

Paper 4: Healthwatch Rutland response to the draft NWAFT Quality Account 2023-24

Healthwatch Rutland thanks the Trust for inviting our review of the draft of the 2023-24 Quality Account.

We commend the use of record-keeping and data to continuously improve the quality and safety of care for patients. This has identified problem areas upon which the Trust has acted – an example being that of problems in cleaning schedules leading to more cases of C. Diff. We look forward to seeing the resulting measures succeed in reducing these numbers over the coming year.

The Trust's attention to the involvement of patients and the public and using their feedback for improvement is well evidenced in the draft Account. Examples include acknowledging and utilising patients' stories. We welcome the plans in the patient experience domain for 2024/5 to create a Young Persons' Action Group. This will give young people more of a voice in shaping Trust work and ensure that their stories are heard. Some further outcome measures to demonstrate how their feedback will be acted upon would be welcome.

The Good News Stories in part three help to shine a light on the experiences of staff and patients and provide a positive, complementary addition to the evidence of quantitative data. The move towards delivering care closer to people (gynaecology for women in Stamford and the Prostate Outreach Bus offering checks for prostate cancer in local communities), is innovative and encouraging. Rutland patients consistently tell us that easy access to care closer to home is one of their top three priorities for an effective healthcare offer. We support any efforts made by the Trust to further develop this approach of bringing care into local communities.

Although understanding that industrial action can have far reaching consequences, we regret that PSIRF compliance with training targets during the year was not met. Further to this, delays in recruiting a Family Liaison Office has slowed the Trust's work in engaging families and staff after a patient safety incident. We hope a close focus on effective implementation of PSIRF will continue through 2024-25 and would welcome further detail on the Trust's plans.

We are pleased to note the work to encourage and support volunteers from diverse backgrounds, those with disabilities and people with additional

communications needs. New ways to encourage feedback from groups of people who are heard from less often can only improve the Trust's success in tackling health inequalities.

The draft Account demonstrates the hard work and dedication to driving improvements in performance and safety for patients and on behalf of residents of Rutland we thank all the staff involved.

A handwritten signature in black ink that reads "J Underwood". The signature is written in a cursive, slightly informal style.

Dr Janet Underwood PhD