

# Quality Account Summary 2017-2018



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 2017 to March 2018.

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 wanted to 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.



### Why did we want to do this?

We wanted to do this because including carers more will help make services better for patients.



**Did we do it?** Yes, though there is more work that we can do.

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



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

### Why did we want to do this?

We wanted to do this because:



- it helps make people feel better about their care
- it can help stop people from getting worse
- it means that we have more staff with better skills



**Did we do it?** Yes, though there is more work that we can do.

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



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



### Why did we want to do this?

We wanted to do this because we want to make sure we are looking after both people's mental and physical health.



**Did we do it?** Yes, though there is more work that we can do.



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

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



We want to be an organisation that involves patients, families and carers.

## **Priority 2 - Patient Safety - making sure everyone who uses our service is safe**



We want to carry on giving staff training that will help them to keep patients safe and well.

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



We want to help people who use our services to be healthier.

## More Information



**You can get the full report here:**

[https://www.dorsethealthcare.nhs.uk/application/files/3815/3069/6333/QAR\\_fv.pdf](https://www.dorsethealthcare.nhs.uk/application/files/3815/3069/6333/QAR_fv.pdf)



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