

## Commentary on Hounslow and Richmond Community Healthcare NHS Trust's Draft Quality Accounts 2017-2018

We thank Hounslow and Richmond Community Healthcare NHS Trust (HRCH) for providing us with their Quality Accounts 2017-2018 in good time to respond to it. In doing so the draft did not contain all of the data that will appear in the final draft but we recognise that waiting for data to be available would not have allowed us sufficient time.

The Quality Account paints a positive picture of a Trust with good patient satisfaction and a culture of candour, learning following mistakes and listening to patient feedback. We have been involved closely with HRCH over the past year and our overall experience of the Trust supports this view.

It is therefore disappointing that staffing and vacancy rates were not reported this year as they were key to challenges HRCH experienced last year and reported by the CQC and in the Quality Account. A report on improvements would have been welcomed.

HRCH have met their Improving Patient Safety targets. In the draft we received data for last year performance was not always included so we cannot comment further.

Significant improvements have been made in relation to reduced medication incidents and accuracy of referrals into the service which is positive. Further improvements are planned through greater partnership working with GPs. Given that referrals from GPs appear to have deteriorated over the period it would be useful for the Trust to explain how this will be achieved. It is also unclear to what extent this is a measure of HRCH's performance or to what extent it is a measure of GP performance.

Improvements in patient experience are welcomed and the Trust appears to have achieved significant progress here. 97% of patients report that they receive care in the right way for them (up from 89% last year). Whilst this success is evident, the reader would benefit from explanations on:

- Examples of Always Events that have been introduced and their impact on patients
- Why the national guidance had recommended a lower target

We look forward to hearing about the impact that implementing Always Events has had for patients and would welcome the opportunity to incorporate this into our work with the Trust.

We commend the Trust on their positive view on the Duty of Candour and for a section that we feel is honest and informative. The high number of incidents reported does indeed reflect well on the culture of an organisation with regard to incident reporting.

The priorities and related targets for 2018/19 are difficult to comment on as current performance is not available. This makes it difficult to comment on the relevance of the targets or the importance of the priorities.