

2nd April 2015

Quality Directorate
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Dear Colleagues,

Re. Consultation with Overview and Scrutiny Committees (OSC) on CNWL DRAFT Quality Account 2014-15

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 2014-15 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 consultation, which runs from **Thurs, 2 April – Wed, 6 May 2015**.

This year we are offering an earlier *initial* date of **Fri, 24 April** by which you can submit your initial statement, enabling us to respond and update/improve the document based on your feedback; and re-submit to you by *Thurs, 30 April 2015*. Your final statement is then due as planned on *Wed, 6 May 2015*.

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 2014-15.

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 2015)
- The document has set sections and requirements as laid out by the NHS Foundation Trust Annual Reporting Manual 2014-15, and the format and page numbers will all change once formatted and incorporated into the Trust's full annual report
- We have published quarter 4 or year-end data, but in some few cases this data was not available at the time of the start of this consultation (so month 11 or quarter 3 is used), and will be updated in the final version; these are not expected to greatly change the current data positions reported

- Borough and specialist service pages have been included highlighting patient/carer feedback, achievements and challenges; as well as borough breakdown of data for our current and historic Quality Priorities, and other performance indicators (e.g. Monitor targets)
- An EASYREAD version of the Quality Account will be produced once the final Quality Account has been signed off in May 2015, and published on NHS Choices in June 2015.

Your Statement

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):
 - *Do the priorities of the provider reflect the priorities of the local population;*
 - *Does the Quality Account provide a balanced report on quality of services;*
 - *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?*

As mentioned, to allow for response and amendments based on your initial statement, please respond by **Fri, 24 April 2015**.

Your final statement will be needed by **Wed, 6 May 2015**

Submission to: matt.malherbe@nhs.net

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.

Yours sincerely,

Ela Pathak-Sen

Associate Director for Quality & Service Improvement

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