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Date : 16th May 2017

Dear Mary,

Quality Account 2016/17 – NCL JHOSC BEH Sub Group Response

This letter is a joint submission to the Trust made by the London Boroughs of Barnet, Enfield and Haringey following consideration of the draft Quality Account at a meeting between the three Boroughs held on 5th May 2017.

Members of the BEH Sub Group are grateful for the presentation of the Trust's Quality Account. It is evident that the priorities highlighted by the Trust are building upon those identified in previous years.

Members were pleased to note that previous comments from the Sub Group had been adopted and included within the draft document. In addition, it was noted that the Development and Action Plan produced following the CQC inspection is reflected in the draft document. In reducing agency costs from £1.2m to £700,000, a greater continuity of staff now exists.

To assist with the completion of the final document, I have provided a summary of Members comments relating to the structure and content of the Account itself.

- **First Steps to Work (P.19)**
 - This section needs to clarify that each course lasts for 6 weeks, on a rolling programme, not just 1 course for 6 weeks.
- **Compliments (P.33)**
 - A more detailed breakdown of the range and nature of compliments would be beneficial.

- **Complaints (P.33)**
 - With approximately 10% of complaints being upheld, it would be useful to include some detail on actions taken and learning identified.
- **Patient Safety Incidents (P.42)**
 - More narrative is required to support the graphic. In addition, it would be helpful to provide a definition of the term 'serious incident.'
- **Staff Survey (P.50)**
 - The narrative in this section should be more specific to reflect all aspects of control and training.

In addition to the detail within the Quality Account, the Sub Group noted, with concern, the current financial deficit of £12m. A savings plan will be instigated in an attempt to reduce the deficit to £4.6m. The savings proposals include a further reduction in agency costs, rationalisation of estates, a review of procurement processes and a review of back-office functions in conjunction with the Mental Health Trust Alliance. Comments from the Lead Commissioner, Enfield Clinical Commissioning Group, highlighted an equally challenging financial position.

The specific funding relating to the redevelopment of the St. Anne's site was discussed along with Delayed Transfers of Care (DToC). The 2 predominant reasons for DToC are access to housing and access to social care. It was agreed that the issue of DToC should be a subject for discussion at the wider JHOSC, with figures provided for each borough.

On behalf of BEH Sub Group Members, I hope the above comments are beneficial and assist with the completion of the final Quality Account.

Yours sincerely,

Councillor Pippa Connor
Chair, NCL JHOSC BEH Sub Group

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