

Healthwatch Bath and North East Somerset (B&NES) response to the Virgin Care Quality Account 2018/ 2019

Healthwatch thanks Virgin Care for sharing its Quality Account 2018/2019 for comment. Healthwatch asked for the document in audio format to enable one of the volunteers to comment and were disappointed that this request could not be supported despite the Accessible Information Standard, which has been in place since 2016.

Healthwatch notes the extensive services provided by Virgin Care across Children and Young People, Adult Community Services, Social Care Services and Health and Wellbeing.

Some content in the document has been repeated on several occasions.

There is a lack of information about quality improvement. It would be useful for each local priority area to explain 'Why the area is a priority?' Alongside this it would be useful to have an explanation of what Virgin Care has done to address the local priority, followed by whether the priority has been achieved or not. This would make it clearer for the public to read and understand.

Healthwatch were very pleased to read that 95% of service users recommend Virgin Care as a place for care. Healthwatch would like to hear more about staff views, and whether staff would recommend Virgin Care as a place to work. Healthwatch looks forward to hearing more about the staff survey due in June 2019 and would like to see the results, expected in July 2019. **Healthwatch looks forward to hearing how improvements will be made as a result of the survey outcomes.**

The NHS Colleague survey 'summary of key results' does not give a clear reflection of how many staff in B&NES are within the 12% experiencing harassment, bullying or abuse from other colleagues. It would be useful to extend this question to include managers as well. It is disappointing to read that only 44% of staff believe that Virgin Care provides equal opportunities for career progression. It would be useful to understand if this is a national or local figure?

Priorities for 2018/2019

Priority One: Ensuring service quality, safety and enhancing user experience: Providing excellent clinical outcomes, meeting and exceeding relevant standards and regulatory requirements

Healthwatch notes the comment about the Citizens' Panel and hopes to see this reinstated when new staff are in place.

It is good to read about the partnership working with SWAST and the RUH to ensure service users who have fallen are picked up quickly and prevention work is undertaken to reduce further falls.

With some figures, such as the reduction of pressure ulcers by 35%, it would be useful to have a graph illustrating previous years' figures to provide context and enable comparison of performance year on year.

Priority Two: Robust governance: fostering safeguarding and quality assurance processes which are standardised across the business

The inclusion of a graph illustrating monthly figures for MRSA and Sepsis over the last 12 months would help give a clearer understanding of performance, rather than the vague comment that the target had been achieved 'most months'. An explanation as to why the target has not been met would be useful, as would information about the steps that are being taken to address this.

Priority Three: Continue to be recognised as an outstanding employer

Healthwatch were pleased to read about the Colleague Resilience Group for the Community Neuro and Stroke service and hope that a similar approach could be developed for other clinical groups.

Priorities going forward in 2019/20

Priority One: Ensuring service quality, safety and enhancing user experience: Providing excellent clinical outcomes, meeting and exceeding relevant standards and regulatory requirements

Healthwatch welcomes the Care Coordination Centre and would like to know more about how this works. Will this be a physical centre and if so, where will it be based? Or is this a virtual centre to bring services together?

Healthwatch looks forward to hearing more about Integrated Care Records during the coming year and welcomes this initiative, which will enable service users to only have to tell their story once.

Priority Two: Robust governance: fostering safeguarding and quality assurance processes which are standardised across the business

Healthwatch are pleased to read that further work will be undertaken to standardise record keeping with the support of clinical leads, safeguarding teams and operational colleagues.

Priority Three: Continue to be recognised as an outstanding employer

Healthwatch would welcome the opportunity to have a stand at the first Non-Medical Prescriber conference being held in September 2019.

Healthwatch is pleased that continued support will be given for the Colleague Engagement Partnership Forum.

Priority Four: Delivering quality health and social care as effectively as possible

Healthwatch were disappointed not to see any 'local priorities' listed for priority four.

Healthwatch looks forward to meeting with Virgin Care regularly during 2019/20 to understand what the local priorities are, and how work to deliver them is progressing.

Healthwatch commends the Supported Living services rated 'good' by the Care Quality Commission.

Healthwatch read with interest the Independent Service Reviews and noted that several of the services require improvement in all five domains. Healthwatch looks forward to discussing progress of the improvement work with Virgin Care.

The Patient-led assessment of the care environment (PLACE) assessments charts of St. Martin's and Paulton Hospitals were not easy to interpret, although it was heartening to read the overall report for St. Martin's Hospital was good and there had been an improvement on last year. Healthwatch visited Paulton Hospital in November 2017 and agree with auditors about the state of the building. Healthwatch were heartened to read that, despite this, the overall outcome was good.

Healthwatch would welcome further information about Duty of Candour from the Customer Experience Team, particularly the number of complaints and compliments received by Virgin Care

B&NES. We welcome the aim to embed customer services into the Quality Strategy through the themes Experience, Efficiency and Effectiveness.