

# **Staffordshire LINK**

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

### **University Hospital of North Staffordshire NHS Trust**

Staffordshire LINK are pleased that the Trust have continued with the approach of giving a presentation of their draft Quality Account to LINK participants and that 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, ask questions and give feedback on the draft. It is gratifying to note that feedback provided by LINK participants has been incorporated into the final draft version of the Quality Account.

The draft Quality Account is, by far, easier to read than other Trust accounts and almost as near possible for a lay person to understand however, there are some areas that could be presented with less jargon. The draft Quality Account follows the format prescribed by the Department of Health and results in some technical information that may be difficult for some members of the public to understand.

Priorities for improvement for 2011/12 are set out in an easy to follow colour coded format for Patient Safety, Patient Experience and Clinical Effectiveness.

#### **Patient Safety**

The hospital management have outlined in the document their priorities in relation to patient safety but this does not include any statement on how this will be achieved but rather how it will be monitored, measured and reported. It is understood that a specialist member of staff will be, or has been, appointed to oversee the eradication of in-house infections and participants would seek to see this area of concern openly monitored and reported with complete transparency.

#### **Patient Experience and Communication**

The level of concern shown to patients attending A&E is impressive (2.3.1). The issue of communication between the hospital and GPs is of great concern and the LINK are keen to see this priority progressed as far too often the patient treatment notes fail to reach the GP ie. blood test results.

The Quality Account covers most, if not all, care quality areas of patient care in the compliance, concerns and the action being taken to alleviate or at least improve the service. It was pleasing to read feedback from service users both positive and negative and to see the response from the Trust as to what has actively been done as a result of receiving this feedback.

#### **Clinical Effectiveness**

The report contains clear examples of achievements with regard to Clinical Effectiveness Quality Indicators with 12 of the 13 indicator targets having been achieved and just 1 that is 'Target off track' with a result of 92.1% against a target of 93% for Two week cancer waits – symptomatic breast patients.

Staffordshire LINK would wish to thank the Trust for giving it the opportunity to comment on the Quality Account both at an early stage and on the final draft.