

## **Staffordshire LINK**

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

#### **Provider Services, South Staffordshire PCT**

An early approach was made to Staffordshire LINK by Provider Services, South Staffordshire PCT for the LINK's involvement in shaping the Trust's Quality Account for 2010/11 "we need to make sure that the opinions and experiences of patients and local communities influence the plans that we make for improvement and that our Quality Accounts tell people what they want to know about their hospital". Staffordshire LINK appreciated this early involvement and promoted the opportunity for LINK participants/organisations to submit any comments in relation to what is important to them, what the Trust does best and what they thought could be done better, with articles on the LINK website and LINK Bulletin as well as the opportunity to attend a meeting with Trust representatives to go through the first draft account.

A draft of the Quality Account was presented to a group of LINK participants by two representatives of the Trust which enabled discussions, comments and input from the LINK into the format of the account and suggestions for improvements to the way the information was presented. LINK participants appreciated being able to contribute to this early consultation phase in the production of the Trust's Quality Account and it is gratifying to note that feedback provided by LINK participants has been incorporated into the final draft version of the Trust's Quality Account.

The overall impression of this final draft is that it is easier for the reader to identify what has been achieved during 2010/11 and what the Quality agenda is for 2011/12. There is clear reference to the involvement of voluntary agencies and the new Staffordshire and Stoke on Trent Partnership NHS Trust however in earlier pages there is sudden reference to the new Trust, local readers will understand this but remote readers may not and suggest therefore that a reference be made in earlier pages to a fuller explanation which appears at the end of the account.

The addition of a contents page and a professional Executive Summary introduces the reader to a very informative document. The patient case studies are positive and appropriate. It is not clear how informative the Dashboard is in the current format (pages 12 and 13) are for the reader.

On the whole the Quality Account is clear and laid out in a logical manner. Perhaps it is understandable that there are few Improvement Plans in specific areas but nevertheless, the Quality Account deserves some praise from Staffordshire LINK for the straightforward manner in which it is presented.