

Paper 6: Healthwatch Rutland response to the NWAFT draft Quality Account 2022-23

Healthwatch Rutland thanks the Trust for the opportunity to respond to the 2022-23 Quality Account. We recognise the tremendous pressures on all staff through this recovery and rebuilding phase following the COVID-19 pandemic. Overall, we find that the draft Quality Account evidences a pro-active, innovative and caring approach to patients, the public and staff.

We are pleased to see that the Patient and Public Voice Partnership continues and that the Trust is using patient stories as a tool to promote continuous improvement. Further to this we would value the inclusion of some of the patient stories in the Quality Account and the outcomes of their use in terms of quality improvement.

The increase in bed capacity at Peterborough is welcomed and we would like to see more clarity in the report about the proposed use of the new build at Stamford and Rutland Hospital. The positive steps to reduce ambulance handover delays through creation of the Vanguard Unit at Peterborough City Hospital demonstrate the Trust's commitment to working with System partners.

The Quality Account clearly shows how NWAFT is using technology to improve all aspects of patient care - from infection prevention and control, safeguarding, recognising the deteriorating patient and more. We note the use of data to understand what is and what is not working well and commend the control given to patients, via the NHS app, of appointment booking. This is assumed to reduce instances of 'Did Not Attend', making best use of clinic time, but also brings great improvements for patients if they can book their appointments to fit in with domestic and work responsibilities.

While we recognise that NWAFT is encouraging a good working relationship with the CQC, we regret the slow progress in completing the 14 MUST and 11 SHOULD actions from the 2022 CQC assessment (7 and 5 completed respectively).

Measures such as moving to a 'no blame' and 'learning' culture, providing pastoral support to staff and free car parking will, we hope, contribute to improving morale. We congratulate NWAFT on the awards received during the reporting period and particularly commend the Trust's support of Lauren Woods' 'I'm not Just' campaign recognising how every role in the hospital is vital.

We welcome the recognition and appreciation NWAFT gives to its volunteers. Their presence in the Emergency Department is shown to be making a considerable positive impact, a fact that patients have reinforced to Healthwatch Rutland.

Healthwatch Rutland finds the Account to be thorough and detailed, and we think readability would be improved with a list and explanation of the acronyms used.

On behalf of Rutland residents Healthwatch Rutland thanks all staff for their continued hard work and dedication.