



**The Medway LINK Response to
Kent and Medway NHS and Social Care Partnership Trust
Quality Account 2009 / 2010**

The Medway LINK would like to thank Kent and Medway NHS and Social Care Partnership Trust for the opportunity to comment on their Quality Account. The LINK has assembled information from a range of sources to inform its response using qualitative and quantitative data and academic input from the Centre for Health and Social Care Research at Canterbury Christ Church University.

This response covers the four key areas that the Quality Account is designed to address.

1. Aiding public understanding

The document is well presented with the contents page allowing the reader to access the user friendly information quickly. Having the statistics in the Appendices allows the reader to concentrate on the stories being told. The example of the Trusts work with 'Improving and Involving' at the beginning gives the reader quick insight into the projects the Trusts has undertaken. It should be noted however that whilst most acronyms have been spelt out there still remains a few that have not eg PCC, PCCI.

2. Improvements made

From the report it is obvious that the Trust has worked hard to improve its delivery of services, however the lack of baseline information makes it difficult for the reader to quantify the improvements or changes made. A prime example of this is the comparison of Trust results of the Patient Experience Survey against the national results which are not detailed resulting in phrases such as 'same or less positive' becoming meaningless. References to HoNoS and QPI have very little meaning to the lay reader without an explanation of what they are. Also providing no figures does not allow the reader to make a judgement on quality. Generally it was felt that the Trust had provided a list of activities rather than measurable targets.

3. Priorities for 2010 / 11

Though there is an explanation of the Trusts future intentions, they do not describe how they intend to carry these out or measure them as they have not indicated measurable targets or timescales. The lay reader would also be unsure as to what Health of the National outcome scales and 'Never Events' are and again further explanation is required.

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4. Who has been involved in the preparation of the Quality Account

Though the Trust has used input from service users and carers the use of acronyms does not make this clear. They state that they have engaged with service users to decide on their future priorities however these priorities differ somewhat to those expressed to the LINK whilst undertaking interviews and conducting focus groups. The key issues expressed by interviewees were; more care for carers, improved attitude and understanding from staff, more user engagement, non mental health staff having better awareness of mental health issues and more advocates being available.

For and on behalf of Medway LINK

A handwritten signature in black ink, appearing to read 'David Harris', written in a cursive style.

David Harris – Facilitator
Medway LINK Coordinating Team