

Survey: North Staffordshire Combined Healthcare NHS Trust's Quality Account

Please review the list below and select up to 10 key areas that you would like to see included in North Staffordshire Combined Healthcare NHS Trust's Quality Account. For the 10 areas you select please indicate how strongly you feel that the area should be included ie option A or option B.

Please tick up to 10 areas only. For the 10 areas selected please tick box a <u>or</u> box b.			
If you would like to see another area included please add at the end in space provided.			
Ref	Area	Should definitely be included A	Give consideration to including B
Patient Safety			
1	Environments, assessed by the Patient Environment Action Teams		
2	Cleanliness		
3	Feedback regarding food / nutrition		
4	Incidents occurring in the Trust		
5	Healthcare acquired infection rates		
Clinical Effectiveness			
6	Compliance with national quality standards		
7	Mental Health Act Activity		
8	Delays in transfers of care		
9	Length of stay		
10	Views of the staff		
11	Data quality		
12	Implementation of NICE guidance and clinical guidelines		
13	Physical health checks		
14	Waiting times and the 18 week standard		
Patient Experience			
15	Results of patient questionnaires		
16	Number and type of complaints		
17	Number and type of contacts via the Patient Advice Liaison Service (PALS)		
18	Compliments received		
19	Other suggestions:		

If you have any further comments to make about the development and publication of the Trust's Quality Account, please make them on an additional sheet.

Completed by:	
Title or Organisation:	

This form should be completed and returned by Friday 16 April 2010 to
H Sullivan, Head of Performance Management, North Staffordshire Combined Healthcare NHS Trust
 Trust HQ, Bucknall Hospital, Eaves Lane, Bucknall, Stoke on Trent, Staffordshire, ST2 8LD.
 Or E-mail to: Hayley.sullivan@northstaffs.nhs.uk

Chairman: Sir Philip Hunter Chief Executive: Ms F. Myers

Working to improve the health and welfare of local communities