it has been a challenge to develop appropriate Consultant rotas across the surgical specialities. One presumes the numbers are low because this is just starting? You also say that having a 12 hr Consultant presence is sufficient yet this is not in compliance with this particular NHS priority clinical standard.
- c) Re p.16 you describe the two new 'Freedom to Speak Up Guardians' to support whistleblowers, but give no evidence about how busy they have been? Is this policy working?
- d) There has been a lot of media coverage this year nationally of junior doctors experiencing bullying and working for dangerously long periods. On p.16 you describe the 'Guardian of Safe Working' which you now have in place in response to the new junior doctors' contract. Can you give us examples of how often s/he might have intervened on issues regarding your rota gaps?
- e) The Trust is to be commended for your significant progress in reducing the C-Difficile rates to just 3 in 2018/19 and for being one of the best performing Trusts nationally on this indicator.
- f) You are to be commended for making steady progress on End of Life Care issues but, re p.32, why have only 70% of cases had 'End of Life

Care Plans' or 'Treatment Escalation Plans' during 2018/19. What are the barriers here and how are you addressing them?

- g) Re p.35 on the "improving first impressions" indicator why has there been such poor uptake of training by receptionists and surely this should be mandatory?
- h) Your reporting on Priority 9 on seamless discharge makes no reference to the 'Discharge to Assess' pilot which we've been informed about by the Integrated Commissioning Unplanned Care Workstream. Why is this?
- i) Re p.36 the series of missed post-natal discharges was serious and resulted in mothers and babies having delayed home visits and follow up. You implemented a new failsafe system. Is there now 100% compliance on this?
- j) The Trust's improvement on IAPT waiting time targets is to be commended.

We look forward to taking up these issues with you over the next year on the Scrutiny Commission.

Yours sincerely



Councillor Ben Hayhurst
Chair of Health in Hackney Scrutiny Commission

cc Members of Health in Hackney Scrutiny Commission
Tracey Fletcher, Chief Executive, HUHFT
Cllr Feryal Demirci, Deputy Mayor and Cabinet Member for Health, Social Care, Transport and Parks
Dr Sue Milner, Interim Director of Public Health, City and Hackney
Jon Williams, Director, Healthwatch Hackney

