

## Commentary on Kingston Hospital NHS Foundation Trust Quality Accounts 2014-2015

Healthwatch Richmond considers the Trust's quality account to be an accurate account of Kingston Hospital and clearly details the successes and failures at achieving targets for quality over the past year. A great deal of effort appears to have gone into improving service standards within the Trust and the commitment to improve them further is welcomed. The Trust has been candid in admitting failures to meet their targets and have provided clear reasons why these targets were missed.

We welcome the achievements in reducing falls as well as hospital acquired infections and it is encouraging to see that the Trust is taking steps to reduce the cause of *E.coli* infections. We were impressed with the Trust's approach to, and the progress made on, increasing patient involvement and engaging volunteers; although we would have appreciated seeing the results of the baseline measure on the impact of volunteering on patient experience in the quality account. We found it positive that the Trust has made improvements in the experience of patient carers, and we welcome a continuing increase in carer engagement, involvement and feedback levels in 2015/16. However, we found that there was very little information on the Trust's failure to provide a carers' hub or whether this will be a continuing target for the upcoming year. Additionally, we noticed that the written patient feedback comments are only analysed quarterly, and question why this is not more frequent (i.e. monthly), particularly considering that the "you said, we did" communications is monthly. More frequent analysis would be more timely and responsive to any "live" issues that arise.

The Trust is to be congratulated on winning the dementia care award, its approach to the volunteer programme, and on the success of the stroke audit. The target to make the hospital dementia friendly was ambitious and it is encouraging to see the steps that have been taken to ensure that this target will be achieved. We are pleased to see that the second year of the dementia strategy is a focus for 2015/16 and hope to see continual improvements in making the hospital more dementia friendly. We welcome the priority for reducing rate of harm to patients with dementia, but feel that the target (a reduction of 10%) could be more ambitious.

We found it concerning that the target for the safe surgery for the elderly was not met. It is not clear why this target had not been met and it is also unclear what recommendations the Trust will be focusing on to ensure this target is achieved. We also note that this target, despite not being achieved, is not part of the quality priorities for the coming year and we would wish to know how the Trust will ensure that this target is achieved in 2015/16.

We welcome the Trust's engagement with Healthwatch: several of Healthwatch Kingston's recommendations have been implemented. We are also pleased to see one recommendation - on seven day services - reflected as a priority for 2015/16. In this context, it would be useful to see the summary data of current weekday and weekend mortality in the quality account as a baseline.

We note that the Trust has prioritised staff appraisal for the coming year, but we would welcome a higher target than the current 95%, as this is the actual performance in 2014/15. Similarly the target for mandatory training should be increased. Finally we welcome the priority on administration, although we feel there should be a further tier of targets to ensure that 100% of letters and discharge summaries are sent within 14 working days.

Overall we were pleased with the Trust's achievements over the past year. We support their aims for the coming 12 months and support achieving any missed targets from the 2014/15 period over the next year.

