

ITEM: 08/169

DOC: 08

Meeting: Trust Board

Date: 19 November 2008

Title: Healthcare Commission Annual Health Check

Executive Summary:

Lead: All directors

The Healthcare Commission (HCC) published the results of the 2007/08 Annual Health Check in October.

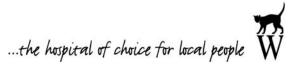
The Whittington was rated as:

- Quality of services Good
- Use of resources Good

The Whittington was one of several to receive a HCC inspection over the summer of 2007/08, at which particular focus was given to five standards, including a standard concerned with safety. As a result of these visits no amendments were made to the trust's original core standard declaration. The trust achieved a fully met rating for both core standards and existing national targets and a 'Good' against new national targets.

The detailed report for the Whittington's quality of services performance is attached, together with details of the two areas where the trust scores could be improved to ensure the Trust improves its performance rating to 'Excellent'.

Action:	For discussion.	
Report	Fiona Elliott	
from:	Director of Planning and Performance	
Sponsor:	David Sloman, Chief Executive	
Financial Validation		Name of finance officer
	. —	
Lead: Director of Finance		
Compliance with statute, directions, policy, guidance		Reference:



Compliance with Healthcare Commission	Reference:
Core/Developmental Standards	HCC
Lead: Director of Nursing & Clinical Development	
Compliance with Auditors' Local Evaluation	Reference:
standards (ALE)	
	Governance
Lead: Director of Finance	
Evidence for self-certification under the	Compliance framework reference:
Monitor compliance regime	_
Lead: All directors	Board statement Appendix C

Healthcare Commission Annual Health Check

1. Introduction

The results of the 2007/08 annual health check are provided in full at appendix 1 to this paper. The Whittington was rated as:

- o Quality of services Good
- Use of resources Good

This is the third year running that the Whittington was rated as providing a good quality of service to patients. The Trust has continued to be good at managing its finances, having improved from an adequate standard in 2005/06 to 'Good' in the past two.

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2. Areas for improvement

The report shows that the trust achieved the following results against the new national targets:

Waiting times for diagnostic tests

Failed

MRSA bacteraemia Underachieved

And how these impacted on the areas of the HCC assessment for the Whittington:

Safety and cleanliness
Standards of care
Waiting to be seen
Dignity and respect
Keeping the public healthy
Good management
12/13
8/8
11/12
10/10
4/4
7/17

2.1 Waiting times for diagnostic tests

The waiting time for diagnostics was adversely affected in 2007/08 because of breaches in the six week wait for Audiology services.

Measures have been put into place to reduce the waiting times for direct access for Audiology services and these included:

- o Reducing the number of gueues into the service
- o Reducing the number of steps in the care pathway
- Validating the waiting list
- o Running additional sessions

An additional audiologist has also been recruited to the team.

Since April the waiting times have been significantly reduced. Analysis of the breaches following implementation of the measures outlined above demonstrated a particular problem where patients who had been referred to the Crowndale Service, an outreach clinic in Camden, were continuing to breach. This issue has now been dealt with and the impact of the productivity measures and additional capacity has been to reduce the waits to the current position where all diagnostic patients are treated within 6 weeks.

The table below provides the board with a diagnostic audiology six-week wait breach report.

Table 1. diagnostic audiology six-week wait breaches

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Month	Number of breaches	
April	182	
May	78	
June	9	
July	0	
August	0	
September	0	
October	0	

2.2 MRSA bacteraemia

The HCC found that the number of MRSA bacteraemias reported was not in line with the planned reductions for 2007/08.

The Trust Board is aware of the actions being taken to improve performance against the MRSA targets and this is reported as a separate item.

The Board is asked to note the results of the 2007/08 HCC annual health check and the progress being made in improving performance against the quality of services domain to achieve 'Excellent' ratings in future.