



Quality Accounts Project Summary

1. What are Quality Accounts?

Quality Accounts are annual reports produced by organisations providing NHS services providing information to the public about the quality of the services which the organisation delivers

Quality Accounts show:

- What an organisation thinks they are doing well
- Where improvements in service quality are needed
- The organisation's priorities for improvement for the coming year
- How the organisation has chosen those priorities for improvement.

2. What role does the Kent LINK have in Quality Accounts?

The Kent LINK was given the opportunity to review and supply a comment on the accounts for the following Trusts for 2009 / 2010:

- Dartford and Gravesham NHS Trust
- East Kent Hospitals University NHS Foundation Trust
- Kent and Medway NHS and Social Care Partnership Trust
- Maidstone and Tunbridge Wells NHS Trust
- South East Coast Ambulance Service NHS Trust.

3. How did LINK produce the comment?

- The Kent LINK worked with Canterbury Christ Church University to get feedback from patients and carers on the priorities identified and the areas being focused on in the accounts.
- 46 people were interviewed and 17 focus groups were carried out across Kent in which people were asked about their experiences of their local trust and whether they thought it matched what was being said in the account.
- This information was used to put together a 500 word statement from the LINK on each account which was included when they were published at the end of June.

4. Next steps

- Summary reports of the work which was carried out by the LINK are available on the Kent LINK website or hard copies through the Kent LINK office
- The LINK will be working closely with the Trusts for next year. If you would like to be part of the project group for this work, please contact Sophie Swain on 07814 427281 or email sophie@kmn-ltd.co.uk