



Firstly, Wirral LINK appreciated the opportunity to comment on the Wirral University Teaching Hospital NHS Foundation Trust Quality Accounts 2009/2010. The LINK is aware of the timescales imposed upon the Trust in relation to these Accounts this year however, in future years, would recommend and appreciate ongoing involvement throughout the year, to ensure an informed response can be provided. We are pleased that this approach has already been commenced by the Trust, with the first meeting planned imminently to discuss next year's Quality Accounts process.

Overall, the LINK felt this document was clear, honest and transparent. Where problems existed, measures are being put in place to resolve matters. Although many of the scores and percentages given can be difficult to interpret from a lay perspective, they appear to measure favourable with recorded national averages.

The LINK have also identified the following key issues:-

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Statement: "What progress have we made?"

More detail on where these incidents have occurred would be helpful, or how many places that they have occurred would give some credence to the statement about reducing the incidence of MRSA.

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Statement: "Improved hospital acquired investigation methods are being trialled by staff in the Department of medicine for the Elderly"

It would have been helpful to understand what methods are to be adopted, and who will assess and monitor the results.

"A C Difficile Policy has been updated and is in the process of being agreed".

It would have been helpful to understand with whom this policy been agreed and how will the comprehensive programme be implemented?

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Although the LINK appreciates that the document is already quite comprehensive in content, however, it would have been useful to have sight of the "Quality of Life Questionnaires" and "Learning with Patients Questionnaire" as perhaps appendices to the main document.

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Wirral LINK are impressed with the work that has been undertaken so far to improve patient experience information collation and welcomes the Trust's co-operation in involving LINK as an independent organisation, in its key meetings in relation to patient flow, Dignity in Care, Mixed Sex Accommodation etc. This has also been helpful for the LINK's own workplan objectives.

Wirral LINK looks forward to continuing to work closely with the Trust over the coming year with regard to the Quality Accounts for 2010-2011 and developing its productive relationship with the Trust.

Wirral Local Involvement Network (LINK)