

HARINGEY COUNCIL OVERVIEW AND SCRUTINY COMMITTEE – COMMENTS ON FINAL ANNUAL HEALTH CHECK DECLARATION BY THE NORTH MIDDLESEX UNIVERSITY HOSPITAL TRUST

The comments made by the Overview and Scrutiny Committee in relation to core standards have come from all health scrutiny work that has been undertaken during the year. This submission includes specific feedback from a visit to the Trust on the 6th March 2008 by Members of Overview & Scrutiny and the Patient & Public Involvement Forum. The Committee welcomed the positive and pro-active approach taken by Trust and the level of information provided and recognises the need and importance of working together to improve the health and well being of residents.

Core Standard	Comment
<p>C13a; "Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect."</p>	<p>The Committee noted the significant improvement in the proportion of hospital staff that have received awareness training in respect of the care and treatment of vulnerable adults.</p>
<p>C15a; "Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet."</p>	<p>The Committee noted that a number of improvements had been made to ensuring that patients receive appropriate nutrition whilst in hospital. The Committee noted the new contracting arrangements (with Steamplicity) which was noted to have brought general improvement to food provision at the hospital. The Committee noted that there also new procedures to ensure that meals were available to those patients who had missed them (i.e. when receiving care or treatment)</p> <p>Whilst the Committee noted the development of protected meal times throughout the hospital and the introduction of the Red Tray system (which aims to ensure that those patients who require assistance with their food are supported at meal times), concerns were raised through the PPI forum as to whether new regimens were consistently being adhered to.</p>
<p>C16; "Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to</p>	<p>The Committee indicated that it would be helpful to receive a report from the NMUH Patient Advice and Liaison Service, which detailed the volume and nature of patient enquiries received by this service. This would help to provide a strategic overview of patient issues raised within the NMUH and identify what remedies the hospital has developed in response to identified trends and patterns in patient enquiries.</p>

<p>expect during treatment, care and after care.”</p>	
<p>C17: “The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.”</p>	
<p>C18: “Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.”</p>	<p>The Committee were concerned at the development of new eligibility criteria for patient transport in 2007/8. Whilst noting the year on year budget increase for this service, the Committee felt that the new points based system was excessively restrictive would severely limit the uptake of this service by patients and restrict patient access to services provided at the NMUH.</p>
<p>C21: “Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non clinical areas that meet the national specification for clean NHS premises.”</p>	
<p>C22: “Healthcare organisations promote, protect and demonstrably improve the health of the community served by</p> <ul style="list-style-type: none"> a) Cooperating with each other and with local authorities and other organisations; b) Making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships; <p>Ensuring that the local Director of Public Health’s annual report informs their policies and practice.”</p>	<p>The NMUH has a seat on the strategic Health & Well Being Partnership Board. The Committee was therefore disappointed to note that the NMUH had rarely taken the opportunity to contribute to the work of the Board which is seen as an important vehicle for partnership working to improve the health outcomes for the residents of Haringey.</p>