

Commentary on South West London Mental Health Trust  
Quality Accounts 2016- 2017

Healthwatch Richmond welcomed the opportunity to provide feedback to the trust's priorities for the Quality Account.

The report provides details and the trust should be commended for the readability and candour of the report. Including useful information not required but the regulations for Quality Accounts and details such as verbatim comments and the requirements of the CQC do add to the account but being informative should be balanced with the overall length of the document.

We welcome the inclusion of Patient Experience measures as priorities for 2017/18. The public nature of "You said, We did" boards is welcome and should be used as an opportunity to drive further improvements in patient engagement and service improvement as well as acknowledging the Trust's work. Improvements in patient involvement are to be welcomed and we note that there are plans to create a patient user forum in Richmond.

Patient safety and the use of restraint is a key point of patient feedback and so the continuation of targets to improve this by reducing incidents of restraint or seclusion by 10% are welcomed. It is also positive to see that the impact of these measures on patients.

The Trust had set priorities for 2015/16 for a reduction of the overall number of incidents of violence. However during this period the number of patient on patient incidents increased from 422 to 450 and the number of patient/staff incidents showed no significant change. We would hope to see the number of incidents now begin to reduce and we encourage the Trust to report on the change in future Quality Accounts.

As Richmond has a disproportionate number of suicides and the number of suicides amongst patients of the Trust increased from 25 to 44 it is essential that this remain a priority for the coming year. Whilst it is important to see this in the context of an increase nationally in suicides, the focus on preventing suicide is to be welcomed. It is not however clear that this priority is accompanied by a plan of action that would realistically achieve this reduction and we would encourage further activity in this area.

Improvements in physical health are a key area of improvement however the action plan for this from the Quality Account appears to be limited to internal audit and compliance with national regulations. Setting additional activity to improve patient health beyond national requirements would be welcomed.

We are aware of increases in the number of young people being referred for diagnosis of Autistic Spectrum Disorders and so the improvements achieved by the Trust in its care for Adult Autism is very positive. Given the potential future increases in adults with autism this is a timely improvement that the trust should endeavour to maintain.

Finally we would like to congratulate the Trust on maintaining its position in terms of overall patient experience at the top of the CQC's Community Mental Health Survey.

