

# **Staffordshire LINK**

## **Commentary on the Quality Account of**

### **North Staffordshire Combined Healthcare NHS Trust**

In the Trust's Quality Account for 2009/2010 Staffordshire LINK commented that they would ask the Trust to consider a more user friendly way of presenting the information in 2010/2011 and, perhaps through a presentation of the report to a meeting of LINK participants which would be more effective and engaging. Staffordshire LINK are pleased that the Trust took note of this and a joint meeting with Stoke-on-Trent LINK was arranged for representatives of the Trust to come and present their draft Quality Account which provided an opportunity for participants to comment and give feedback.

Authors of the Quality Account must appreciate the area of distribution for which the document is intended, ie. the general public. The document must be written in as near lay terms as possible with as little jargon as possible. During the process of reviewing the draft Quality Account it was necessary for a LINK participant to read parts several times and seek clarification of terms from other sources and it would be useful for a Glossary of terms to be incorporated to explain/define acronyms and jargon where it is necessary that they be included in the Account.

The Quality Account reports on the areas of Patient Safety, Clinical Effectiveness and Patient Experience as prescribed by the Department of Health and results in some technical information that may be difficult for some members of the public to understand.

Part 2 sets out the Trust's priorities for improvement. LINK participants are keen to see that the first priority relating to patient safety is to implement improved arrangements in relation to serious incidents and incidents. However, the report refers to 12 individual actions to address the findings of the Care Quality Commission following a Compliance Review during 2010/11, but fails to state what these are.

Staffordshire LINK would wish to thank the Trust for giving them the opportunity to comment on the Quality Account.