

**Commentary on South West London and St Georges Mental Health Trust**  
**Quality Accounts 2013-2014**

Healthwatch Richmond welcomes this report and the opportunity to comment. It is pleasing to see that the Trust has achieved 4 of the 5 targets it set for the previous year, and promises ongoing commitment from the Trust to continue improving quality in these areas. We acknowledge the final priority was not achieved for reasons outside the Trust's control.

We welcome the achievements made with crisis planning targets; these are positive steps to build on over the coming year. The results of a patient experience survey we conducted in early 2014 reinforce this by showing that patients experience difficulties in accessing the crisis management teams. We feel that the current priority does not go far enough to address wider issues, and further development of the crisis response services is needed. Indeed the Trust notes that feedback from service users stated that much more could be done collaboratively to develop crisis plans with people using services.

Whilst we recognise that the priority for improving interfaces with primary care is an important long-term step for the Trust, such priorities should be Trust wide. As the priority focuses on Wandsworth, the benefit of this target for Richmond residents is unclear. With the current re-design of the Community Mental Health services in Richmond, the opportunity should be taken to extend the benefits of this pilot beyond Wandsworth.

It is encouraging to see the Trust's commitment to improve and broaden the mechanisms for patient feedback being expressed in its priorities. However it is unclear from the priorities whether the Trust has set any targets for measuring achievements. More systematic reporting is needed, as is evidence of actions taken in light of the feedback.

It is promising to see improving the identification of users with learning disabilities as a target. It would be positive to see the Trust gather service user and carer feedback on progress, with this measured and incorporated into future planning. Regarding the focus on physical health, it would be beneficial to have an indication of the way in which this target will inform work to enhance the physical health of those served by community mental health services, as this is also an important area of work.

Healthwatch Richmond's patient experience survey received patient feedback that raised concerns about staffing issues, levels of occupancy on wards and patient safety within the Trust that have not been addressed by the Quality Account. We hope that the Trust are committed to making improvements in these areas and we look forward to working with them, particularly regarding our recent survey, after the publication of the upcoming CQC report.

