

Quality Account Summary

2016-2017



A report about the quality of our services



This report is about how we have met our quality goals over the last year from April 2016 to March 2017.

It is also about what we want to work on over the next year to make services better.

This is what we have worked on in the last year:

Priority 1 - Patient Experience - what people think of our services



We want patients and carers to be part of the way care is planned and given. We want the Trust to see and act quickly when care goes wrong. We want the trust to be open and honest with patients and carers.



Why did we want to do this?

We wanted to do this because patients must always be at the centre of what we do.



Did we do it? Even though we have done work on this, there is more work to do.

Priority 2 - Patient Safety - making sure everyone who uses our services is safe



We want to stop patients from getting worse when they use our service, as this can mean we have to send them to one of our main hospitals.



Why did we want to do this?

We wanted to do this, because we were not always acting quickly enough when a patient got worse.



Did we do it? Even though we have done work on this, there is more work to do.

Priority 3 - Clinical Effectiveness - how well we care for people



We want to help staff to work on the National Institute for Health and Care Excellence (NICE) quality standards of care. This way staff can give high quality care that they know works.



Why did we want to do this?

We wanted to do this because we care to be better across all areas.



Did we do it? Care is now better in some areas, but there is more work to do.



This is what we want to do over the next year:

Priority 1 - Patient Experience - what people think of



We will start using the Triangle of Care in mental health services. This is a way for carers to have more of a say in planning patient care.

Priority 2 - Patient Safety - making sure everyone who



We will train staff in more skills. This means that patients will not need to be moved if their care needs change.

Priority 3 - Clinical Effectiveness - how well we care



We will help our staff to be better at supporting people with dementia.

More Information



You can get the full report here:

http://www.dorsethealthcare.nhs.uk/application/files/3614/9875/5035/Quality_Account_2016-2017.pdf



Tell us what you think:

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