**Healthwatch Bath and North East Somerset and Healthwatch Wiltshire combined response to the Royal United Hospitals Bath NHS Foundation Trust Quality Account 2019/20**

Healthwatch thanks the Trust for sharing its Quality Account 2019/20 in paper and audio formats, and welcomes the opportunity to comment. Healthwatch is an independent organisation that champions the voice of patients and the wider public with respect to health and social care.

Healthwatch welcomes the list of abbreviations at the front of the document, as a public document this is always a welcome addition.

**Priorities 2019/20**

Healthwatch is pleased to see that in the most part, priorities from 2019/20 were met:

**Priority one**

As part of the continuity of carer model to personalise maternity services, Healthwatch are interested to know if 35% of women booked on a continuity of care pathway by March 2020 was achieved and note this continues to be a priority for 2020/21

**Priority two**

Healthwatch were pleased to read about the development of the frailty assessment unit and to that the Rockwood frailty score is being used for early identification of frailty, Healthwatch are glad that this continues to be a priority for 2020/21

**Priority three**

The organisation of the first Improving Patient Experience Award Ceremony and Celebration Event was positive, it was unfortunate that it was cancelled due to the COVID-19 pandemic. Healthwatch were interested to read about the finalists for this award.

**Priority four**

Healthwatch welcome the introduction of the National Early Warning Score (NEWS) as part of the improvements in early recognition of deteriorating patients and notes this remains a priority for 2020.21

Healthwatch appreciate the work that has been done to improve patient and carer experience. Healthwatch recognise the work that has been done to develop guidance for staff at all levels, and that the guidance supports them to respond to verbal concerns and act on formal complaints. Healthwatch are interested to learn how patients' concerns have been managed.

Healthwatch have been very interested to read about the outcomes that continue to improve on both Sepsis and Acute Kidney Injury (AKI), in terms of a reduction in mortality levels year on year, for the last four years. This is to be commended.

Healthwatch are pleased that from April 2020 the trust will be able to extract data reports to give information around incidents and complaints specifically related to patients with learning disabilities and autism and welcome the learning disability groups set up to ensure that the trust learns lessons from the experiences of people with learning disabilities and autism.

Healthwatch will watch with interest the changes to maternity services following the proposal for transforming maternity services across Bath, Swindon and Wiltshire (BSW).

Healthwatch are pleased to see the number of incidents resulting in severe harm or death has been reduced from last year's figures. Healthwatch were encouraged to read that the Trust has been pro-active in sharing learning and ensuring staff are informed of the positive impact of reporting and learning.

Healthwatch usually comment on the number of compliments and complaints received from patients and note that this information is not available in this draft quality account. Healthwatch would like to see this included in future years.

**Healthwatch Bath and North East Somerset and Healthwatch Wiltshire welcome the priorities set for 2020/21.**

**Priority one - Continuity of carer model to personalise maternity services**

Feedback received by Healthwatch often highlights the importance of continuity of care staff for patients and so we are pleased to see this as a priority area.

**Priority two - Developing a frailty assessment**

Healthwatch will be interested to see if the number of discharges from ACE OPU within 72 hours will be increased during the coming year.

**Priority three - Critical Care Outreach**

Healthwatch will follow with interest the combination of critical care outreach and the sepsis nursing team in providing a single point of contact for the deteriorating patient.

**Priority four – Working with volunteers to improve the staff and patient experience**

Healthwatch welcome the work with volunteers and would like to discuss how our Healthwatch volunteers may be able to support this work.

**Mandatory Statements**

Healthwatch is pleased to read that the trust has developed a methodology to review all deaths and be able to identify new areas of learning.

Healthwatch understand that the Trust has not met its targets for referral to treatment times, but recognise the reasons for this, including the Covid-19 pandemic.

Healthwatch were disappointed to read about the increase in pressure ulcers this year in all categories and note that further plans have been put in place and are being monitored by the senior nursing team.

Healthwatch read with interest that the trust C Dif figures are below the national average this year and hope that the figure will continue to fall in the coming year.

Healthwatch were pleased to read that staff recommending the trust to friends and family in 2019 was higher than the national average.

Healthwatch recognises the pressures that the emergency department faces, and understand that the trust has not been able to achieve the national target of treating 95% of patients attending the department within four hours. Healthwatch are encouraged that the Trust remains committed to achieving this, and that the trust continues partnership working to support this.

Healthwatch note that the trust is taking part in a pilot on ‘referral to treatment times’ from April 2020 across BSW to offer patients waiting over six months’ alternative providers, including where the RUH may be offered to patients from other providers.

Healthwatch were happy to read about the new seventy two hour report progress for serious incident investigations and a serious incident task and finish group has been established.

Healthwatch see the last CQC inspection was 2018 when the trust was rated overall ‘Good’, with four actions related to urgent and emergency services. And note any future inspection has been put on hold due to Covid-19.

Healthwatch would welcome a meeting with the trust to discuss the achievements with the 2020/21 priorities in six months.



