

# Overview & Scrutiny

## Health in Hackney Scrutiny Commission

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

Reply to: [jarlath.oconnell@hackney.gov.uk](mailto:jarlath.oconnell@hackney.gov.uk)

11 June 2019

Ms Jane Naismith  
Director of Clinical Services  
St Joseph's Hospice  
Mare St  
London E8 4SA

By email to: [j.naismith@stjh.org.uk](mailto:j.naismith@stjh.org.uk)

Dear Jane

### **DRAFT QUALITY ACCOUNT FOR 2018/19**

Thank you for inviting Health in Hackney Scrutiny Commission to submit comments on your draft Quality Account for 2018/19.

We are pleased to note the continuing excellent work being done by St Joseph's Hospice in palliative, end of life and respite care in Hackney and we welcome the your continued engagement with the Commission.

We acknowledge the challenges you face in planning and sustaining services because of the piecemeal nature of your funding across the 6 CCGs and 7 local authority areas which you serve, and your efforts to ensure that there is equity of service because of this.

We welcome the new management's increased focus on using a more rigorous 'Quality Improvement' methodology from now on and note that your indicators remain good and that you have not had any CQC visits during 2018/19. We support your choice of the 5 'Priorities for Improvement for 2019/20'.

We note that you are delivering a report to a fixed template and this limits the breath of coverage it can give.

Specific comments are:

a) p.5 you will 'look to increase income from different enterprises that are in keeping with our overall ethos'. Can you give us some specific examples and more detail on the steps you will take to ensure that such activities do not hinder your core activities?

b) p.6 where will your new outpatient clinics be located and how are you working with the new Neighbourhood Model in City and Hackney?

c) p.18 last year you stated that the success of your action plan on employee engagement would be measured in the next staff survey. What were the results of this? In previous years we noted that there were issues with leadership and staff engagement/morale.

d) p.19 we note your work to improve information system security. Now that all staff of NHS Trusts are required to be on nhs.net email accounts what impact does increased NHS IT security have on your own ability to easily communicate with and share data with the key local NHS bodies you interact with e.g. Homerton or local GPs?

We look forward to discussing these with you at our meeting on 13 June.

Yours sincerely



**Councillor Ben Hayhurst**  
**Chair of Health in Hackney Scrutiny Commission**

cc Tony McLean, Chief Executive, St Joseph's Hospice  
Members of Health in Hackney Scrutiny Commission  
Cllr Feryal Clark, Deputy Mayor and Cabinet Member for Health, Social Care, Leisure and Parks  
Anne Canning, Group Director Children, Adults and Community Health  
Dr Sue Milner, Interim Director of Public Health for City and Hackney  
Jon Williams, Director, Healthwatch Hackney