

Joint Statement from Health Overview and Scrutiny Committees of Barnet, Enfield and Haringey on Draft Quality Account for BEH Mental Health Trust

The Committees welcome the opportunity to provide feedback on the Quality Account and make the following comments:

- (i) The Quality Account could be made more accessible. One option might be to provide an easy read version for lay people. Data could also be presented in a more meaningful way. In particular, looking at data over a longer period could provide a clearer picture of trends.
- (ii) The patient experience has been highlighted in the latter parts of the Quality Account and it is felt that it should be given greater prominence. A lot of feedback on services has been received by the Trust and this has come from a range of sources. This should be disaggregated so that it is possible to determine the level of response from service users. .
- (iii) The commissioning by the Trust of an independent review of the Crisis Care pathway is welcomed. They request further information on the recommendations and how they will be implemented by the Trust.
- (iv) They note that the staff survey has indicated that bullying and aggression is an issue and welcome the fact that this is the focus of specific attention, with engagement taking place with staff and external assistance procured through the use of a “cultural thermometer”.
- (v) The Committees welcome the work by the Trust to improve access to community based services. Action that has been undertaken recently included the establishment of a place of safety at the Dennis Scott Unit in Edgware, staff being located in Accident and Emergency units and establishment of a 24 hour crisis line. In addition, the trust had been appointed to run the crisis line for north central London.
- (vi) In respect of patient experience feedback and the lack of QI compliance in collaboration, it is noted that that work to address this was now being stepped up. The Committees feel that this section within the Quality Account could be simplified so it is easier for lay people to understand.
- (vii) The low response to the Community Mental Health Survey is noted. This was a national survey and permission needs to be obtained for information from patients to be shared. Work by the Trust to improve participation is welcomed.
- (viii) Further information on the reason why the interface with Haringey Council is referred to as a challenge within the Quality Account would be welcomed. It was noted that there was no section on what had gone well and what was challenging in respect of Barnet.
- (ix) Further information would also be welcomed on the reason why there are more complaints from Haringey service users than Barnet and Enfield.