

## Staffordshire LINK

### Commentary on the Quality Account of Stoke-on-Trent Community Health Services

An early approach was made to Staffordshire LINK by Stoke-on-Trent Community Health Services with a copy of the draft Quality Account for initial comment by Staffordshire LINK. Staffordshire LINK appreciated this early involvement and promoted the opportunity for LINK participants to comment on the draft as well as the opportunity to attend a meeting with Trust representatives to go through the draft account and provide comments and feedback.

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 with the "Indicators" namely ticks (✓) and crosses (✗) are a simple and effective way of portraying the information.

Some concern was noted that it is reported in Part Two: Priorities for improvement Section 2.6.2 that target performance has not been achieved in two areas and these are noted with two red crosses (✗) in respect of 1: "*% of deaths occurring in preferred place (target 40%) – 38% achieved*", and 2: "*Sickness and absence of staff (target 4.5% - 5.46% achieved*" although LINK participants noted the quality improvement objectives on page 10 and feel confident that these issues will be addressed.

Staffordshire LINK would wish to thank Stoke on Trent Community Health Services for providing this opportunity to comment on the Quality Account.