

Healthwatch Richmond welcomes this year's Quality Report from Kingston Hospital Foundation Trust (KHFT).

Throughout the document it is difficult to identify whether the Trust had met its targets in respect of last year's Quality Priorities as measurable targets and changes are not clearly presented. The Trust should take steps where possible and meaningful to provide measures and comparisons in its Quality Accounts to demonstrate its achievements.

We are pleased to see the extensive work carried out in the Trust's Dementia Strategy including enhanced training provision and the dementia-friendly improvements in recent refurbishments.

We also welcome the various improvements that have been made for example to the Emergency Department and note the reported decrease in the numbers of formal complaints and PALS contacts made by patients. Unfortunately no measures are given for these so it is unclear how significant an improvement this is. In addition the report that we read did not include details covering the Royal Eye Unit Emergency Department.

It is good that the additional mental health training that has been undertaken by staff but it is unclear whether the Trust has met its own targets for the numbers of staff trained and the timeliness/quality of referrals to psychiatric liaison. We would also encourage the Trust to provide an update on the engagement carried out with patients with mental health conditions.

With regards to the implementation of E-prescribing and Electronic Clinical Records in Outpatients a 6 month pilot was carried out but the Trust have not explained why they were unable to create fully electronic records, nor how they plan to address this going forward.

The number of E Coli cases apportioned to the Trust appears to have risen significantly, without any acknowledgement or explanation from the 11 reported in the last Quality Account for all of 2016/17, to 18 reported for just half of 2017/18. Neither the total number nor any explanation were provided in the version that we saw for this apparent increase.

Insufficient detail regarding specific actions and targets is often a feature of Quality Priorities for 2018/19. We hope that this is improved in the final Account.

We are pleased that the Trust are focusing on preventing unnecessary delays for patients receiving inpatient care. However, the report does not specify how the Trust will practically go about reducing delays nor what their actual targets are.

Similarly whilst we welcome the Trust's desire to increase the number of patients receiving day surgery, the report does not explain how this will be achieved or how change will be measured.

The rise in staff experiencing discrimination at work (12%, 2015, to 17%, 2017) is a concern but it is good that the Trust have recognised, committed to actions to improve this, and provided measures that can demonstrate change as a result.

Healthwatch Richmond is pleased to read of all the other achievements the Trust has made over the last year in addition to their key priorities but we are disappointed that we are unable to quantify the Trust's achievement.