



**Below is a combined response jointly agreed by Healthwatch Bath and North East Somerset, Healthwatch Swindon and Healthwatch Wiltshire**

Healthwatch thank the trust for sharing its Quality account 2019/20 and welcomes the opportunity to comment. Each Healthwatch is an independent organisation that promotes the voice of patients and the wider public with respect to health and social care services.

Healthwatch welcomes the glossary of terms at the beginning of the document and the clear and easy layout of the priorities for the year, including your successes from last year.

Healthwatch note your Care Quality Commission rating remains at 'Requires Improvement' and we are pleased to read that the number of good scores has increased. Healthwatch Wiltshire commend the work that has gone into improving the CQC rating of the Daisy Unit from the 'Inadequate' rating to a 'Good'. Healthwatch note that 'Achieving Regulatory Compliance' is one of your priorities for the year ahead and look forward to hearing about future improvements in line with CQC recommendations.

Healthwatch were also very pleased to hear of the quality Improvement that has taken place over 2019/20 to progress the Trusts ambition be one of continuous improvement significant improvement.

**Healthwatch welcome the Quality priorities for 2020/21:**

**Priority one** – Clinical pathways

**Priority two-** Delivering Standard packages of care and discharge packages based on evidence based intervention

**Priority three** – Physical Health Care

**Priority four** - Achieving Regulatory Compliance

**Priority five** - Electronic Prescribing – ePMA

Healthwatch is interested to see how the progress in quality improvement is being implemented during the coming year. Healthwatch would again welcome an opportunity to meet with AWP later in the year to see how these priorities are progressing, our meeting in January with Hannah Bailey was very positive.

**Healthwatch comments on the Quality Account priorities 2019/20:**

- Healthwatch were pleased to read that safeguarding training has succeeded the 90% target in all but Level three training. Healthwatch appreciate that the trust covers seven geographical areas and has to engage in safeguarding at each local authority level.
- Healthwatch Bath and North East Somerset have a concern that the trust only reached 79.6% of patients who were receiving a full physical healthcare assessment with 24 hours of admission. We would like to ask about how physical healthcare assessment for mental health patients are conducted in the community?



- group and commend your move towards co-production. We would like Healthwatch note your focus on the development of a Strategic Expert by Experience to hear more about how this group will engage with the wider group of service users and their carers. We would welcome any opportunities for joint working with engagement as Healthwatch Bath and North East Somerset, Healthwatch Swindon and Healthwatch Wiltshire have identified Mental Health as one of our priority areas for next year.

Healthwatch welcome the development of a suicide prevention strategy for the trust and acknowledge the support to the improvement work through becoming a partner in the national Zero Alliance and the development of a Zero Suicide Plan. Healthwatch understand this will be a long-term plan requiring focus and commitment and look forward to reading how successful this is in the future. Healthwatch were pleased to read that the trust has received funding for Bath, Swindon and Wiltshire to develop plans to pilot and collaborate on a series of local initiatives aimed at reducing suicide within the most high risk groups.

Healthwatch note that provision of therapy had been identified as an area for improvement and would like to hear more about your plans to address this. Feedback received by Healthwatch Wiltshire indicates that some people report difficulties accessing therapy.

Healthwatch note your commitment to improving the quality of incident investigations and recommendations. We were pleased to read that the trust PALS team have received 928 compliments sent through by staff and services and that the number of complaints this year is down on the previous year. Healthwatch will be interested to see if there is a rise in the number of Friends and Family Tests received when the trust gets back to normal after COVID-19.

Healthwatch Swindon have concerns following the incident in 2016 where a patient accessed a low roof at Sandalwood Court subsequently falling and sustaining injuries. The incident ended with a court case, so Healthwatch was disappointed to read there have been 14 other incidents of patients accessing roofs.

The AWP patient survey results indicated a low percentage of positive results (46.8%) for support and well-being, compared to other categories. Healthwatch Wiltshire would like to hear what is planned to address this. In the staff survey Healthwatch also noted the lower than average score for staff who have not experience bullying and harassment from other colleagues and the positive upward trend of staff who think that AWP act fairly with regard to career progression /promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age.

Healthwatch look forward to a continued dialogue with AWP on the quality improvement priorities and the delivery of mental health services.

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