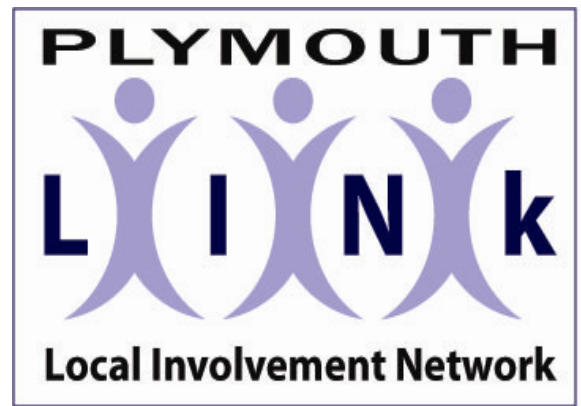


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Quality Accounts Consultation Response

How can LINKs get involved in the development of Quality Accounts?

As well as the areas raised in the document, LINKs can also be involved, through its community engagement activities, in supporting public involvement in prioritising the targets in the Quality Accounts. The LINK can also support providers advising on how to engage their own service users in this process and creating an accessible document that local people will find useful.

What must providers do to give LINK the opportunity to comment on their Quality Account?

This will depend on how the provider involves the LINK. If the LINK is involved in supporting local involvement in prioritising the quality areas, this needs to be discussed with the LINK early in the year.

Plymouth LINK recommends that levels of involvement could look something like this:

Level of involvement in Quality Accounts	Timescales and communication with LINKs
Involving local people in shaping the Quality Account and identifying priorities for the year	<ul style="list-style-type: none"> ➤ Meeting between LINK and provider in January ➤ LINK uses planned community engagement activities and contact with networks to ask people to prioritise quality areas ➤ LINK feeds the results to providers by 1st April
LINK comments/statements for the Quality Account	<ul style="list-style-type: none"> ➤ Provider sends draft Quality Account to LINK by 30th April ➤ LINK creates statement to be included and sends this to provider within 30 days of receiving draft Quality Account
LINK involvement in accessibility of Quality Account (advice/guidance to provider)	<ul style="list-style-type: none"> ➤ Link comments on draft Quality Account in terms of accessibility of format, use of jargon/language/layout/information included ➤ LINK advises provider on relevant formats for local population (languages spoken, etc.)

Plymouth LINK has experienced a proactive involvement in the Quality Accounts of NHS Plymouth, which we are happy to share as a case study for guidance if needed.

If you would like to discuss any of these points further, please contact me at the address and phone number above.

Vicky Shipway,
 Manager
 Plymouth LINK Support Team

Statement by a member of Plymouth LINK Stewardship Group:

My main concern is whether HealthWatches will have the capacity and resilience to handle multiple quality audits in the time frame being proposed. I believe this should be a rolling / constant on-going process, rather than an annual mad scramble to get all the paperwork done. Perhaps a system of quarterly reports combined into an annual report might be more achievable.