

## **Healthwatch Central west London response to the West London Mental Health Trust quality accounts 2013-2014.**

Healthwatch CWL appreciates our working relationship with West London Mental health Trust (WLMHT). We acknowledge the good work of the Trust in ensuring and improving the quality of services for patients and in engaging a wide range of service users and the public for this purpose. We commend overall improvements from last year in various quality areas and have the following comments on progress on last year's priorities:

### **Priority – Improving physical healthcare.**

We welcome the progress that has been made on this priority and note that the review and survey of physical healthcare facilities at WLMHT sites is ongoing, we would like to know what opportunities for patient involvement exist in this review/survey process?

### **Priority – Ensuring service users are treated with the highest levels of dignity, compassion and respect.**

We commend the work of the trust in this area and note that two co-production groups are now well established and that a successful service user conference was held in April 2013, will steps be taken to ensure all four co-production groups become well established? Will WLMHT publish a timescale to implement the recommendations of the service user conference held in April 2013?

### **Healthwatch CWL has the following comments on WLMHT's priorities for the coming year:**

#### **Priority S2 – Reducing physical assaults on service users and staff.**

We note that the Meridian system is highlighted as a key method of gathering evidence, however patient feedback to Healthwatch has highlighted problems with the Meridian system, I-Pads at particular sites not working, patients using I-Pads are sometimes supervised by staff making patients uncomfortable. Will work be done to improve the effectiveness of the Meridian system and make sure it is at all times anonymous?

#### **Priority C3 – To support patients with a mental health condition to stop smoking.**

Will support offered be entirely by WLMHT or will the trust facilitate support by external organisations such as public health commissioned services?

**Priority E2 – To improve the service user experience on engagement and communication with staff.**

We note that the priority sets ambitious targets of improving attendance at CPAs, will there also be an emphasis on increasing the level of co-production of care plans?

**Patient experience & patient safety**

We are concerned to see that the amount of complaints has risen considerably in the last year (an increase of 45%), does the trust have a view on whether this is caused by a deterioration in the quality of care or an increase in the willingness or ability of patients to complain? We are also concerned to see that the percentage of complaints dealt with stands at 87%, though this is a high figure we would hope the trust would commit to work towards 100% and would be keen to know what steps the trust can take to improve this figure? We note that the second highest category of complaints was staff attitude, this matches our findings from our 'Enter & View' visit to the WLMHT mental health unit at Charing Cross Hospital, we support the actions stated under 'changing culture to improve staff attitude' but would suggest more measures to ensure staff communicate with patients in a respectful and calm manner. We commend the decrease in the amount of incidents over the past year (4%) and would be interested in hearing from the trust how they plan to improve patient safety further.

Healthwatch CWL would like to draw the trusts attention to the 'Enter & View' report on the WLMHT mental health unit at Charing Cross, this report highlighted a number of key concerns about the quality of the service at Charing Cross. We invite WLMHT to respond to our report and work with us to address the concerns/recommendations included in the report.

The following are areas we would be interested in working with WLMHT over the coming year:

- Working with WLMHT in engaging with more patients, especially in addressing WLMHTs priority areas for 14/15.
- Healthwatch CWL would be very keen to work with WLMHT to address the key concerns/recommendations in our 'Enter & View' report on the WLMHT mental health unit at Charing Cross Hospital.



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