

Core standards assessment final declaration



Reference: CSA92861
Date: 08/05/2006

Trust self-declaration:

Organisation name	West Gloucestershire PCT
Organisation code:	5KX

Please supply the following information:

General statement of compliance	<p>Other than Core Standard C9, the West Gloucestershire Primary Care Trust Board has reasonable assurance that there have been no significant lapses in meeting the core standards during the period April 1st 2005 to March 31st 2006.</p> <p>The Board wishes to acknowledge the dedication and commitment of staff to good standards of patient care. It would also like to thank Gloucestershire County Council's Health Overview and Scrutiny Committee (OSC) and the West Gloucestershire Patient and Public Involvement Forum for their involvement in our standards for better health declaration.</p>
---------------------------------	---

Please indicate your trust's compliance with each of the following standards:

C1a	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.	Compliant
C1b	Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.	Compliant
C2	Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations.	Compliant
C3	Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance.	Compliant

Core standards assessment final declaration

C4a	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA).	Compliant
C4b	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.	Compliant
C4c	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.	Compliant
C4d	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely.	Compliant
C4e	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.	Compliant

Please indicate your trust's compliance with each of the following standards:

C5a	Healthcare organisations ensure that they conform to National Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.	Compliant
C5b	Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.	Compliant
C5c	Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work.	Compliant
C5d	Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.	Compliant
C6	Healthcare organisations cooperate with	Compliant

Core standards assessment final declaration

	each other and social care organisations to ensure that patients' individual needs are properly managed and met.	
--	--	--

Please indicate your trust's compliance with each of the following standards:

C7a and C7c	Healthcare organisations apply the principles of sound clinical and corporate governance and Healthcare organisations undertake systematic risk assessment and risk management.	Compliant
C7b	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	Compliant
C7e	Healthcare organisations challenge discrimination, promote equality and respect human rights.	Compliant
C8a	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.	Compliant
C8b	Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.	Compliant
C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.	Not met
C10a	Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.	Compliant
C10b	Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice.	Compliant

Core standards assessment final declaration

C11a	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.	Compliant
C11b	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes.	Compliant
C11c	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.	Compliant
C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.	Compliant

Some core standards do not appear on the declaration form as they are assessed through other components of the annual health check.

Standards C7f and C19 are picked up through our assessment of existing targets. Standard C7d is assessed through our use of resources component which uses information from assessments undertaken by the Audit Commission and Monitor.

Please complete the details below for standard C9 for which you indicated your trust does not comply, or that you have insufficient assurance:

Start date of non-compliance or insufficient assurance	01/04/2005
End date of non-compliance or insufficient assurance (planned or actual)	30/09/2006
Description of the issue (you are restricted to 1500 characters including spaces. This is approx. 200 - 250 words or half a side of A4 typed)	<p>WGPCT declared insufficient assurance on 26th October 2005 on the draft declaration for the Standards for Better Health.</p> <p>Following this, WGPCT undertook an Information Governance Toolkit Assessment where the Trust achieved an overall score of 39%.</p> <p>The Board is not satisfied that the Trust achieves the level required across different categories within the core standard.</p>
Actions planned or taken (you are restricted to	Detailed action plans on individual areas have been submitted with the information toolkit. These will be monitored through the assurance framework and business plan that are reviewed by the Board on a

Core standards assessment final declaration

<p>1500 characters including spaces. This is approx. 200 - 250 words or half a side of A4 typed)</p>	<p>quarterly basis.</p> <p>The Integrated Governance Committee will provide ongoing scrutiny of the Information Governance Steering Group.</p> <p>For the five month period leading to the reconfiguration of the Primary Care Trust the emphasis will be on adopting county wide procedures and processes.</p>
--	---

Please indicate your trust's compliance with each of the following standards:

C13a	Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.	Compliant
C13b	Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information.	Compliant
C13c	Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary.	Compliant
C14a	Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.	Compliant
C14b	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made.	Compliant
C14c	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.	Compliant
C15a	Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet.	Compliant
C15b	Where food is provided, healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access	Compliant

Core standards assessment final declaration

	to food 24 hours a day.	
C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.	Compliant

Please indicate your trust's compliance with each of the following standards:

C17	The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.	Compliant
C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	Compliant

Some core standards do not appear on the declaration form as they are assessed through other components of the annual health check.

**Standards C7f and C19 are picked up through our assessment of existing targets
Standard C7d is assessed through our use of resources component which uses information from assessments undertaken by the Audit Commission and Monitor.**

Please indicate your trust's compliance with each of the following standards:

C20a	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation	Compliant
C20b	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.	Compliant
C21	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.	Compliant

Please indicate your trust's compliance with each of the following standards:

Core standards assessment final declaration

C22a and C22c	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations and C22c Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.	Compliant
C22b	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's annual report informs their policies and practices.	Compliant
C23	Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	Compliant
C24	Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services.	Compliant

The Healthcare Commission recommends that all members of the trust board, including the non-executive directors (for foundation trusts this should be the board of directors) should sign off the declaration in the space provided below. Here, sign off is achieved by recording the name(s) and position(s) of the individual(s) concerned. We do not require scanned signatures.

As a minimum, we require the declaration to be signed off by an appropriate officer(s) with delegated authority. There is no requirement for a paper copy of the final declaration to be signed and returned to the Healthcare Commission.

The completion of the sign off page will be taken as verification that the individual(s) who are recorded as signing off the declaration have reviewed the contents of the declaration form and are certifying that:

Core standards assessment final declaration

the general statement of compliance, and information provided for each standard, are a true representation of the trust's compliance

any commentaries provided by specified third parties have been reproduced verbatim. Specific third parties are: strategic health authority, and foundation trust board of governors, where relevant, and patient and public involvement forums and overview and scrutiny committees

they are signing off the declaration form on their behalf and with delegated authority on behalf of all members of the trust board as referred to above

Please state how many individual(s) will be signing off the declaration (maximum of 30):

Number of signatories	6
-----------------------	---

Electronic sign off – details of individual(s)

	Title	Full name	Job title
	Ms	Liz Boait	Chair
	Mr	Stephen Golledge	Chief Executive
	Mr	Derek Harbottle	Non Executive Director
	Ms	Jan Marriot	Director, Clinical Development
	Ms	Anny Reid	Non Executive Director
	Mr	Fred Simpson	Non Executive Director

Please enter the commentaries below. If copying and pasting, it is advisable to copy the text and paste unformatted into a new document. Then copy and paste the unformatted text into the web form.

Strategic health authority commentary	The SHA makes regular assessments of the Assurance Framework and System of Internal Control at this Trust. On the basis of these assessments the SHA is satisfied that processes are in place to ensure that the majority of core standards are being maintained and that appropriate action is taken wherever lapses occur. The SHA supports the Trust in its efforts to achieve the developmental standards.
Patient and public involvement forum commentary	West Gloucestershire Patient and Public Involvement Forum March 2006 Comment on West Gloucestershire Primary Care Trust declaration on compliance with the Health Care Commission's Core Standards. C13a The Forum needs reassurance that the PCT will provide

Core standards assessment final declaration

	<p>assistance for patients in community hospitals, to preserve their dignity; this includes feeding, personal care and provision of assistance for patients to feed themselves, for example after a stroke.</p> <p>C15 The Forum is unaware of any issues surrounding the quality of food provided.</p> <p>C17 The Forum is pleased with the level of engagement the PCT has had with the general public; for example with the Dilke and Lydney Services Review. The PCT, with co-operation from the Forum, has given numerous opportunities for the public to have their say. However, the PCT should be aware of the popular public view (particularly in the Forest of Dean) that West Gloucestershire is last in line when funding and services are allocated and that, despite extensive consultation, their views could be overturned by financial constraints. The Forum has noted with dismay the closure of community hospitals in Wiltshire etc, and will proceed in all ways possible to avoid that fate for Dilke and Lydney Hospitals.</p> <p>The Forum has welcomed the constructive discussion with the PCT concerning Core Standards and looks forward to a programme of monitoring the identified areas for concern.</p>
<p>How many overview and scrutiny committees will be commentating on your trust?</p>	<p>1</p>

Please enter the commentaries below. If copying and pasting, it is advisable to copy the text and paste unformatted into a new document. Then copy and paste the unformatted text into the web form.

Overview and scrutiny committee 1 - commentary

<p>Overview and scrutiny committee commentary</p>	<p>The Annual Health Check – Final Declaration Comments from the Gloucestershire Health Overview and Scrutiny Committee on the performance of West Gloucestershire Primary Care Trust against the Core Standards</p> <p>It is difficult for the Health Overview and Scrutiny Committee to give detailed comments on the performance of the PCT against the Core Standards, as the committee has not been conducting its work with these standards in mind. However, the committee does believe that the Health Check is an important process and that the committee should try to comment where possible based on the information it does have available at this stage. The committee hopes to be able to make a fuller contribution to the process in future years as the Health Check process develops.</p> <p>At this stage, out of the three PCTs in Gloucestershire, the committee has probably had the least direct involvement with West Gloucestershire PCT.</p> <p>With regard to the core standards set out in Standard for Better Health, the committee would like to make the following specific comments:</p>
---	--

	<p>Standard C16 – Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and aftercare.</p> <p>The committee has had little direct involvement with the PCT that would allow it to make an overall assessment of the PCTs performance in this area. However, the introduction of the new Out of Hours service provides one example that suggests that the Trust performs well when it comes to communications with the public. Cheltenham and Tewkesbury PCT and West Gloucestershire PCT developed a joint communications strategy to inform local residents of the changes to the service. The committee felt that this was a detailed and comprehensive plan that would help ensure that local people would receive all of the information that they would need about the new service. The committee conducted a small monitoring exercise to assess the level of awareness about the new service in different areas of the county. Of those surveyed 71% in West Gloucestershire were aware of the new service, compared to 52% in Cheltenham and Tewkesbury and 46% in Cotswold and Vale. This was only a small exercise, and falls slightly outside the period covered by the health check, but it does suggest that the PCT is capable of successful communication with the public.</p> <p>Standard C17 - The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.</p> <p>The committee is aware that the PCT has completed an initial public engagement exercise on the future of Older People’s Mental Health Services. The committee did have some concerns about the consultation document that was produced to support the initial public engagement phase of the project, believing that it was not particularly easy for people without expert knowledge to follow, which could have discouraged some people from taking part. The committee did receive information about the PCTs plans for the formal consultation phase and was impressed by some of the innovative methods the PCT was proposing using to involve patients and the public. The committee felt that the proposed methods of consultation demonstrated that the NHS had learnt a lot about how to effectively engage members of the public and was confident that this would lead to improved public consultation in future. The NHS financial situation has impacted upon this review and is likely to lead to a shorter period of consultation than was originally anticipated.</p>
--	---