

South Staffordshire and Shropshire Healthcare NHS Foundation Trust Quality Account 2010/2011

Staffordshire LINK Statement

Staffordshire LINK was provided with a feedback questionnaire and a copy of the draft Quality Account by the Trust with the request for comments and feedback as part of the stakeholder consultation process undertaken by the South Staffordshire and Shropshire Healthcare NHS Foundation Trust.

The request for comments was promoted by the LINK via its monthly Bulletin and on the website and the draft Account was distributed to relevant LINK network organisations and participants. Feedback was provided by LINK participants and network organisations as follows:

The Account certainly looks more reader friendly than last year's and the information contained appears to be open and honest and it is good to see improvements. The document is clear and easy to understand and the use of colour, traffic lights and graphics is very helpful in breaking up the text and conveying information quickly.

However, the Account is very similar to other Trust Quality Accounts, ie. it was difficult to tell you are reading about a mental health trust rather than a general trust in all but a couple of specific sections. The Trust could make this document come alive by telling us some stories from mental health service users. They need to tell us:

- 1) How they found their experience of mental health services at home and in hospital
- 2) How their lives have improved by having contact with the mental health service.

Ironically, this is the area they have not achieved – see national targets on page 28. This is the 'quality' we are looking for otherwise what is the point of funding mental health services if they don't demonstrably improve the mental health of their customers.

The Quality Account appears to be very process driven and one is left asking the question "So what difference did all this work actually make to patients?"