Quality Account

2011/2012

Easy Read Version

If you would like to contact us about this report, or would like more copies, you can call us on **0191 223 2987** or email us at **communications@ntw.nhs.uk**.

We would like to hear from you if you have any ideas on how we can make the Quality Account better next year.

Northumberland, Tyne and Wear NHS Foundation Trust write a report every year about how well it is doing. This is called a Quality Account.

Quality Accounts help us to see what we are good at and what we need to do better.

Quality Accounts:

- Are documents which National Health Services write to let people know how well they are doing.

- Show what changes have been made to make things better for patients.

- Show what changes need to be done to make things better for patients.

- Have lots of information to make sure the Trust is doing what it has to do.

- Are written every year.

- Are checked by people who do not work in the Trust to make sure the information is right.

Northumberland, Tyne and Wear NHS Foundation Trust is a very big Trust. It works with lots of different people who need different things to help them. It works in lots of different places across the North East of England.

Quality Goals

Northumberland, Tyne and Wear NHS Foundation Trust has asked people who use services, carers, staff and other people we work with what we need to do better. These are called Quality Goals. We have 3 main Quality Goals.

Quality Goal 1

To reduce incidents of harm to patients - this is about keeping patients safe.

Patients who have just left hospital or who are not on a ward can be more at risk of something bad happening to them.

To stop this happening the Trust:

- Is trying to make sure people are safe when they have **leave** from the hospital.

- Is using **assessments** called a **risk assessment** and **care plans**. These are supposed to be checked every 6 months and we need to do more work to check this happens.

Quality Goal 1

GPs need information about how to help patients as soon as possible so they know what they need to do for them.

The Trust is planning to:

- give GPs a copy of the **care plan** within 7 days of the patient leaving hospital.

- give GPs a copy of the **discharge summary** within 24 hours.

Quality Goal 2

To improve the way we work with patients and carers.

We are doing this by:

- Giving patients more to choose from for their meals.

- Making sure people are seen within 18 weeks by a Multi Disciplinary Team - we still have some more work to do to achieve this for all of our services.

- Asking patients what is important for them and putting it in their care.

Plan

- Making sure there are more things to do on the wards in the evening and at weekends.

- Asking families and friends what support they need.

Quality Goal 3

Make sure the right services are in the right place at the right time for the right person.

We are doing this by:

- Making it easier to be seen if you are an adult and really need our help.

- Making our assessments better. This way we can find out what help patients need faster.

- Making sure our staff have the right training to help you when you need it.

- Improving how well we do things when looking after patients.

Quality Goals

We need to do some more work on the Quality Goals to make sure that our services keep getting better.

Some of the things we will be looking at are:

- Making our community services better so more patients can be looked after at home.

- Using a system called 'Points of You' to ask you what you think about our services.

- Trying to reduce the number of complaints we receive by making sure our services are exactly what you need.

What do you think?

Quality Accounts

Northumberland, Tyne and Wear NHS Foundation Trust also has to say how well they are doing with some other measures which all Trusts have to talk about, for example, Care Quality Commission and Monitor. These are talked about in the full document.

We asked local people who are interested in the NHS, and the council, to look at what we said in the Quality Accounts, and they were happy to agree with what has been said.

Glossary (meanings of words used in this document)

Word or Phrase	Meaning
Assessment	The questions we have to ask you to find the information we need about your health and care needs. We need this information to identify the help and support you need.
Care Plan	A care plan records the help and support you need and how you will get that help and support. It also records who will provide that care. This is to make sure that you and everyone involved in your care knows what is happening.
Care Quality Commission	The Care Quality Commission (CQC) checks out health and adult social care in England. They want to make sure that better care is provided for everyone. The CQC checks out the care in hospitals, care homes or even in peoples own homes.
Community Mental Health Team	A team is made up of a number of health professionals. The team provides an assessment and treatment service for people who are having difficulty with their mental health.

Word or Phrase	Meaning
Discharge Summary	The information given to your G.P. describing how your care should be managed after your discharge. Your G.P. will also be given information on who to contact if they need to discuss any part of the care you have received.
Leave	This is when a patient leaves the hospital for some time.
Monitor	This is the independent regulator of Foundation Trusts. Monitor will decide if NHS Trusts can become Foundation Trusts. Monitor check Foundation Trusts regularly to make sure they are well run.
Multi Disciplinary Team	A team made up of all the professionals involved in your care.
Points of You	This is one of the ways used to find out what patients and carers think about the care and treatment they receive from the Trust. Patient areas have cards and suggestion boxes in them. People can tell us what they think about the service without having to give their name.
Risk Assessment	A risk assessment is part of your Care Plan. It tells us what we have to do to keep you and other people safe and well.