

## Cabinet – 21 July 2011

### Public Question – Answer to supplemental question 2

**Supplemental Question:** I have evidence here from the Care Quality Commission website that in the Care Quality Commission Community Based Care patient Survey 2010, this is from the reference CQC website, “overall CNWL NHS Foundation Trust scored as one of the worst performing trusts in the country on the care they have provided to patients in the past twelve months”. The reference is the Patients’ Survey Report 2010. In addition, CNWL scored the lowest across all its own service areas on day to day living support, a council responsibility related to personalisation.

If the Council cannot now increase investment in the infrastructure for personal budgets for people with mental health problems, how does the Leader justify removing £2.1m from the Adults Social Care budget for other purposes?

**Supplemental Answer:** We have not removed £2.1m from the Social Care budget.

I certainly am not qualified to answer this supplemental question. I know that Councillor Margaret Davine, at the last meeting, did say that some of the quotes from the CQC need careful interpretation.

Is that something you can answer now Margaret or do you want to give a written answer?

**Cllr Margaret Davine:**  
(Portfolio Holder for Adult Social Care, Health and Wellbeing)

I believe that this quote is from a different part of the overall survey, so I will look at that and write to the questioner.

**Answer:** I apologise for the lateness of my reply to your supplementary question to Councillor Stephenson.

I am very pleased to say that since the meeting on the 21st July we have received the 2011 version of the CQC's Patient Survey. The news is good as CNWL has moved from being in the bottom 20% in the overall satisfaction question to being at about the average. Further positive news is that the Day to Day Living Section has seen significant improvements and there are now two questions for which the response is within the top 20%.

I would like to say again that the survey covers the whole of the CNWL area and is a relatively small sample size and so firm conclusions should not be taken. We welcome the apparent progress however and wish to see continued improvements in this priority area as time goes on.

We are considering how we can improve the experience of personalisation for people with mental health problems and are exploring opportunities to make further progress. This continues to be a top priority for me.

Below is the link for the new survey for your information.

[http://www.cqc.org.uk/db/documents/MH11\\_RV3.pdf](http://www.cqc.org.uk/db/documents/MH11_RV3.pdf)