

# Quality Account 2010-2011

An **Annual Report** about  
the **quality of services**  
we deliver



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## Quality Narrative

**It gives me great pleasure to introduce Wirral Community NHS Trust's first set of Quality Accounts. This Quality Account refers to our achievements during 2010/11 as NHS Wirral Provider Services and our plans as a new organisation for 2011/12.**

Community based services are at the heart of a modern and flexible NHS. As the main provider of community healthcare across Wirral, we are committed to ensuring continuous improvements in the quality of services that we provide.

Our core services include Community Nursing, Health Visitors, Therapists, Dental Services, Walk-in Centres, and Sexual Health Services. We also provide specialist health services ranging from Specialist Community Nursing, Community Equipment and the Wheelchair Service, to Therapy Services such as Podiatry, Dietetics, Speech and Language, Physiotherapy and Occupational Therapy.

Wirral Community NHS Trust aims to provide high quality care out of hospital and closer to home. With around 1,300 members of staff, we deliver over 40 health services from approximately 30 community locations.

During 2010/11 we can point to many achievements that demonstrate our commitment to high quality clinical care. The achievement of our Commissioning for Quality and Innovation (CQUIN) schemes in areas such as pressure ulcer management and end of life care, have demonstrated the commitment of our staff and the organisation to delivering high quality, safe and effective care within a variety of settings, from state-of-the art facilities to patients' own homes.

Set out in this report are our priorities for improving patient safety, effectiveness and experience in 2011/12. We have set ourselves high ambitions and have every expectation of meeting these and building on them in future years.

In February 2010, a new system for registering health services was introduced. I am delighted to report that the Care Quality Commission registered all services provided by Wirral Community NHS Trust without conditions. This validates the standards of quality and safety provided throughout our services and it is fantastic recognition of the hard work and commitment of our staff.

The use of the innovative Experience Based Design approach to capture patient experiences across our services has led to improvements based on what people have told us.

Looking forward to the year ahead, quality is at the heart of our agenda. For example we have recently established a Quality and Governance Committee of the Board. This committee chaired by a Non Executive Director in partnership with the Director of Quality & Governance has the specific aim of driving quality improvement throughout all our services.

Wirral Community NHS Trust's mission is to provide high quality, community based healthcare to our patients. We hope you will agree that our Quality Account provides many examples of where we are already providing the highest quality clinical care. We are confident that during 2011/12 we will continue to work with our patients, staff and commissioners to ensure continuous improvement across all services.

On behalf of the Trust Board and myself I would like to thank all of our staff who have contributed to what has been a successful year improving quality across all services. This report highlights the commitment of our staff at all levels of the Organisation to providing high quality care to patients and service users on a daily basis and the pride they take in doing the very best for each and every person they meet.

Finally, I can confirm on behalf of the Trust's Board that to the best of my knowledge and belief the information contained in this Quality Account is accurate and represents our performance in 2010/11 as NHS Wirral Provider Services and our priorities for continuously improving quality in 2011/12 as Wirral Community NHS Trust.



**John South**  
Chief Executive



# Section 1:

# Foreword from the Board

**Wirral Community NHS Trust's Quality Account is aimed at assuring our patients, commissioners and local population that we are focused not only on providing the highest level of clinical care, but also on continuously seeking ways to improve.**

Wirral Community NHS Trust as a new NHS organisation has aligned its quality improvement targets within this first Quality Account. These targets focus on the three domains of quality, defined in the "High Quality Care for All" (Department of Health, 2008) publication.

## 1. Patient Safety

To further develop a pro active safety culture within Wirral Community NHS Trust and building on the work undertaken during 2010/11 to increase our reporting, recording, and managing of accidents and incidents

## 2. Patient Experience

To build on the successful Experience Based Design approach to capture patient experiences, we will continue to undertake this approach across a range of services throughout 2011/12.

We will listen to what patients have told us and take action to broaden our approaches to communicate and engage with patients.



In 2011/12 we will place a particular emphasis on things that our patients tell us are most important to them. These are

- having confidence in our staff
- to be given clear information and explanations
- to be treated by staff that are professional and experienced
- to be shown dignity and respect in how they are treated
- to be cared for in clean facilities

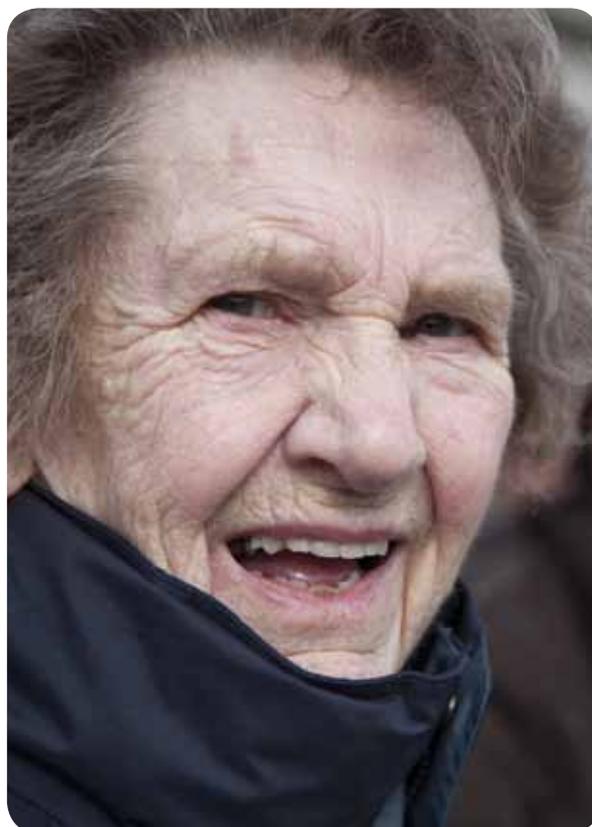
A standardised template for questionnaires will be designed to ensure that the questions asked allow for the future comparison of results between our services.

### 3. Quality of Care

Wirral Community NHS Trust recognises the work undertaken during 2010/11 to ensure that patients nearing the end of their life were appropriately assessed for the care that they required. Developing this work further we aim to:

- Ensure 80% of patients have their Preferred Place of Care recorded on their Patient and Carer Assessment form
- That 60% of these patients achieve their preferred Place of Care
- Ensure 80% of patients have an advance care plan/patient and carer assessment in place

By working in partnership with the local hospital we aim to reduce avoidable hospital admissions for patients with long term health conditions.



Following the work undertaken in 2010/11 regarding pressure ulcer care and management we have identified that venous leg ulcer wounds constitute a significant proportion of community activity.

Current guidelines from the Royal College of Nursing (RCN) provide an established evidence base which supports that well managed care should result in venous leg ulcers healing within 12 to 24 weeks. We aim during 2011/12 to undertake a baseline assessment that compares our local healing rates with the RCN guidance.

We have developed these priorities through discussion with our clinicians and commissioners at Wirral PCT. The activities will largely be supported by the Commissioning for Quality and Innovation (CQUIN) scheme whereby up to 1.5% of Wirral Community NHS Trust's income is dependent on achievement of agreed objectives.

We will monitor these objectives regularly at the Trust Board and its subcommittees. In particular these include our Quality and Governance Committee, Finance and Performance Committee, Risk and Governance Group, Infection Control Group and Quality, Audit and Engagement Group.

## Section 2:

# Performance Overview 2010/11

Wirral Community NHS Trust have reviewed all of the data available on the quality of care in 2010/11, of these services the Trust Board agreed a comprehensive set of objectives and priorities for 2010-2011 that included a number of quality objectives. The key quality objectives include:

- Patient Safety
- Effectiveness of Care
- Patient Experience

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We can measure our performance against these following targets:

### Quality Targets 2010/11 Status

- × Target not met
- ! Target under review
- ✓ Target met



### Patient Safety

- ✓ Care Quality Commission Hygiene Code requirements - registered unconditionally
- ✓ An increase in the number of reported near miss medication incidents
- ✓ A multi agency review of Safeguarding undertaken by the Care Quality Commission and Ofsted (published 12 March 2011) rated health safeguarding systems and input into local safeguarding procedures as outstanding

## Effectiveness of care

! Pressure Ulcer Prevention :- An investigation into any pressure ulcers that are developed while patients are in our care

**We are working with all services who provide healthcare, to make sure that patients get the right access at the right time, with the right equipment that will prevent pressure ulcers from occurring.**

- ✓ Each clinical service undertakes a clinical audit which demonstrates that front line staff are engaging in a robust process to improve the quality of local health services. Whilst clinical guidelines are available to clinical staff in the organisation it is by conducting clinical audits that monitors if best practice is being adhered to.
- ✓ Patients with a long term medical condition who are in the end of life stage of the Wirral End of Life Pathway have been appropriately assessed within the last calendar month
- ✓ Patients with a long term condition are registered on the Liverpool Care Pathway at their time of death
- ✓ Implementing any National Institute for Clinical Excellence (NICE) guidance which applies to our services

## Patient Experience

! Implementation of patient experience

### Questionnaires

Paper based questionnaires were used in 15 of the patient experience exercises, with one service using an electronic questionnaire and one service conducting a telephone interview.

A standardised template for questionnaires was designed which ensured that the questions asked addressed the Picker Institute Quality Categories; this allowed the potential for a future comparison analysis of results between the services that used the standardised approach.

### Have your Say/ PALS data collection:

A requirement for our Community Contract was for the inclusion of public perception of Have your Say / Patient Advice & Liaison Service questions in any patient survey conducted.

### Monitoring data collection:

Ethnic, gender, age range and disability monitoring data was also collected by 14 of the Services as part of the patient experience process by using a template for the data collection

A total of 994 patients completed their ethnicity status with 98% recording ethnicity as White British. The Office for National Statistics estimates that 95.5% of the population of Wirral are from a White British origin. (Wirral's Joint Strategic Needs Assessment (2008/09).

When a questionnaire was used as an approach to patient experience each questionnaire included an option to request the information in other languages, although there were no requests for translated questionnaires during the collation period.

# Section 3: Review of 2010/11

## Patient Safety - Infection Prevention and Control

Successful infection prevention and control standards are essential to ensuring the safety of patients in our care, through avoiding healthcare associated infections as well as ensuring a positive patient experience.

We strive to ensure that all service users accessing healthcare and those members of staff providing healthcare do so in a safe and clean environment

During 2010/11 we undertook a self assessment against the Care Quality Commission Outcomes in relation to infection prevention and control and we were successfully registered with them without any conditions.

**We have developed a comprehensive assessment and audit process to ensure we remain fully compliant with the regulations and improve outcomes for all in contact with our services.**

### To support ongoing improvement we:

- Undertook investigations of community attributed MRSA Bacteraemia and Clostridium Difficile.
- Implemented World Health Organisation 5 Moments Hand Hygiene Campaign. All clinical staff are required to undergo hand hygiene training, and service users are actively encouraged to challenge staff if they are concerned that best practice is not being followed.
- Hosted a successful infection prevention and control educational event –which raised the profile of infection, prevention and control with our staff.
- Worked with the Community Dental Service to achieve full compliance with National Decontamination and Infection Prevention and Control Standards within the required timeframe



# Near miss medication error reporting

A 'near miss' incident is a patient safety incident that either had the potential to cause harm or was prevented from causing harm to one or more patients.

A near miss patient safety incident could be an incident that was prevented by action for example, by a colleague noticing a mistake was about to happen before the mistake was made.

As an organisation we have worked to become more safety-oriented by helping staff to identify errors and unsafe conditions before an incident occurs, and then putting systems and processes in place to ensure they do not occur in the future.

**In the last year we have reached our target of investigating 100% of all medication errors which have occurred within our services.**

## Effectiveness of Care

### Pressure Ulcer Prevention & Care

Pressure ulcers are areas of localised damage to the skin and/or underlying tissue usually over a bony area of the body, as a result of pressure. In order to improve quality of care provision and patient experience, pressure ulcers have been the focus of a Provider Services wide service improvement project for 2010/11.

The project aimed to improve the prevention of pressure ulcers for patients within our care, and to improve the care for those patients who developed an unavoidable pressure ulcer due to their deteriorating health.

**In the last year our staff have identified 100% of patients who were at risk of developing a pressure ulcer and assessed them all appropriately**



### Clinical audit

Clinical audit is a quality improvement process that seeks to improve patient care and outcomes through a review of care against explicit criteria and the implementation of change. Aspects of the structure, processes, and outcomes of care are selected and thoroughly evaluated against the criteria.

Where indicated, changes are implemented at an individual, team or service level and further monitoring is used to confirm improvements in healthcare delivery.

As an organisation we are committed to raising the profile of clinical audit across the Trust, by demonstrating a culture of enthusiasm for the monitoring and continuous improvement of the quality of services provided to our patients.

Our internal review systems for clinical audit are robust and becoming well established.

**In 2010/2011 we met our target of 21 clinical audits for our organisation**

## Section 3 Continued...

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**Our audit activity for 2010/2011 has included measuring best practice statements from the following bodies:**

- National Institute for Clinical Excellence (NICE)
- Royal College of Nursing
- Department of Health National Standards
- European Standards of Care for example. wound care
- Professional Bodies for Allied Health Professionals
- World Health Organisation
- National Patient Safety Agency
- Nursing and Midwifery Council

### **End of Life Care**

**Caring for those approaching the end of their life is one of the most important and rewarding areas of patient care.**

Although it is challenging and emotionally demanding, it can also be immensely satisfying. However, many health staff have had insufficient training in identifying those who are approaching the end of their life, in communicating with them or in delivering optimal care.

To address this, in the last year we have undertaken a major workforce development initiative including the provision of communication skills training and other programmes based on the competences needed by different staff groups to provide the right end of life care and support to both our patients and their families.

This will ensure that each person approaching the end of their life receives the right care at the right time.

**During the last year 98% of our patients nearing the end of their life were appropriately assessed for the care they required.**

# Patient Experience

## Patient Experience Surveys

The involvement of patients, carers and the public in health decision-making is at the heart of the modern NHS.

Effective Patient and Public Involvement enables the organisation to focus thoroughly on improving the quality of care,

The overall aim is to provide a patient-led healthcare service which facilitates the translation of patient feedback into real improvements.

A variety of methods were used to collect patient and public feedback about the services provided by us during 2010, including questionnaires, telephone interviews, focus groups and patient and carer interviews.

The results of the patient and public involvement for all services were very positive with excellent patient feedback gained.



Where shortfalls in patient expectations were identified, each Service has developed an action plan to address specific issues.

The overall results of the patient surveys have shown that patient and public satisfaction ranged between 91% and 99%.

**"It happens quite quickly....I was diagnosed and within a couple of weeks you know phone calls and letters start arriving, which was great."**

(Dietetics Service)

**"It was trying to get too much in at once at some stages. You were overwhelmed sometimes with stuff that they were firing at you... It was well structured, but sometimes it was fired at you a bit quick."**

(Dietetics Service)

## Learning from Experience

The Trust Board have read the Robert Francis Report into Mid-Staffordshire NHS Trust and are fully aware that it is the role of the Trust Board to remain eternally vigilant and relentless in the pursuit of better quality care. The Trust Board have reviewed the standards, governance and performance of the Organisation and are assured of the quality and safety of the services we provide.

Our Commissioners (NHS Wirral) and the Strategic Health Authority have also reviewed our standards, governance and performance against the recommendations in the Robert Francis Report and are assured of the quality and safety of the services we provide.

# Section 4:

# Innovation in service delivery

## Commissioning for Quality and Innovation

A proportion of our income in 2010/11 was conditional on us achieving quality improvement and innovation goals agreed with the NHS Wirral Quality Commissioning team through the Commissioning for Quality and Innovation payment framework, known as CQUIN.

The CQUIN payment framework makes a proportion of providers' income conditional on quality and innovation. Its aim is to support the vision set out in High Quality Care for All of an NHS where quality is at the heart of the organisation.

In 2010/11, we met all of our CQUIN requirements and achieved the conditional income.

## Productive Leader

During the last year we have introduced the principles of The Productive Series from the NHS Institute for Innovation and Improvement into the way we work.

The Productive Series supports NHS teams to redesign and streamline the way they manage and work. This helps achieve both significant and lasting improvements, by releasing time to care which supports our clinical staff to give extra time that they give to patients, as well as improving the quality of care delivered and reducing costs.

The key to the success of The Productive Series is that improvements are driven by staff themselves, by empowering them to ask difficult questions about practice and to make positive changes to the way they work. The process promotes a continuous improvement culture leading to real savings in materials, reducing waste and vastly improving staff morale.

# Section 5: Quality Assurance of the services we deliver

**"All the staff are lovely. Don't know what I would do without them"**

Patient response during Frontline Focus

**"The patient said she had been a little worried when she knew a male Continence Nurse was visiting, but that the staff member made her feel very at ease and not as embarrassed as she thought she might feel"**



## Internal regulation through Frontline Focus

As an organisation we are committed to ensuring the safety and quality of care delivered to our patients. To do this we need to understand the process of a patient visit. The way we do this is through Frontline Focus.

Frontline Focus is not a new concept. Many businesses and organisations have long seen the value of going 'back to the floor' and finding out for themselves what quality and patient safety related problems frontline staff face on a daily basis. In Lean methodology, which has been increasingly applied to healthcare settings in recent years, it is known as 'gemba', which roughly translates as 'the place where the truth can be found'.

## Frontline Focus in 2010 has:

- Given the organisation examples of excellent practice being carried out by our staff
- Gathered evidence on key quality issues for our services without using any additional clinical time to gather the data
- Helped the organisation to make improvements to key procedures and documentation to prevent medication errors
- Helped the organisation to identify and prioritise actions to improve quality, encourage reporting of issues, errors and near misses and to promote a culture of quality and patient safety

# Section 5

## Continued...

### External Regulation

Health regulators exist to ensure NHS Trusts continue to provide a high level of service.

The Care Quality Commission (CQC) regulates all health and adult social care services in England, including those provided by the NHS, local authorities, private companies or voluntary organisations.

The CQC makes sure that essential common quality standards are being met where care is provided, from hospitals to private care homes. It has a wide range of enforcement powers to take action on behalf of people who use services if services are unacceptably poor.

Our organisation is required to register with the CQC. Its current registration status is that our application has been accepted following a declaration of full compliance. The organisation has no conditions on registration.

We are subject to periodic reviews by the CQC but none have so far taken place. The organisation has not participated in any special reviews or investigations by the CQC during 2010/11.

### Information Governance

Information Governance contains a set of standards that the NHS must follow to make sure that it carries out its duty to maintain full and accurate records of the care provided and keep those records confidential, secure and accurate.

Wirral Community NHS Trust recognises the importance of reliable information, both in terms of day to day service provision at an individual level and the efficient overall management of services and resources. Information Governance is the recognized framework for assuring quality in the handling of information in a confidential and secure manner.

Good Information Governance practice ensures that appropriate policies, procedures and management accountability are in place to safeguard appropriate collection, storage and use of, corporate, patient and personal information. Evidence in this regard is assessed via the Information Governance Toolkit as developed by Connecting for Health.

NHS Wirral Provider Services was pleased to achieve green status for the March 2011 submission with an overall score of 70 %. Of the 21 essential requirements, all of them scored 2 and above out of a possible 3, with 2 areas scoring a maximum 3.

As NHS Wirral Provider Services our services collected and held patient information to help ensure that patients were provided with the best possible care. The safety of all patient information collected by our services is now the responsibility of Wirral Community NHS Trust. We understand the importance of keeping patient information secure and confidential and all staff employed by Wirral Community NHS Trust are committed to ensuring that the responsible collection and holding of patient information is a priority.

**"We have completed our assessment of your application. We have decided to register you to carry on the regulated activity"**

The Care Quality Commission (2011)

# Section 6: Comments, Concerns, Compliments & Complaints

Each complaint received has been analysed and assigned a theme related to the Picker Institute dimensions in order to show patterns or trends of the data.

By listening to feedback, learning from people's concerns and providing a positive patient experience, we can reduce the number of formal complaints we receive. Complaints have been shown to focus on the following themes:

- Aspects of clinical treatment – e.g. investigations not undertaken, medication not prescribed and coordination of care
- Information/communication – e.g. staff attitude, personal information being discussed in a public area, arriving for appointment to be advised appointment cancelled.
- Waiting times

NHS Wirral Provider Services received 290 written compliments in comparison to 56 written complaints in 2010-2011

## Compliments

We received 290 written compliments in 2010/11. This feedback is very much welcomed and is a positive reflection of the wide range of community health services we provide.

**NHS Wirral Provider Services received 290 written compliments in comparison to 56 written complaints in 2010-2011**

## Our goal for 2011/12

To improve patient feedback through the implementation of our patient experience service and to continue to respond to all complaints received within agreed timescales.

## Complaints

There were 56 written complaints received in 2010/11, compared with 50 in 2009/10. Of the 56 received all were acknowledged within 3 working days and 88% of these were responded to within the time scale agreed with the complainant.

During 2010/11 there were no formal investigations by the Health Service Ombudsman in relation to our organisation.

Lessons learned and actions taken by us following complaints investigated have been reported to the Board throughout 2010/11. Some of the changes and improvements made across the local health economy include:

- Team leaders to work with teams to address development needs with regards to communication skills.
- Review pathway for following up test results.
- Processes reviewed to ensure patient receives clear information.
- Review of methods to identify when appointments are likely to be delayed and of ways to inform service users

Detailed information with regards to complaints received by the Organisation is collated in an Annual Report as part of Regulation 18 of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and is available to any person on request.

# Section 7:

## Bringing high quality services closer to patients

**We are on course for building a modern, purpose-built health centre fit for the 21st century, right in the heart of your community and with health services tailored to your needs.**

The St Catherine's site started life in 1861 at the Birkenhead Union Workhouse, housing 500 people. In 1866 the site was developed to include a workhouse hospital on the south of the site. From 1911-1913 the original workhouse hospital was replaced by two new hospital pavilions and an administration block. The majority of the buildings are over 100 years old.

The old Victorian buildings are no longer suitable for patients' changing needs. They will be replaced by a single, modern building in the centre of an attractive landscaped site, with a Pharmacy and Community Resource Centre. The new building will combine the current facilities at St Catherine's with new services fit for the future.

**"Location was handy, lived near by...Size excellent"**

(Heart Support)

**Below is an artist impression of how St Catherine's will look upon completion during 2012.**



# Section 8: Objectives

## for 2011/2012

Targets and objectives for 2011/12 have been agreed in collaboration with Commissioners at NHS Wirral and other Commissioners of services.

The activities will largely be supported under the CQUIN (Commissioning for Quality and Innovation) scheme whereby up to 1.5% of our income is dependent on achievement of agreed objectives.

### 2011/12 Quality Objectives

#### Patient Safety

We will be working to increase the number of prevented patient safety incidents (near misses) reported by our staff.

Routine reporting and analysis of near misses presents a real opportunity for us to learn and adapt prior to an error being made or an accident happening. Promoting a pro-active safety culture within Wirral Community NHS Trust is a top priority for us and we will increase reporting in relation to prevented patient safety incidents through simplifying our reporting processes and providing a variety of ways via which staff can do so.

#### Safety Express

Wirral Community NHS Trust is part of a local Safety Express Programme. We have representatives from across the Organisation who work with partner agencies as part of this national improvement programme, which aims to achieve significant reductions in four main areas:

- Pressure ulcers
- Serious harm from falls
- Catheter acquired urinary tract infections
- Venous Thrombembolism (VTE)

As an Organisation we are committed to improving patient safety and our involvement in this programme will help our clinical teams deliver safer care.

#### Infection Prevention and Control

Reduction in the number of incidents of Healthcare Acquired Infections (HCAIs) is both a priority and a key objective for Wirral Community NHS Trust.

We will continue to improve standards around infection prevention and control in 2011/12 by:

- Ongoing review and improvement of our infection prevention and control programmes
- Establishing and maintaining effective leadership across community services via infection control champions
- Implementation of electronic database (INCA) to monitor compliance with Essential steps to safe clean care
- Participating in World Health Organisation Global Hand Hygiene Day
- Undertaking a service user led review of Infection Control Standards
- Working collaboratively with our health and social care partners across the health economy

#### Safeguarding

We will continue to work with partner agencies to ensure that appropriate action is taken to respond to allegations of abuse or neglect in relation to children or adults.

We will measure effectiveness of training delivered via audit and update training packages to reflect best practice and updated legislation.

## Section 8

# Continued...

### Effectiveness of Care

#### End of Life Care

We will be working to increase the number of patients who are receiving end of life care who have their Preferred Place of Care (PPOC) recorded on a Patient and Carer Assessment (PACA) form and ensure that wherever possible this is achieved.

We will also be increasing the number of patients who have an advance care plan / patient and carer assessment completed when they are seen as part of their end of life care.

#### Preventing unnecessary admissions to hospital

We will be working to reduce the number of unplanned admissions to hospital for patients who are referred into our Integrated Care at Home Multidisciplinary Teams so that care can be delivered closer to home for our patients. This programme of work will give Wirral residents more choice and control over where they access health services and ensure they receive safe and effective care out of hospital.

#### Leg ulcers

We are going to benchmark and improve on the healing rates for patients with leg ulcers under the care of the Community Trust by aiming to heal leg ulcers within the national recommendations of between 12 to 24 weeks.

### Productivity

#### Productive Community Services

We will be working closely with community staff to implement the Productive Community Services, which aims to support community teams to improve patient services, ultimately providing a better standard of care and patient experience.

# Patient Experience

Three methods of collecting patient feedback for all of the patient facing services in Wirral Community NHS Trust will be used in 2011-12.

The methods will be:

- A Patient Survey using a standardised questionnaire for all services
- Gaining patient and carer feedback by conducting a focus group or individual interviews with patients and carers and reviewing their experiences and stories
- Initiatives to promote each Service within the wider population which will involve engagement with hard to reach groups that are specifically relevant to each services field of practice.

Data collection and reporting will be collected throughout the year and reported in a quarterly report with trends identified and action plans completed within set timescales.

The Patient Experience Service for Wirral Community NHS Trust has been developed to give service users and their representatives a mechanism to offer feedback about their experiences of care.

**"Need better signs, I couldn't find the place"**

(DVT Service)

**"The nurses check that you understand"**

( DVT Service)

Service users are offered the opportunity to make comments and compliments and to raise informal concerns to the Patient Experience Service; this can be by telephone, email or post.

This feedback is an essential part of the monitoring of patient experience and will form the basis for developing service improvements in the future in NHS Wirral Community Trust.

Another development will be for NHS Wirral Community Trust to promote the use of NHS Choices by patients, carers and the public as a medium for encouraging patient feedback to the organisation.

If you would like to comment on any of our services you can contact our Patient Experience Officer on free phone 0800 694 5530 or by email [patient.experience@wirralct.nhs.uk](mailto:patient.experience@wirralct.nhs.uk).

## Section 9:

# Statement from Wirral LINKS

Wirral LINK appreciated the opportunity to comment on Wirral Community NHS Trust Quality Accounts 2010/2011. The LINK is aware of the timescales imposed upon the Trust in relation to these Accounts this year. However, in future years, would recommend and appreciate ongoing dialogue through the year, to ensure an informed response can be provided.

Unfortunately due to the very short timescale given for response, the Wirral LINK is unable to make an informed contribution on these accounts but looks forward to working with the Trust over the coming year on its Quality Accounts for 2011-2012.



# Section 10:

## Statement from **NHS Wirral** the commissioning **PCT**

As lead commissioner, NHS Wirral is committed to commissioning high quality services from Wirral Community Trust and we take very seriously our responsibility to ensure that patients' needs are met by the provision of safe, high quality services and that the views and expectations of patients and the public are listened to and acted upon. The Quality Account, in our opinion, accurately reflects quality performance in 2010/11 and highlights future priorities agreed with NHS Wirral for 2011/12.

We are reassured that the Trust Board has reviewed service risks against the recommendations in the Francis report into Mid Staffordshire Trust. We are also pleased to note the robust quality assurance processes that the Board has in place for 2011/12 with the establishment of a Quality and Governance Committee chaired by a Non-Executive Director.

We are pleased that the Trust is participating with the rest of the Wirral Health Economy to the National Safety Express Collaborative. We welcome the increased focus on preventing pressure ulcers, falls and catheter-associated urinary tract infections and would encourage the Trust to continue to actively participate in this excellent work.

We have been encouraged by the focus given to capturing and acting upon real time patient experience feedback in 2010/11 and would expect to see innovative approaches further refined during 2011/12, in particular embedding the use of 'Experience-Based Design' in service developments .

# Section 10 Continued...

The Trust is to be congratulated on achieving the local CQUIN scheme for 2010/11 with the resultant improvements in preventing pressure ulcers, improving End of Life Care and capturing meaningful patient experience feedback.

We fully support the Trust wishing to promote a pro-active safety culture through increasing the number of 'near misses' reported by staff in 2011/12 and ensuring that lessons are learnt to prevent recurrence.

We are looking forward to seeing the impact of the local CQUIN goals that have been included in the contract for 2011/12 for improved healing rates for leg ulcers and more patients at the end of life achieving their preferred place of care. We wish to see an increase in patients with long term conditions effectively managed in the community and a reduction in avoidable hospital admissions. We have supported the Community Trust through a local CQUIN payment to achieve this improvement in 2011/12.

We are reassured to see from this Quality Account the high profile given to continuous quality improvement in Wirral Community Trust. NHS Wirral looks forward to continuing to work in partnership with the Trust to assure the quality of services commissioned in 2011/12.



A handwritten signature in blue ink that reads "Kathy Doran".

**Kathy Doran,**

**Chief Executive,**

**NHS Cheshire, Warrington and Wirral**

## Section 11:

Statement  
from

# Chief Executive of Wirral Council

**I welcome this opportunity to comment on the inaugural Quality Account produced by Wirral Community NHS Trust for 2010/2011.**

This year has seen significant change within the NHS including the formation of Wirral Community NHS Trust which continues to deliver quality care for those using its services.

To the best of my knowledge the Quality Account is a true and accurate reflection of the progress made in 2010/2011 against identified quality standards.

Wirral Council is committed to working in partnership with Wirral Community NHS Trust and other health partners in the provision of quality services to the local community.



A handwritten signature in black ink, appearing to be 'J. Wilkie', written over a faint, illegible background.

**J Wilkie**

**Chief Executive**

**If you would like to provide feedback about any of our services or if you would like to find out more about the services that we offer please contact our Patient Experience Officer on 0151 514 6311, or free phone 0800 694 5530 or by email [patient.experience@wirralct.nhs.uk](mailto:patient.experience@wirralct.nhs.uk).**



If you would like a copy in another format, such as Braille, large print, audio cassette or CD, or in another language, please contact us on freephone 0800 694 5530 or email [patient.experience@wirralct.nhs.uk](mailto:patient.experience@wirralct.nhs.uk)

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(Arabic)

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(Urdu)