

4th April 2014

Quality Directorate  
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Dear Colleagues,

**Re. Consultation with Overview and Scrutiny Committees (OSC) on CNWL DRAFT Quality Account 2013-14**

Firstly, we would like to take this opportunity to thank those that have contributed and helped us shape our draft Quality Account this year.

Please find attached to this letter CNWL's draft Quality Account 2013-14 for 30-day consultation.

As you will be aware, all NHS providers have had a legal duty to publish an annual Quality Account since June 2010, and are required to publish the *draft* version for a 30-day formal consultation to various groups, including OSCs, commissioners and local Healthwatch.

This marks the start of that 30-day consultation, which runs from **Fri, 5 April – Mon, 5 May 2014**.

OSCs have a role in the external assurance of Quality Accounts through formal consultation. We have included in this letter (embedded below) guidance for OSCs published by the Department of Health in 2010 which sets out what your role is in assuring our Quality Account.



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Commissioning PCTs 1

We welcome and encourage your feedback on our *draft* Quality Account 2013-14.

There are some points to note when reviewing this document:

- § In Part 1, KPMG, our external auditors, still need to publish their statement of assurance based on audit findings (due in May 2014);
- § The document has fairly set sections as laid out by the NHS Foundation Trust Annual Reporting Manual 2013/14, and the format and page numbers will all change once incorporated into the Trust's full annual report;
- § Where possible we have published quarter 4 or year-end data, but in some cases this data was not available at the time of the start of this consultation, and will be updated in the final version; where we have early indication of quarter four/year-end data this is stated.
- § Borough by borough breakdown of data is available for the performance on the current and historic Quality Account Priorities;
- § An EASYREAD version of the Annual Report (within which the Quality Account is incorporated) will be produced once the final Quality Account has been signed off in May 2014.

## Your Formal Statement

We would be grateful if you would send your responses to the draft Quality Account 2013-14 to us using the consultation response form embedded below.



QA FEEDBACK FORM  
for Commissioners.do

### Please note:

- Your statement has a word limit of **1000 words** as set out in the NHS (Quality Accounts) Amendment Regulations 2011.
- It will be **published verbatim** at the back of the Quality Account. Therefore, please do not refer to specific page or section numbers as these will change when the document is incorporated into our annual report and will no longer make sense
- For your statement, consider the following prompts (as per the guidance):

**Does the Trust's Quality Account provide a balanced report on quality of services?**

**Is the information presented in the Quality Account an accurate reflection of the Trust's performance on quality?**

**Are there any important issues missed in the Quality Account?**

**Has the provider demonstrated they have involved patients and the public in the production of the Quality Account? and**

**Is the Quality Account clearly presented for patients and the public?**

**Deadline for responses: Mon, 5 May 2014**

Responses to: [matt.malherbe@nhs.net](mailto:matt.malherbe@nhs.net)

Finally, given your feedback, we will not be re-producing the attached draft Quality Account into a fully 'designed' and printed document as in years before. You, our patients, carers and public, have told us this document is too complex and lengthy for 'public consumption' (due to Department of Health and Monitor regulation requirements determining set sections and wordings). While this attached version will be submitted to Monitor, ***will we work to produce an easier-read, much summarised version of the Quality Account 2013-14 for printing and publishing.*** If you would like to be included in commenting on this draft version, in terms of format, readability, language etc., please let us know and we will happily consult with you on this.

Many thanks for your continued support and active engagement with us in the development of this year's Quality Account.

Please do not hesitate to contact us if you have any queries that we can help with on the following email address: [ela.pathak-sen@nhs.net](mailto:ela.pathak-sen@nhs.net).

Yours sincerely,

**Ela Pathak-Sen**  
**Associate Director for Quality & Service Improvement**

Distributed to:

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