

Stockport LINK Statement to the Stockport NHS Foundation Trust Annual Quality Accounts 2010/11

The Stockport LINK welcomes the opportunity to provide a statement on the Annual Quality Account for 2010/11.

Firstly the LINK would like to congratulate the Trust on being graded Excellent by the Care Quality Commission in 2010/11 for financial management and good for the services provided and for ensuring the reduction in standardised mortality rate.

The LINK acknowledges the priorities set by the Trust for 2010/11 and assurances from the Board of Directors. All priorities are important and the LINK would like to continue to support the Trust in striving to be the best they can nationally. The LINK has a duty to monitor and scrutinise local services to ensure patients and the public are involved in these processes. We are especially pleased that the trust has included discharge from hospital in the Quality Accounts as this is one issue the LINK receives most feedback about.

The Stockport LINK would have liked to see some reference made particularly to the LINK and to the Stockport Council of Trust Governors in engaging with patients and families to obtain feedback, delivering changes as a result. It is important the Trust acknowledges the statutory obligation the Trust has to involve the LINK in planning and changes to services.

Improve Safety

In terms of improvements in safety, the LINK is pleased that the Trust has met the MRSA and C. Diff targets set by government. Investment (of four bladder scanners) to reduce the number of unnecessary short term catheters to prevent urinary tract infection, is a positive step and no doubt has had an impact in reducing in short term catheter use.

The LINK is concerned with the high amount of people falling in hospital and the actions taken to prevent them from happening. Without being provided with any further information to examine, this is something the LINK wishes to monitor in 2011/12.

Increase Effectiveness

The LINK is pleased the Trust is achieving the greatest reduction in standardised mortality in the northwest.

Notably the LINK are concerned with the compliance in assessing all patients for risk of VTE and we would like to request to see the plans the Trust has developed to address this and would like to receive evidence throughout 2011/12 that these plans have been put into action.

We commend the opening of a hip fracture unit to help reduce mortality for patients with a fractured neck of femur and would like to monitor and visit when open.

Providing an Excellent Patient and Family Experience

With regard to eliminating mixed sex accommodation, the LINK would like clarification on whether the 2 recommendations were taken up.

In terms of responding to complaints, the LINK believe this to be an important priority as the LINK does receive feedback about the Trust from LINK members and from the general public and. The LINK would like more information on the reasons why there was a considerable 'dip' in responding to complaints in September 2010, which continued for three months.

With regard to the Annual Survey of Patient Experience carried out on behalf of the CQC the LINK are concerned that access to staff to discuss concerns scores low and we would like to be assured that plans are in place to address this. We also believe volunteers survey patient each quarter and would like to receive more information about the surveys carried out.

LINK representation is made on the End of Life Care programme Board and this representation feel it is essential that this is included as a priority for the Trust.

The LINK were concerned when the Trust were highlighted in NSPA alerts published by the Central Alerting System, however, are now pleased the Trust is now in full compliance with National Patient Safety Agency Alerts

The LINK would like to commend the Trust on the expectation of meeting the national targets for cancer waiting time measures

Summary

The LINK feel this Annual Quality Account Report has been written in understandable English, although abbreviations need to be explained more clearly in parts. Consideration needs to be given to how this information is provided to the public. The LINK has offered assistance with this.

Overall the Stockport LINK has had improved communication with Stockport NHS Foundation Trust during 2010/11. However as mentioned the LINK would welcome more involvement in service developments and changes happening within the Trust.

The LINK and the Stockport Council of Trust Governors are in place to ensure there is transparency in the Trust, we would like to recommend that Governors continue to receive quality data that is used to improve care delivered by the Trust. We would like to ensure that feedback received by the LINK is included in the data provided to the Board of Directors. As LINK makes the transition in HealthWatch, they will need this information in order to fulfil their statutory obligation to monitor and scrutinise local services.

The LINK notes the priorities for the Trust and is keen to be more involved with next year's identified priorities. LINK would like to receive reports about new projects and initiatives that are happening particularly around the priority areas for the Trust. The LINK and the Trust have set up of monthly meetings throughout 2011/12 and we anticipate that this will improve this.

It is difficult for the LINK to assure ourselves of the details within the report without receiving data and information throughout the year as an evidence base to fully accept the quality accounts as an accurate record.

The LINK congratulates the Trust in holding open board meetings; however, they feel more opportunity for contribution could be made available to the Trust Governors and LINK. Appropriate representation could be made on the board, using NHS Stockport as an example of good practice when conducting their open board meetings.

The LINK Core group have 3 Trust Governors and 1 hospital patient representative as LINK members and this is seen as a positive link between the Trust and the LINK.

The LINK conducted their first Enter and View visits at the Trust during 2010/11 and thank the Trust for their cooperation, which was positive, warm and receptive. The LINK intends to continue to conduct more Enter & View visits throughout 2011/12.



John Leach

Chair of Stockport LINK

On behalf of Stockport LINK

12th May 2011