

The Quality Account is a fair and transparent account of Kingston Hospital and clearly details where the Trust's successes and failures have been, with comparisons to performance nationally against other Trusts.

The Trust has been open in presenting its failure to meet the targets for reducing patient falls, suffering an increase on the previous year's analysis. We are pleased to see that this has been prioritised for the coming year, with a clear strategy for improvements. The Trust are clearly committed to providing resources in this area, and we look forward to seeing a reduction over the next year to achieve the target set.

We appreciate the difficulties faced by the Trust in reaching the target of reducing *C.diff*. Despite not meeting this target, the rationale for this is clearly explained. It is encouraging that there has been a reduction in cases over the final four months and that a lot of work has been put in to reduce the number of cases, with commitment to continuing this in the next year. We are pleased to see that Kingston Hospital has expanded its future priority into reducing other Hospital Acquired Infections as this was something we had requested in our feedback.

We welcome the honesty and transparency shown by the Trust in identifying the link between engaging with staff and the quality of care. It is of concern that staff rated the Trust below average in scores for motivation and satisfaction, work pressure and bullying. However we were pleased to see that the coming year will see a continuation of the improvements made this year, although we would have liked to see this more explicitly incorporated into a future priority. With only a partially achieved waiting times target, we were happy to see the Trust's ongoing commitment to make overall improvements to the outpatient clinics.

The Account shows that a number of last year's priorities were not met. It also describes additional improvements that impact positively on quality, but were not directly related to achieving targets set last year. The good results in these areas should make the Trust's services more accessible and demonstrate the Trust's commitment to improving standards of care and the values placed on patient, public and staff opinions.

The Trust's commitment to improving services for dementia patients is encouraging and we look forward to witnessing the transformation across services. However, we would like to see better outlines for targets of the other future priorities; whilst we acknowledge the importance of improving experiences of hospital food, there is little to indicate the actions which will be taken to ensure this priority is tackled, beyond the mention of the dining companion programme.

We support the dedication to working in partnership with patients and the local community. There is however a lack of clarity on how this priority will be measured beyond the volunteers' forum which would not be sufficient by itself. Our experience of Kingston Hospital's patient and public involvement so far has demonstrated challenges; it would be beneficial to experience improvements in timely communication with the trusts stakeholders. Nevertheless, along with other local Healthwatch, we are keen to assist in achieving greater public involvement as it develops as a Foundation Trust.

