

MILTON KEYNES COUNCIL
HEALTH AND COMMUNITY WELLBEING SELECT
COMMITTEE
QUALITY ACCOUNTS PANEL
17 JUNE 2011

The Panel established by the Council's Health and Community Wellbeing Select Committee, the Council's committee with the statutory responsibility for scrutiny of local health services, reviewed the Quality Accounts and made the following comments:

Milton Keynes Community Health Services

The Panel welcomed the document, which it believed was readable and easy to access by members of the public and as well as giving a fair and frank assessment of performance, included examples of the patient experience.

The Panel noted that the Service had conducted / been part of a number of detailed audits and recognised where improvements needed to be made, although in places the document failed to detail the actual areas to be improved. Specific examples identified by the Panel of where improvements were being made were in communications, both between prescribers and administrators of medication and between different service providers.

The Panel also welcomed the attention being given to the issues around prescribing antipsychotic medication and that a checklist was being introduced to ensure that physical checks were undertaken to quickly detect any harmful side-effects.

The Panel recognised the apparent success in implementing the Productive Ward initiative and the success in achieving all of the CQUIN Standards. However, the Panel suggested that the 5 patient Experience Strategy Campaigns (CS2) could have been named for clarity and information.

The Panel particularly welcomed the work being done to reduce the number of injuries caused by falls.

The Panel would have liked to have seen greater emphasis being given to how engagement between different services was being taken forward to ensure that the transfer of care was handled smoothly. It was noted that the role of the GP in the transfer of care was not mentioned.

With regard to the outsourcing of services the Panel would expected to see details of how service quality was monitored and maintained at a required standard.

Also the Panel noted the concerns of users at apparent reductions in the podiatry service, which had seen not only a reduction in services available, but also longer waiting times. It was also believed that the changes to the service had been poorly communicated.

The Panel believed that the document would be even more useful and informative if further contextual details were provide such as patient numbers, together with benchmarking information and trend data.

On a more minor note the Panel found the use of the abbreviation N/A and thought that vas a general rule abbreviations should be avoided.

Generally the Panel believed that, to help the public to understand and use Quality Accounts, it would be helpful if there was a standard template / format used by all health providers.