

**TRUST BOARD MEETING – Thursday 21 August 08**  
**Domain 5 Standards (C17 and C18)**

Title of the Paper:	Standards for Better Health Review - Domain 5 Declaration Year 08/09 Quarter 2		
Agenda item:	136/08		
Author:	Graham Ramsay Medical Director/Director of Patient Safety		
Trust Objective:	Objective 5 – Improving Our Performance		
<b>Key issues</b> Domain 5 was reviewed at the Clinical Quality and Governance Committee on Thursday 7 <sup>th</sup> August 2008.  Both standards have sufficient assurance that the Trust is compliant.			
<b>Purpose</b> This report focuses on each of the Standards within Domain 5 providing an update on the Trusts progress towards compliance.			
<b>Risk Implications for the Trust:</b>		<b>Mitigating Actions:</b>	
The Standards for Better Health Core Standards contribute towards the Trusts overall quality of services rating for the Annual Health Check.		Action plans are in place for those standards that are not compliant	
<b>Recommended Levels of Assurance</b> <b>Level of Assurance recommended to the Trust Board from the report:</b>  <b>Recommend Status:</b> Sufficient assurance  Standard C17 – Views of patients and carers are sought in designing, planning, delivering and improving services  Standard C18 – Enable all members of the population to access services equally and offer choice in access to services and treatment equitably			
<b>Recommendation to the Trust Board:</b>  The Trust Board members are asked to: <ul style="list-style-type: none"><li>• Note the contents of this report</li></ul>			

## **Standards for Better Health Review – Domain 5 Declaration Year 08/09 Q2**

### **Standard C17**

**The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.**

The views of patients, carers and others have been taken into account throughout the designing, planning and delivering of:

#### The new Acute Admissions Unit (AAU) 'Delivering a healthy future' (DaHF)

The AAU project involves the transfer of services from HHGH to WGH and the construction of the new AAU.

Date	Name of Event	Group	Location	Presentation
6th March 2008	Black and Ethnic Minority Regular meeting group	Black and Ethnic Minority Community Group	Hollywell Community Centre, Watford	DaHF and Campus Update
23rd April 2008	Attenborough Surgery Health Fayre	Attenborough GP surgery	Sacred Heart Church Hall, Bushey High Street	DaHF Information
4th June 2008	Afro Caribbean Society's Carers Event	Afro Caribbean Society's Carers Event	Hollywell Community Centre, Watford	DaHF Information

#### Watford Health Campus 'Investing in your health'

The Health Campus, one of Watford's largest ever planning applications, will regenerate a 26.5 hectare site in West Watford providing a new state-of-the art major acute hospital, a redeveloped football stadium, a hotel and conferencing facility, hundreds of new homes, new space for businesses and improved access for the site.

Date	Name of Event	Group	Location	Presentation
8th April 2008	Regular Group meeting	Patients Panel Meeting	Executive Meeting Room, Watford	Campus Update
28th April 2008	Regular Group meeting	Watford Baptist Church, Women's Guild	Leavesden Road Baptist Church, Watford	Campus Update
29th May 2008	Regular Group meeting	Watford Senior Citizens Forum	Parlour Room, Beechan Grove	Campus Update

These two major projects have involved consultation with a variety of external groups at each step of the development phases

#### Patient Involvement and Experience Strategy 2007-2010

The Trust has several groups which ensure views from patients, services users and the local community are taken into account these include:

- Patient and Public Involvement and Experience Group
- The Patients Panel
- Communities Together Meetings
- NHS Carers Reference Group
- St Albans Multi-lingual Inter-Agency Forum
- Hertfordshire Local Involvement Network (LINKS) due to be launched November 08.

**Recommended Status: Compliant**

**Standard: C18**

**Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.**

Equal access to services

The Trust has an approved Equalities Framework, which incorporates separate race, disability and gender equality schemes, which sets the framework for ensuring access to all services equitably.

The Trusts Equality and Diversity Steering Group was established to represent as widely as possible the diversity of staff, patients and service users at West Hertfordshire NHS Trust. All members of the group are required to show continued commitment to improving equality and diversity at the Trust and are accountable to service users whose views they represent.

The Race Equality Scheme is currently being updated and states that priorities will be set on the basis of clinical needs and not factors such as age, race, social class, religious beliefs, disability or gender. The Trust has established a Patient and Public Involvement and Experience Group with representation from all parts of the organisation including minority groups. An action plan is in place to ensure continued development towards access to services equitably in terms of race equality.

The Trusts Interpretation and Translation Policy and Procedure approved in February 2008 ensures that all patients and carers have access to information in their first language and to make every effort to remove any communication barriers, thus ensuring that its services are assessable to all.

The translation service can be accessed through PALS for those patients who require specialist communication or language support needs, with an out of hour's hotline also available.

Patient choice in access to services and treatment

Patients are referred through their GP's, 51% of patients are referred using the electronic referrals choose and book system and are offered a choice of day and time for the appointment (within the 18 week wait). 49% of patient referrals by GP's are manual (paper) referrals, which are received by the Trust are not offered a choice and are sent a letter stating the time and date of the appointment. If the patient appointment were not suitable, when they call to change the appointment they would be offered a choice.

If a clinic is cancelled then all patients irrespective of whether they were initially a paper or electronic referral is send a letter stating a day and time of the rearranged appointment. They are not offered a choice.

**Recommended Status: Compliant**

**Prof. Graham Ramsay**  
**Medical Director/Director of Patient Safety**

Thursday 21<sup>st</sup> August 2008