

REPORT TO:	HEALTH & SOCIAL CARE SUB-COMMITTEE 29 June 2021
SUBJECT:	Feedback on the Croydon Health Services NHS Trust's Quality Account 2021
LEAD OFFICER:	Simon Trevaskis Senior Democratic Services & Governance Officer - Scrutiny
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Councillor <i>Sean Fitzsimons</i> Chair of the Health & Social Care Sub-Committee
PUBLIC/EXEMPT:	Public

ORIGIN OF ITEM:	The Health & Social Care Sub-Committee reviews the quality accounts of local healthcare providers on an annual basis.
BRIEF FOR THE COMMITTEE:	The Health & Social Care Sub-Committee is asked to note the comments submitted to Croydon Health Service NHS Trust on their 2021 Quality Account.

1. EXECUTIVE SUMMARY

- 1.1. The Health & Social Care Sub-Committee scrutinises the quality accounts for local healthcare providers on an annual basis. As Croydon Health Service NHS Trust (CHS) are intending to publish their 2021 Quality Account by the end of June 2021, to ensure feedback could be given, it was agreed that an informal meeting of the Sub-Committee would be arranged to provide feedback.
- 1.2. This report summarises the feedback given at the meeting for the Sub-Committee to formally note.

2. CROYDON HEALTH SERVICE NHS TRUST – QUALITY ACCOUNT 2021

- 2.1. The Health & Social Care Sub-Committee met informally with officers from CHS on 11 June 2021 to review a draft version of CHS's Quality Account report for 2021.
- 2.2. The Sub-Committee received a detailed update from CHS officers on the CHS Quality Accounts for 2021. The Sub-Committee reviewed the progress made against the 2020/21 priorities, how the service had coped with challenges presented by the covid-19 pandemic and the post-pandemic recovery of services.
- 2.3. CHS Officers explained that some of the KPI data was missing, in part due to the fact that many National Indicators were not available. The Committee was advised that there had been no change in the Care Quality Commission (CQC) status at the Croydon University Hospital, although there had been a visit from the CQC in regards to the mental health emergency department. The Sub-Committee put a number of questions to CHS on this issue to seek reassurance and agreed that a further report on this issue would be added to the work programme for later in the municipal year.
- 2.4. The paucity of information regarding CHS community services was questioned and officers responded that this was something they would try and correct.

Conclusions.

- 2.5. The Sub-Committee was reasonably re-assured with the information provided on the Trust's performance, and agreed there was a lot to commend on how the Trust responded to pandemic, in terms of new ways of working, their ability to reconfigure services to increase patient and staff safety and that treatments, like cancer services, were not paused in their entirety.
- 2.6. There are still issues where the Sub-Committee is keen to see improvement, especially in regards to how patients with mental health issues are treated at the hospital, and in particular, within the Accident and Emergency Service around the transition to other services. CHS officers advised the Sub-Committee that CHS would work with SLAM to ensure that the Scrutiny Committee could review performance in this area during the forthcoming year.
- 2.7. The Committee asked for more information on the performance of community services to be included in the quality accounts to ensure that service improvement applies across the whole organisation.
- 2.8. Successful post-pandemic recovery is a priority for the Sub-Committee and it is keen to be reassured by the Trust and the South West London Clinical Commissioning Group that there are effective actions plan in place to manage extended delays in treatment, caused by the pandemic, and to ensure that residents are encouraged to seek treatment if they have a concern about their health.

CONTACT OFFICER: Simon Trevaskis – Senior Democratic Services & Governance Officer – Scrutiny.

Email: Simon.trevaskis@croydon.gov.uk