

17 June 2011

North West London NHS Trust Quality Account 2010/2011

Response on behalf of the Health Social Care Scrutiny Sub-Committee
Harrow Council

The Health and Social Care Scrutiny Sub-Committee at Harrow Council welcome the opportunity to comment on the Trust's Quality Account. We look forward to keeping up to date on the progress against the priorities outlined in the Quality Account and how they are implemented over the course of the year.

The priorities identified in the 2011/12 Quality Account focus on patient experience, quality improvement and safety. The committee are also keen that whilst the priorities for 2010/11 are implemented, it is essential that the priorities set out for 2009/2010 (especially where there has been little progress such as patient experience) are still pursued. However, there is somewhat little evidence for the inclusion of priority number 3.

We welcome the 'Director Walk the Floor' programme as, along with connecting with frontline staff, this could also provide the opportunity to observe at first hand what patients experience and in turn Directors get a better idea of how to improve quality and safety. The committee feel that frontline staff would also benefit from 'Patient Stories' as well as Directors to support their work.

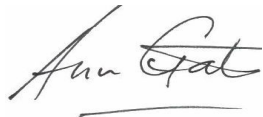
Given the increasing birth rate in proportion to the population and some of the challenges the hospital has faced that has been reported in the local press, the committee will continue to observe that standards are maintained as resources are stretched. The committee will also be keen to find out whether stage 2 of the UNICEF Baby Friendly standard is achieved which will be an excellent accomplishment. We also welcome the development of a multi-lingual DVD that details information on the maternity services and the multi-lingual parenting preparation classes which are being developed.

The committee will be interested in following up on how the Director of Nursing's quarterly report on progress of the various measures put in place to improve the number of complaints and the response times proceeds and whether improvements are made.

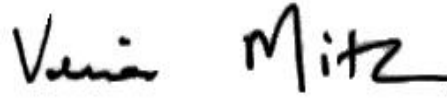
It will be important to ensure that the Quality Account maintains the ongoing dialogue and engagement with other patient and public groups and to ensure it is readable and accessible to all. The Quality Account in its current format is not the most accessible for patients and residents.

The Health and Social Care Scrutiny Sub-Committee welcomes further engagement with the Trust on its Quality Account and the implementation of the priorities throughout the year so that the process does not just become an

annual consultation response but an ongoing dialogue to support the quality of care for the residents of Harrow.



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