

13<sup>th</sup> April 2016

Quality Directorate  
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Dear Councillors and representatives,

**Re. Consultation with Overview and Scrutiny Committees/Health and Wellbeing Boards on CNWL DRAFT Quality Account 2015-16**

Firstly, we would like to take this opportunity to thank all those that have contributed and helped us shape our draft Quality Account and priorities planned for next year, either through attending our various consultation events or other means.

**Please find attached to this letter CNWL’s draft Quality Account 2015-16 for 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.

This marks the start of that consultation, which runs from **Wed, 13 April – Thu, 12 May 2016**.

Through discussions with you over recent years, we have put together the timetable to allow a two-step feedback process: First, to provide your initial statement to allow us to make changes to the document based on your feedback, and second, *your final statement*. Statements should be based on the key points below and have a **1000-word** limit both as recommended by the Regulation.

With your help, this process will hopefully result in a much improved document for all.

Activity	Completion date
<b>Consultation start</b>	<b>Wed, 13 April 2016</b>
Optional: Your informal feedback on suggested document changes	Any time before Thu, 28 April 2016
Revised draft Quality Account submitted to you	Thu, 5 May 2016
<b>Consultation close, and your final statements due</b>	<b>Thu, 12 May 2016</b>

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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We welcome and encourage your feedback on our draft Quality Account 2015-16.

There are some points to note when reviewing this document:

- ***This document is draft and will be re-formatted entirely by our design team to fit with the Trust's annual report. It is therefore just the content which is for consideration. Avoid reference page or section numbers as these will all change in the final version.***
- In Part 1, KPMG, our external auditors, still need to publish their statement of assurance based on audit findings (due in May 2016)
- The document has set sections and information requirements as laid out by the NHS Foundation Trust Annual Reporting Manual 2015-16
- Based on your feedback, this year there is a lighter focus on overall Trust performance, and we have developed our locality and specialist service pages to contain more of the detail, while conscious of not making the document overly lengthy. These are also still in draft.
- The document reports year-to-date data as standard: In previous years a few indicators reported performance as at 'Quarter 4', but this year we report all indicators as year-to-date, which aggregates performance across the quarters. This has been done to make data reporting consistent and easier to understand, and is explained in the document.
- At the start of the consultation in a few cases performance to month 11 is included, and these will be updated with performance to month 12 when available for the final version.
- An EASYREAD version of the Quality Account will be produced once the final Quality Account has been signed off in May 2016, and published on NHS Choices in June 2016.

## Your responses

**Your initial statement:** Please provide this any time before Thu, 28 April 2016.

Based on feedback the revised Quality Account will be re-issued for your final consideration.

**Your final formal statement for inclusion in the Quality Account:** Please provide this statement by Thu, 12 May 2016 (this has a 1000 max word limit).

The guide embedded above recommends the following points are covered in your final statement:

- ***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?***

Your statement has a word limit of **1000 words** as set out in the embedded guide which reflects the Regulations. **If this is exceeded we will write to you to ask that your statement is reduced in line with this.**

Your statement will be included **verbatim** within the Quality Account. Therefore it is not necessary to restate sections of information already presented in the document. Also, where possible 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 to the reader.

**Submission: Please email all feedback, whether informal comments or your final statement, to Chloe Vaziri at [c.vaziri@nhs.net](mailto:c.vaziri@nhs.net)**

Many thanks for your continued support and engagement with us in the development of this year's Quality Account. Please do not hesitate to contact us on the above email address if you have any queries.

Yours sincerely,

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

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