

# THURROCK COUNCIL

Our ref: 110629 NEFLT Letter  
Your ref:  
Date: 29<sup>th</sup> June 2011

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Ms Dawe  
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Dear Ms. Dawe,

Further to our receipt of the North East London Foundation Trust's (NELFT) Quality Account 2010/11, we welcome both the presentation format and the openness of the content. In particular the introduction by the Chief Executive was both informative and helpful to the reader.

A letter from the NHS Medical Director and Chief Executive of monitor, (Gateway ref No 15119) identified the lessons learnt from the 09/10 Quality Accounts, one of which reflected the tendency for highly technical / clinical publications, with little explanation for a wider public audience. Whilst this is certainly not the case here, some of the, terminology, acronyms and language used may prove to be a barrier to the intended readership and we would ask you to reflect on this for future publications. Indeed, Thurrock Council would welcome the opportunity to engage with you at the earliest opportunity with respect to the planning process for next year's Account.

We are aware that on 1<sup>st</sup> May 2011, South West Essex Community Services became part of NELFT's business portfolio. Obviously, Community Health Services are of major importance to our local population and we are pleased to receive their first edition of a Quality Account.

In particular, we would commend the significant improvement in compliance rates (infection prevention and control) from 86%-96% in community hospitals: In addition, the concerted effort to increase face to face time with patients and their families is to be applauded and we look forward to seeing this increase in all service provision. Furthermore, we are pleased to note the aim to improve discharge planning across all services; without doubt, progress in this area of practice would result in a positive improvement in patient and carer experience. Obviously, this will be achieved to best effect if partnership working is achieved by the efforts of all concerned: Your commitment is welcomed.

Thurrock Council is pleased to note that your first corporate objective is to improve service quality and productivity, thus ensuring that service users are at the centre of your business.

Indeed, one of the roles of a Quality Account is to set out to patients, and thus the general public, where you will need to improve services. This element is expressed and presented in an accessible way, clearly identifying the areas which matter to service users, as well as the organisation, noting the intention to improve and how this will be achieved. It is clear within this publication that concerns and opinions of patients and carers have been a driving force behind the development of improvement objectives related to service quality. The Committee commends this systematic approach to quality improvement and would be pleased to receive a regular progress report aligned to the objectives identified, the achievement of which will be of benefit to our residents.

It is essential for NELFT, in their capacity as a new provider arm of Thurrock Council, to ensure both the content of the Quality Accounts and also the Health Improvement Contract are delivered. We commend the priorities set out in the Accounts and look forward to regular updates on progress at our Committee.

For the 2011/12 Quality Accounts we would expect the same level of detail for the newly awarded Contract with Thurrock Council for commissioned health improvement services. We would expect a detailed delivery plan for the Vision for Health Improvement in Thurrock, namely:

- Vitality – Adult health and wellbeing services
- Young Health – Sexual health improvement services
- Change4Life – Childhood obesity services
- Community Development – Community Mothers Programme
- Health schools, Immunisation and Screening lead.

In relation to the above we anticipate a baseline assessment of services as of April 2011. This should be followed by regular reports on the progress of each of the work plans, which should be presented to O & S on a quarterly basis. We would appreciate your confirmation of when you will bring the baseline assessments/ work plans to Thurrock Overview and Scrutiny Committee.

Of particular concern to us within the above five headings is the necessity to encourage breast feeding for new infants and mothers within the Community Development strand. Likewise, in the Healthy Schools programme, we wish to see an inclusive approach to immunisation and screening programmes that would incorporate our traveller community.

Yours sincerely,

Councillor Barbara Rice  
Vice-Chair of the Health and Well-being Overview and Scrutiny Committee  
On behalf of the Health and Well-being Overview and Scrutiny Committee