

Healthwatch Telford & Wrekin's response to the Quality Account of the Shrewsbury and Telford Hospital NHS Trust 2023/24 Quality Account

Healthwatch Telford & Wrekin [HWTW] has a statutory role as the patient champion for those who use publicly funded health and care services throughout Telford & Wrekin, and we welcome the opportunity to comment on the Trust's Quality Account for 2023/24.

HWTW's principal concern is that patients who live or work in Telford and Wrekin receive safe and quality services from the Trust. We acknowledge that this has been another extraordinary and difficult year for NHS providers, with increased demand and system pressures continuing throughout the year. We appreciate the challenges that the Trust have faced and appreciate and acknowledge the effort and commitment of the staff at the Trust who have been working hard to do their best for patients under difficult circumstances.

As Healthwatch, we are asked to consider if a Trust's Quality Account shows the following:

1. a reflection of peoples' real experiences as told to Healthwatch
2. a clear learning culture in the Trust that allows people's real experiences to help the provider get better
3. priorities for improvement are challenging enough and is it clear how improvement will be measured

When considering the review of the priorities for improvement 2023/24, it is pleasing to note that there is a continuation by the Trust to "...work to embed a forward-thinking patient safety culture across the organisation which is focused on systems learning and genuine quality improvement."

Overall, all of the priorities set out in the Quality Account are clear, evidence the Trust's commitment to developing a learning culture and are challenging, as the Trust recognises it has not met all targets and further work is required in certain areas to continue towards achieving the targets set for this current year.

Priority 6- learning from complaints. Although the Trust received an increased number of complaints in 2023/24 from the previous year, we note the activity volumes have also increased. However, it was of concern to note the Trusts performance in complaint handing with only 50% of complaint's being responded to within the target timeframe. We note the progress made in Q4 of 2023/24 in terms of a review of the complaint handing process which we hope will see an improvement in the figures for the 2024/25 Quality Account and a timelier response for patients who have cause to complain. It was however positive to see how the patient voice and real experiences were used to highlight the importance of learning from complaints in order to provide a better, more patient focused service, and it was also pleasing to note the establishment of the Speciality Patient Experience Groups across the site which have worked to bring together staff and patient partners to work collaboratively to review feedback and co-design improvement plans as this evidences a commitment to use peoples real experiences to drive forward improvements and also evidences a learning culture.

Reviewing all of the priorities set and progress against attainment, it is evident that ambitious targets were set, some of which were achieved and some which were not but have had some progress made to partially achieve them. One priority set for the year was to create a Learning Disability (LD) Charter. We note that it was not completed, although coproduction and design of a

charter has been done, with the aim of launching it in 2024/25. We welcome this future focus to ensure inclusivity and to drive forward improvements in care for patients with LD.

Looking at the results of the Patient Led Assessment of Care Environment (PLACE) assessments outcomes, we note that scores for Cleanliness and Condition, Appearance and Maintenance are above the national average which is pleasing to note. However, the Trusts figures for Privacy, Dignity and Well-being, Dementia and Disability were between 6% and 16% below the national average. It would be useful if there was some narrative around these indicators in the Quality Account in particular, the future focus on how the Trust plans to improve the low scores received for Privacy, Dignity and Wellbeing as it is unclear how improvements will be made.

We note that the post inspection improvement plan from the Trust's November 2021 CQC inspection has progressed well and is near to completion and it is evident from this Quality Account that a significant amount of work has and continues to be undertaken to strive to make improvements in the areas identified.

Healthwatch Telford and Wrekin are committed to continuing to engage with the Trust in an inclusive and innovative manner, and we will continue to work to improve outcomes for local people and reduce health inequalities. We hope to continue to build on our relationship with the Trust as we move forward into 2024/25.