

Healthwatch Bradford and District welcomes this opportunity to comment on the Bradford Teaching Hospital Foundation Trust Quality Account for 2020/2021.

The report provides a comprehensive view of positive actions taken to improve the quality of care and also the patient and carer experience; particularly during the unprecedented demands on services linked to the Covid-19 pandemic.

Healthwatch Bradford & District congratulates the Trust on its flexible response to the challenges posed by the pandemic and its continuous support in delivering Covid-19 related services across the district. We thank the staff for their hard work and dedication in continuing to prioritise patient care throughout. This is exemplified by the innovative and flexible response to patient experience such as establishing 'Family View' to support communication with loved ones during the exceptional circumstances of prohibited visiting. We recognise the impact on staff to support patients in such circumstances and the efforts of the Trust to support the workforce.

Healthwatch Bradford & District are pleased to see the breadth of priorities for improvement, and particularly welcome the recognition of the importance of patient well-being. 'Embedding Kindness' as an improvement priority with measurable targets reflects this recognition and we will support the Trust, as appropriate, by sharing our intelligence and data to assist with measuring this and all improvement priorities.

Healthwatch Bradford & District recognise and share the concerns relating to maternity services. We commend the Trust on the improvements made in this area and acknowledge the positive impact of the 'Outstanding Maternity Services Programme'.

We remain confident of the commitment to service improvement and look forward to reviewing the same throughout the year.

Due to the pandemic restrictions we have not been able to collect feedback on Trust services in the same numbers as previous years. This is likely due to the lack of face to face engagement by Healthwatch Bradford & District as well as the reduction of non-urgent care delivered by the Trust.

As a service we have participated in the Trust Wide Involvement Group meetings, Carers In Action Group meetings and many Covid-19 specific groups. Any views of BTHFT services gathered from these or other engagement activities has been collated as feedback through the usual channels.

We are pleased to report that patient feedback for the reporting year 2020-21 shows an 11% increase in positive sentiment on the previous year with positive and negative sentiment now equal. This appears to be supported by the Family and Friends Test data recorded by the Trust.

The feedback gathered covered a wide range of services; 16 in total with maternity services by far the largest.

The specific nature of sentiment varied considerably. Of those patients who provided specific details as to what they classed as a “negative experience”, a small majority felt this was due to them having a protective characteristic. We are pleased to see equality and diversity mentioned throughout the improvement plan and feel encouraged this will help to address such issues going forward.

Positive comments related to digital access to services, and gratitude at the level of service continuing to be offered despite the obvious challenges posed by ‘lockdown’.

Whilst we recognise the need for improvement and would like to see positive sentiment as the majority figure, we applaud the Trust for this significant increase in positive patient feedback; particularly when faced with the challenges of providing healthcare during a pandemic.

Healthwatch Bradford and District will continue to listen to people’s views and share these with the Trust, which will hopefully contribute to, as well as support the Trust with their 2021/22 quality improvement plan.

Helen Rushworth
Manager

Healthwatch Bradford & District.
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