

ANNUAL QUALITY ACCOUNT 2014/2015 AND UPDATE - THE LONDON AMBULANCE SERVICE NHS TRUST (LAS)

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REASON FOR ITEM

To enable the Committee to question representatives from The London Ambulance Service NHS Trust (LAS) on its draft Quality Account 2014/2015 report.

OPTIONS AVAILABLE TO THE COMMITTEE

To note the LAS Quality Account 2014/2015 report and question those representatives present about issues relating to the Trust.

INFORMATION

Introduction

At its meeting on 28 April 2015, the External Services Scrutiny Committee received presentations from representatives in relation to the Quality Accounts 2014/2015 for the following organisations:

- Central & North West London NHS Foundation Trust - response submitted 18 May 2015
- The Hillingdon Hospitals NHS Foundation Trust - response submitted 13 May 2015
- Royal Brompton & Harefield NHS Foundation Trust - response submitted 15 May 2015

Background

1. The Department of Health's *High Quality Care for All* (June 2008) set the vision for quality to be at the heart of everything the NHS does, and defined quality as centered around three domains: patient safety, clinical effectiveness and patient experience. *High Quality Care for All* proposed that all providers of NHS healthcare services should produce a Quality Account: an annual report to the public about the quality of services delivered. The Health Act 2009 placed this requirement onto a statutory footing.
2. Quality Account reports aim to enhance accountability to the public and engage the leaders of an organisation in their quality improvement agenda. The details surrounding the form and content of Quality Account reports were designed over a year long period in partnership between the Department of Health, Monitor, the Care Quality Commission and NHS East of England. This involved a wide range of people from the NHS, patient organisations and the public, representatives of professional organisations and of the independent and voluntary sector.
3. For the first year of Quality Accounts (2009/2010), providers were exempt from reporting on any primary care or community healthcare services. During the second year, the community healthcare service exemption was removed. We are now in the sixth year of Quality Account reports and providers are expected to report on activities in the financial year 2014/2015 and publish their Quality Accounts by the end of June 2015.

4. Healthcare providers publishing Quality Accounts have a legal duty to send their Quality Account to the overview and scrutiny committee (OSC) in the local authority area in which the provider has a registered office and invite comments prior to publication. This gives OSCs the opportunity to review the information contained in the report and provide a statement of no more than 1,000 words indicating whether they believe that the report is a fair reflection of the healthcare services provided. Scrutiny Committee's can also comment on the following areas:
 - whether the Quality Account report is representative
 - whether it gives a comprehensive coverage of the provider's services
 - whether they believe that there are significant omissions of issues of concern that had previously been discussed with providers in relation to Quality Account reports.
5. The draft version of LAS Quality Account report was received on 20 May 2015 with a response requested by 2 June 2015. The OSC should return the statement to the provider within 30 days of receipt of the Quality Account report to allow time for the provider to prepare the report for publication. Providers are legally obliged to publish this statement as part of their Quality Account report. A copy of the response has been attached to this report and was compiled using feedback from Members of the Committee and issues raised in relation to the Trust during the course of the year.
6. Providers must send their Quality Account report to the appropriate OSC by 30 April each year. This gives the provider up to 30 days following the end of the financial year to finalise its Quality Account report ready for review by its stakeholders.
7. The primary purpose of Quality Account reports is to encourage boards and leaders of healthcare organisations to assess quality across all of the healthcare services they offer and encourage them to engage in the wider processes of continuous quality improvement. Providers are asked to consider three aspects of quality – patient experience, safety and clinical effectiveness. If designed well, the reports should assure commissioners, patients and the public that healthcare providers are regularly scrutinising each and every one of their services, concentrating on those that need the most attention.

Other Information

8. Members will be aware that the CQC review of the pan-London services provided by the LAS started on 1 June 2015. The areas covered by CQC inspections for all ambulance services are:
 - Urgent and Emergency Care (including blue light services)
 - Patient transport service
 - Emergency operations
 - Resilience planning
9. The CQC was keen for scrutiny committees to share any information about the care people have received from the Trust and about scrutiny plans and scrutiny findings, as well as final reports and evidence gathered about LAS and from other stakeholders through scrutiny. Information collected by the External Services Scrutiny Committee in relation to the LAS was shared with the CQC on 28 May 2015.