

**Commentary on Hounslow and Richmond Community Healthcare NHS Trust**  
**Quality Accounts 2014-2015**

Healthwatch Richmond found this to be a well written and accessible document and the Trust should be commended on the clarity of content and language.

It is encouraging to see that the focus on reporting, measuring and analysing incidents and the open culture at the Trust has resulted in a larger number of events being reported and consequently that there is more opportunity to learn from incidents and “near misses”. We note that Trust fell slightly short on targets for incidents but acknowledge that challenging targets were set and good progress was made over the year.

We were pleased to read about the attention given to preventing falls and urinary tract infections. We also commend the Trust on reducing staff vacancy rates as well as achieving a high level of clinical reports with action plans. Additionally we were pleased to read that the Trust have embraced the Sign Up to Safety Campaign. The Trust are also to be congratulated on the recognition of the Wheelchair service in the Health Service Journal awards.

We note that there has been an increase in complaints received in the past year and hope the Trust will continue to focus on staff attitude, which continues to be one of the main areas of complaint. We suggest that a plan to implement behaviour based appraisals would support this agenda.

We welcome the three priorities set for the 2015/16 period and find that they are very well aligned to the Trust’s patient population and their needs. We were particularly pleased to find a focus on developing the way that dementia patients are cared for by the Trust as well as the continuing focus on eliminating pressure ulcers.

Although more staff have provided positive responses to working at the Trust, the proportion completing their required training has fallen and we encourage the Trust to continue to set challenging targets for itself in staff training. Whilst we were pleased to find staff training a priority for the coming year, we also encourage the Trust to set a higher target for the number of relevant staff receiving clinical supervision to demonstrate continuous improvement.

Overall we were pleased with the Trust’s achievements over the past year. We support their aims for the coming 12 months and support achieving any missed targets from the 2014/15 period. We look forward to working together with the Trust in the future to improve patient experience.

