



June 2010

Kent LINK Response
Maidstone and Tunbridge Wells NHS Trust
Quality Accounts 2009 / 2010

The Kent LINK would like to thank Maidstone and Tunbridge Wells NHS Trust for the opportunity to have input on the priorities for its Quality Account for 2009 / 10 and to provide a statement on it prior to publication. This statement is based on the extent to which the account achieves its intentions as laid out in the introduction:

1. Aiding the public's understanding of what the organisation is doing well
2. Where improvements in service quality are required
3. What the priorities for improvements are for the coming year
4. How the organisation has involved service users, staff and others with an interest in the organisation in determining those priorities for improvement.

The LINK has assembled information from a range of sources to inform its commentary using qualitative and quantitative data and academic input from a local University.¹

1. Aiding public understanding

The account is presented well, making it an interesting and enjoyable read. The language used achieves the aim of creating a dialogue with the public, through the use of 'we' and 'you' and the strong opening statement from the Chief Executive. In places there is some jargon such as *root cause analysis tool* (page 6) which could have been explained to support patient understanding and strengthen the account further. A table of contents at the beginning of the document to signpost readers would have contributed to the ease of access.

2. Improvements in service quality

It is clear from the information provided in the account where improvement has been made and the quality outcomes which have been achieved. The positive outcome of improving the incidence of patient falls was a notable achievement.

¹ Canterbury Christ Church University Centre for Health and Social Care Research

The information on page 4 illustrating the cases of healthcare associated infections could have included an explanation to clarify that the implementation of the non-elective MRSA screening may be responsible for the apparent raise in MRSA figures between December 2009 and March 2010, compared to the same period in 2008 / 09. This would provide further reassurance to patients (such as those involved in the LINK focus groups and interviews) of continuing improvement in this area.

The need for communication between staff and patients was a strong theme in the focus groups undertaken by the LINK. The account demonstrates the progress which the Trust has made in terms of using staff more efficiently through the Productive Ward initiative, to enable staff to spend more time with patients.

3. Priorities for improvement

Priorities for improvement are accompanied by baseline information to enable future progress to be measured and it was felt that the addition of named board sponsors and implementation leads gave accountability. Further detail about how the Patient and Public Involvement strategy outlined on page 3 will be implemented would have been useful.

4. Involvement of service users and others in determining priorities

It was very clear that the Trust had engaged with a wide range of stakeholders in producing this account, and the Kent LINK was invited at an early stage to contribute priorities for consideration.

Maidstone and Tunbridge Wells NHS Trust was the only Trust who involved the LINK in the process for this year and we look forward to building on this for next year.