SUTTON & MERTON PCT – ANNUAL HEALTH CHECK 2007/08

This paper provides a summary of the Annual Health Check Process, a snapshot of Sutton and Merton PCTs progress against key standards, and highlights the key standards relating to partnership working which may be of particular interest to the OSC.

Annual health check components

Description of key domains and rationale
The seven domains represent more broadly-based targets and standards across the whole healthcare system and its activities. They recognise the importance of working in partnership with others, underpin the integration agenda and ensure value for money. The core standards are about getting the basics right. They focus on outcomes to the patient and public; seek to promote improvement; highlight and act on failings and seek to measure what matters, using external evidence to support local self-assessment.

**Domain 1: Safety**
Domain outcomes: patient safety is enhanced by the use of healthcare processes, working practices and systematic activities that prevent or reduce the risk of harm to patients.

**Domain 2: Clinical and Cost effectiveness**
Domain outcomes: patients achieve healthcare benefits that meet their individual needs through healthcare decisions and services, based on what assessed research
evidence has shown provides effective clinical outcomes.

### Domain 3: Governance
Domain outcomes: managerial and clinical leadership and accountability, as well as the organisations’ culture, systems and working practices, ensure that probity, quality assurance, quality improvement and patients’ safety are central components of all activities of the healthcare organisation.

### Domain 4: Patient focus
Domain outcomes: healthcare is provided in partnership with patients, their carers and relatives, respecting their choices, and in partnership with other organisations (especially social care organisation) whose services impact on patient well being.

### Domain 5: Accessible and responsive care
Domain outcomes: patients receive services as promptly as possible, have choice in access to services and treatments, and do not experience unnecessary delay at any stage of service delivery or the care pathway.

### Domain 6: Care environments and amenities
Domain outcomes: care is provided in environments that promote patient and staff well-being and respect for patients’ needs and preferences in that they are designed for the effective and safe delivery of treatment, care of a specific function.

### Domain 7: Public Health
Domain outcomes: programmes and services are designed and delivered in collaboration with all relevant organisations and communities to promote, protect and improve the health of the population served and reduce health inequalities between different population groups and areas.

#### 2007/08 Process to address non-compliance in 2006/07
- Action plans for the standards declared non compliant (also submitted with the declaration) have been followed up in year.
- Director leads delegated responsibility for each domain, and Assistant Director leads for each standard.
- Regular progress reports to the Integrated Governance Committee and Board
- Non-Executive Directors assigned to domains, and involved in mid and end year scrutiny meetings to review evidence in order to assess overall compliance with standards and provide assurance to the Board.

#### 2007/08 Position
The ongoing review of the Trust position (see Appendix A) highlights three (3) standards, within the Safety domain, as having a high risk of non-compliance. Listed below are the standards and how the PCT is seeking to address these for 2008/09:

**C4a – Infection control**
The Infection control re-audits of the Learning Disability Services is crucial to the Trusts’ declaration of compliance. This is still ongoing and due to report towards the end of February.

GP infection control audit action plans are under review, and the level of risk is currently being assessed -of the practices not fully meeting the relevant standards.

**C4c – Decontamination**
Plans are in place to move the Podiatry Service to single-use devices for 2008/09.
Some GP’s are still using equipment- no longer recommended by the guidance and
this is under review with a view to them joining the sector-wide Decontamination project.
The Trust intends to declare non-compliance with this standard for 2007/08.

**C4e – Waste management**  
Local arrangements for patient sharps disposal are currently being clarified and options explored with GP’s and/or London Boroughs.

**Standards underpinning Integration and Partnership working: Healthcare Commission requirements and evidence of assurance**

- **C6 (Clinical & Cost effectiveness)** - Joint working with other trusts and social care organisations to ensure patient needs are properly managed and met.  
  **Evidence of assurance:**
  - Thematic Partnership Boards: Mental Health, Children, Healthier Communities, Safer Neighbourhoods
  - Other Partnership Boards: Sutton, Merton, Learning Disability, Mental health, Older People, Children’s;
  - Section 75 agreements
  - Multi-agency working: Safeguarding children and Older people
  - Working with Overview & Scrutiny Committees

- **C17, C18 (Accessible & Responsive Care)** – seeking views of patients, carers and others in designing, planning, delivering and improving healthcare services and ensuring equal access to and choice of services and treatment.  
  **Evidence of assurance:**
  - Consultation exercises: Older Peoples Mental Health services, and (ongoing) Learning Disability around the reprovision of services, Joint Commissioning Strategy 07/08; Podiatry redesign; Better Healthcare Closer; Healthcare for London
  - Sutton & Merton Compacts
  - Overview & Scrutiny Committees
  - Community Development workers
  - Single Equality Scheme (Board approved March 07) and Impact assessments
  - Single Equality Scheme – Disability access
  - Disability work-plan- Adjustments carried out to enable and improve access
  - PCT website publicises information available in other languages
  - Learning Disability access to Advocacy services
  - PCT provision of Interpreting services
  - Availability of Patient & Advisory Liaison Service (PALS)

- **C22a&c,C22b, C23 (Public Health)** – partnership working with other trusts, local authorities and other organisations to promote, protect and improve health and reduce health inequalities and; disease prevention and promotion programmes to reduce obesity, smoking, substance misuse and sexually transmitted infections.  
  **Evidence of assurance:**
  - Health and Wellbeing Partnership Board
  - Crime & Disorder Partnership
• Merton & Sutton substance misuse & Safer Merton executive
• Children & Young People partnership
• Healthier Communities Local Strategic Partnerships
• Sutton & Merton Horizons
• Local Area Agreement (Comprehensive Area Assessments), priorities informed by Annual Public Health Report
• Commissioning Strategy Plan
• Mental Health Equity audit
• Sexual Health Strategy: GUM screening
• Alcohol and Substance Misuse strategies
• Weight management and exercise programmes (Rosemary Conley)
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<td>C1a (Learning from experience)</td>
<td>C5a (NICE technology appraisals &amp; national guidance)</td>
<td>C7a &amp; c Clinical &amp; corporate governance</td>
<td>C13a (Dignity &amp; Respect)</td>
<td>C17 (Patient views)</td>
<td>C20a (Safety &amp; Security)</td>
<td>C22a&amp;c (Health inequalities &amp; Joint working with stakeholders)</td>
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<td>C1b (Patient Safety Alerts)</td>
<td>C5b (Clinical supervision &amp; leadership)</td>
<td>C7b (NHS Code of Conduct)</td>
<td>C13b (Consent.)</td>
<td>C18 (Equality of access)</td>
<td>C20b (Patient confidentiality)</td>
<td>C22b (PH Annual Report)</td>
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<td>C2 (Child Protection)</td>
<td>C5c (Continuing Professional Development / Training)</td>
<td>C7d (Use of resources)</td>
<td>C13c (Confidentiality) (COMP 06/07)</td>
<td>C19 (Access to Emergency care)</td>
<td>C21 (Maintenance &amp; Cleanliness)</td>
<td>C23 (Disease prevention &amp; health promotion)</td>
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<td>C3 (NICE interventional Procedures)</td>
<td>C5d (Clinical Audit &amp; service reviews)</td>
<td>C7e (Discrimination and Equality)</td>
<td>C14a (Complaints procedure)</td>
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<td>C4a (Infection Control)</td>
<td>C6 (Cooperation with key stakeholders in meeting patient needs)</td>
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<td>C4b (Medical Devices Mgt.)</td>
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<td>C4c (Decontamination)</td>
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<td>C8b (Organization &amp; Personal Dev., IWL and minority staff groups (COMP 06/07))</td>
<td>C15a (Food safety &amp; choice)</td>
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<td>C4e (Waste Management)</td>
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<td>C10a (Pre-employment checks)</td>
<td>C16 (Patient Information)</td>
<td>RED – High risk of non compliance</td>
<td>BOLD – COMPLIANT 06/07. MEDIUM RISK 07/08</td>
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<td>C10b (Codes of professional practice)</td>
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<td>ORANGE – Medium risk of non compliance</td>
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<td>C11a (Recruitment, Training, &amp; Qualifications)</td>
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<td>GREEN – Low risk: Compliant 07/08</td>
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