

Black Country Partnership NHS Foundation Trust

Quality Accounts 2017/18

1. Does the draft Quality Account reflect people's real experiences as reported to the Health Scrutiny Panel during the period 2017/18 by witness evidence?

The panel considers that the draft Quality Accounts report 2017/18 gives an accurate reflection of the experiences of people with a mental illness or learning disability who have been referred to the service based on reports to the panel. This view is supported by a recent report by CQC - The state of care in mental health services 2014 to 2017. The report stated that Black Country Partnership NHS Foundation Trust (BCPFT) is delivering a high-quality service and is continuing to improve.

2. From what people have told the Health Scrutiny Panel, is there evidence that any of the basic things are not being done well by the provider?

The panel has not received any evidence to suggest that the BCPFT are not providing a quality service to the residents of Wolverhampton. A councillor led review of mental health commissioning services report published in February 2018 supports this conclusion.

The panel has representatives from Royal Wolverhampton Hospital Trust, Wolverhampton CCG, Wolverhampton Public Health who attend regularly attend health scrutiny meetings. The panel have no evidence to suggest that there are any major concerns about the quality of services offered. The panel is aware of the pressure on mental services at all levels and support the work being done to respond to this challenge by a range of different organisations.

In addition, representatives of Healthwatch Wolverhampton, who regularly attend panel meetings, have not provided any evidence to suggest there were any concerns about the quality of care provided from their discussions with the public. The Healthwatch Wolverhampton Annual Report 2016/17 details the experiences of service users and it is clear from the evidence presented that the Trust responds positively when concerns about the quality of care have been highlighted.

3. Is it clear from the draft Quality Account that there is a learning culture within the provider organisation that allows people's real experiences to be captured and used to enable the provider to get better at what it does year on year?

There is good evidence presented to the panel that BCPFT is a learning organisation and making great effort to encourage service users and their carers to share their experiences. The active involvement of the public has led to improvements in the quality of the mental health services offered and helped to identify areas for improvement. The panel is satisfied that the Board and staff of BCPFT are committed to improving the deliver and quality of mental health services to the residents of Wolverhampton.

The panel welcomed the opportunity to be consulted on plans to create a partnership with two neighbouring NHS trusts with the aim of delivering better mental health services. The plan for the establishment of a partnership with two neighbouring NHS Trusts with the title Transforming Care Together. However, following a public consultation with members of the individual trust boards and other key groups it was decided not to pursue the proposal further.

4. Are the priorities for improvement as set out in the draft Quality Account challenging enough to drive improvement and it is clear how improvement has been measured in the past and how it will be measured in the future?

The panel support the areas suggested are priorities for improvement and consider the methods for measuring progress are appropriate – in particular, the improvement in the quality of provision of mental health services to children and young people receiving care. The issue of mental health provision for young people has been an important focus of the panel work programme during the year. The panel is aware of increased demand on mental health service at all levels and published evidence from the CQC highlights the issue, that many people referred for specialised mental health treatment continue to face long waits.

The panel would like a user-friendly section added to the front of the document which gives a summary of areas for improvement and details about how performance will be measured and monitored during the year.

The panel would welcome the addition in the Quality Account draft a section setting out specific actions aimed at reducing access and waiting times to mental health services for young people and also those with a dual diagnosis; with the aim of working to meet national best performance standards for providing 24-hour crisis cover.

The panel would like a commitment to achieving the vision and aims detailed in THE FIVE-YEAR FORWARD VIEW FOR MENTAL HEALTH and specifically the challenge for all providers to deliver the 7-day NHS – right care, right time, right quality by 2020/21. The panel would like to see details of how the actions below will be achieved included in the final draft of the Quality Accounts reports:

- People facing a crisis should have access to mental health care 7 days a week and 24 hours a day in the same way that they are able to get access to urgent physical health care.
- People experiencing a first episode of psychosis should have access to a NICE-approved care package within 2 weeks of referral.

Cllr Jasbir Jaspal
Chair Health Scrutiny Panel
City of Wolverhampton Council

19 April 2018