

## **Paper 5: Healthwatch Rutland response to NWAFT Quality Account 2019-2020**

We thank North West Anglia Foundation Trust (NWAFT) for the opportunity to respond to the draft Quality Account 2019-2020. It is clear from this draft that NWAFT are collecting and using data proactively in the drive to improve patient satisfaction and safety, and to implement Care Quality Commission recommendations. Healthwatch Rutland commends the Trust, and on behalf of patients, carers and families, we thank staff for their hard work in continuing this process.

We were pleased to see that not only is NWAFT learning from its data collection but is now aiming to increase 'home-grown' clinical and nursing research over the long term. This is of vital importance for patient wellbeing and recovery.

With the possibilities of a Covid-19 surge and a winter 'flu' epidemic, we were concerned to read that Business Continuity Plans are not consistently kept up to date. This represents a risk to patient safety when staff do not have clear plans to follow when major incidents occur.

We also note C.Diff and E.Coli infection reduction targets are not being met. During a further wave of Covid-19 and other respiratory illnesses, infection control will be of the highest importance. Patients admitted to hospital will be very vulnerable to opportunistic nosocomial infections. We were also disappointed that the early detection of sepsis and a rapid introduction of antibiotics is not always achieved and we urge the Trust to pay particular attention to its prevention, control and prompt detection of infections.

We thank all staff at the NWAFT hospitals for their efforts to strive for the best care for the many Rutland patients who use their services and wish them every success in their continuing drive for improvement.