

APPENDIX B

Cllr Winston Vaughan
Chair, INEL JHOSC
C/o Jarlath O'Connell
Hackney Council
Overview & Scrutiny Team
Hackney Service Centre, 2nd Floor
1 Hillman St
London E8 1DA

5 June 2013

Mr Peter Morris
Chief Executive
Barts Health NHS Trust
Aneurin Bevan House
81 Commercial Road
London E1 1RD

Dear Mr Morris

Barts Health Trust Quality Accounts 2012-13

Thank you for attending the meeting of the Inner North East London Joint Health Overview and Scrutiny Committee on 29 May on the subject of Barts Health Trust's Draft Quality Accounts for 2012-13.

This is the first year that our four authorities have considered your Quality Accounts as a Joint Committee and we hope you found it a productive way to deal with this issue, considering that the newly formed Trust's activities now cross all our boundaries as well as our neighbouring borough of Waltham Forest.

After considering your report we decided to focus the discussion at the meeting on three distinct areas: Patient Experience, Governance and Strategy and Future Plans.

During our discussions the following key points were noted:

Specific areas of concern

a) The Merger

The size and complexity of the merger was clearly significant and it was encouraging to see, in the majority of areas, how much progress had been made in the first year and indeed the degree of stability maintained. This is particularly in light of the immensity of this challenge of collapsing the governance arrangements across six

hospitals and creating a single new governance model with six Clinical Academic Groups (CAGs) being put in place.

b) Underperformance in general

Where there are areas of underperformance, the Committee was also, in the majority of cases, pleased to see these acknowledged and mitigation plans put in place. We note that the introduction of the Integrated Performance Dashboard that will track the progress made on your six quality priorities over the coming year and we will be interested to monitor these.

c) IT integration issues

The Committee was concerned to hear about the problems you encountered in planning a newly integrated IT system resulting from the merger and that this is still causing distress to patients and problems for employees of the Trust. It is acknowledged that this will take a considerable time to rectify and the Committee would like to see some tangible progress on this as soon as possible.

d) Complaints

We welcome your commitment to take action on specific areas such as complaints handling, administration of and booking of patient appointments and the need to make patients feel that Barts Health Trust is an organisation which cares and puts patients' needs first.

We would however also like to see progress on the concerns raised by the Care Quality Commission relating to the quality of the food service and nutrition following their recent inspection at Mile End Hospital and Newham University Hospital. We view this as an issue that should be given priority across all your sites.

e) Disability Consultative Group

We were pleased that you have undertaken to give further consideration to the possibility of re-instating the Disability Consultative Group at Whipps Cross Hospital however we note that you are in the process of putting new consultative structures in place and embedding them within the CAGs.

f) Staffing Rates

We share your concerns about the over reliance on 'bank' and agency clinicians and we support your efforts to reduce this. We noted that staff cannot function at a high level unless they have full access to IT systems and this can be challenging with high turnovers.

g) Integrated Care

We share concern about the need to progress integrated care for those presenting at emergency services who may also have learning disabilities or mental health support needs and would encourage you to work closely with both NELFT and ELFT on tackling this issue.

h) The Quality Accounts Document

In relation to how information is presented within the report, the Committee had some concerns that appropriate baselines needed to be added to the charts and graphs so that meaningful comparisons can be made. Without this information it was in some cases impossible to scrutinise the differences of scale and trends.

We also had concerns that some data presented were 'micro' surveys with small sample sizes and it was not sufficiently explained that these needed to be weighted against results from larger surveys. In future, Accounts, if the sample size you are presenting to us is small and not statistically significant, we would suggest that, where there are other sources of data on an issue, we should be made aware of these in order to give us a fuller picture.

We would ask that greater attention is given to balancing the presentation of matrices from large surveys with small local surveys and that this presented more explicitly in your narrative.

We are grateful to you and your senior officers for your constructive engagement with our Committee's work and your commitment to having an open discussion about the issues we raised.

The minutes of our meeting on 29 May will be sent to you shortly.

Yours sincerely

Cllr Winston Vaughan
Chair, Inner North East London Joint Health Overview and Scrutiny
Committee

cc All INEL JHOSC Members
Cllr Khevyn Limbajee, Chair Of Waltham Forest Health Scrutiny Committee
Cllr Nicholas Russell, Member Waltham Forest Health Scrutiny Committee