

ITEM: 08/169

DOC: 08

Meeting: Trust Board
Date: 19 November 2008

Title: **Healthcare Commission Annual Health Check**

Executive Summary: 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 from: Fiona Elliott
 Director of Planning and Performance

Sponsor: David Sloman, Chief Executive

Financial Validation

Lead: Director of Finance

Name of finance officer

Compliance with statute, directions, policy, guidance

Lead: All directors

Reference:

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

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:

- 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.

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.

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

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:

- Reducing the number of queues into the service
- Reducing the number of steps in the care pathway
- Validating the waiting list
- 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

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.