

Staffordshire LINK

Commentary on the Quality Account of North Staffordshire Community Healthcare

A joint presentation meeting was held with representatives from both Staffordshire and Stoke on Trent LINK at which representatives of North Staffordshire Community Healthcare and Stoke on Trent Community Health Services presented their draft Quality Accounts which enabled LINK participants to raise questions and provide comments and feedback 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.

The Quality Account follows the format and the wording of some paragraphs as prescribed by the DH and this results in some technical information that may be difficult for some members of the public to understand however, the overall impression of this final draft is that it is easy to read with the information being presented in a clear and logical manner.

Part 2, 2.1 Plans for improvement includes a statement in respect of "*Better use of information*" and it was felt that additional information about what NSCH will be doing in practice to make these improvements in the coming year as well as the dedicated website address which services users can access to provide feedback on their experiences should be included. Sections have now been included covering Data Quality, Clinical Coding, Use of the NHS Number and Information Governance however details of "its own website as a commitment to improving communication with patients, carers, members of the public, staff and partners" have not been added.

Section 3 includes information in respect of Patient Safety including Environment and Cleanliness, Incident Reporting, Never Events, Serious Incidents and Healthcare Associated Infection. Feedback from LINK participants at the presentation included a request for more information as well as examples of outcomes and improvements achieved by the Trust and it is pleasing to see that more detailed information and clear examples have been included in the final version of the Quality Account.

LINK participants also requested further detailed information regarding the Care Quality Commission's special reviews on Stroke and Families with Learning Disabilities services which NSCH took part in and it is gratifying to see that this information has been included in the final draft Quality Account at section 2.3 – Statements from regulatory bodies.

Staffordshire LINK would wish to thank North Staffordshire Community Healthcare for providing this opportunity to comment on the Quality Account.