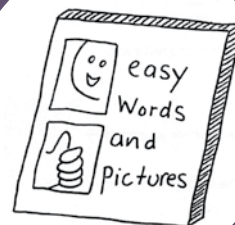


Easy Read Quality Account

2012/13



Who we are

We are the National Health Service or **NHS** for short.

We are part of the **government**. The **government** is in charge of running the country.

The **NHS** is in charge of health services like hospitals.

Your **GP** and other people that look after things to do with your health, work for us.



What this report is about

This report is about the services and health care in Central and North West London.

Every year we write a report called a **Quality Account**. This easy read report tells you the main things in the **Quality Account**.

We want to give people the best health care we can.

To make sure we do this, each year we choose things we want to get better at.

This report is about what we wanted to get better at in **2012 to 2013**. It is also about how well we did.



What we wanted to get better at

We chose **17 things** we wanted to get better at. For each thing, we set a **target**. A **target** is something you want to do better.

Our targets are to:

- Get in touch with a certain number of people or
- To have made a plan or
- To have had a meeting



Mental health

This is the health of your mind

1. We wanted patients with mental health problems to have a say in how they are looked after and the treatment they get.

We did not do so well with this. Fewer people than our target had a say in how they are looked after and their treatment.



2. We wanted patients with mental health problems to have at least one thing that they wanted to do, written into their care plan.

For example, this one thing might be to go on the bus to visit friends.

We did well at this. More people than our target number had something they wanted to do written into their care plan.



Physical health

This is the health of your body.

3. We wanted nearly everyone with dementia who is taking anti-psychotic drugs to have a check up every 3 months. We wanted the information from these check ups to be sent to their GP and family within 2 weeks.

We did really well at this.

Everyone with **dementia** on **anti-psychotic drugs** got a check up. This information was sent to their GP and family within 2 weeks. This was more than our target number.

Dementia is a disease that affects your brain. You can find it hard to remember things. You can get confused and upset.

Anti-psychotic drugs are tablets and medicine that can help people that have got problems in their mind. **Dementia** can give people these types of problems.

A person that is on these drugs needs regular check ups to see how the drug is working for them.

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4. We wanted over half the people that use community services and have a care plan, to get good advice and support with their physical health.

We did really well at this.

More people than our target number said they got good advice and support.



Making sure carers have a say

A **carer** is usually someone in your family that helps you because you need extra care and support.

We wanted to meet with carers to find out what they think about **Central and North West London NHS**

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We wanted to find out:

5. If they felt supported by us.

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6. If they had the information they needed to get help in a crisis. A crisis is when something happens that you did not expect or plan for.

We had meetings with carers to find out what they think. This was our target.



Service pathway and access in a crisis

How you move from one service to another and getting help in a crisis

7. We wanted to have a plan about how to move people out of hospital and back into the care of their GP.

Moving on from hospital is called being **discharged**.

We have written a plan about how to **discharge** people. This was our target.

8. We wanted over half the people that had to get help in a crisis to have got this help.

We did a little bit better with this than our target.

Health care in Hillingdon

9. We wanted people that were coming to the end of their life because of a disease like cancer to have a special care plan about how they want to be looked after.

This was for people being looked after by a district nurse.

We did really well at this.

More people than our target number had a special care plan.



10. We wanted people with a learning disability who use services in Hillingdon to have a care plan.

We did well with this. More people with a learning disability than our target number have a care plan.

11. We wanted fewer people to have problems with pressure ulcers.

Pressure ulcers are sores on your skin. You get them if you have to spend a long time in bed lying on one part of your body.

Fewer people are getting **pressure ulcers** than in the past. We did really well in meeting our target.

More about Hillingdon

12. We wanted health care staff to understand more about carers. We wanted staff to have training to help them understand and support carers better.

We have written information for staff about carers

We have set up training for staff.

This is what we said we would do for our target.



13. We wanted to make sure that nearly every new person that gets a wheelchair is given information - just for their carers - about how to use a wheelchair. We also wanted to offer carers training on how to use a wheelchair if they asked for it.

We did really well with this.

Every new wheelchair user was given information for their carer. Every carer that asked for training got it. This was better than our target.



Healthcare in Camden

Care for people living with HIV

HIV is a virus that can be passed on from person to person. It can be passed on by having sex without using a condom or by sharing needles if you inject drugs.

People with HIV can live a long life with good health if they get the right care and medication. HIV medication helps your immune system. Your immune system is how your body deals with viruses like HIV or the flu.



14. We wanted to make sure that nearly everyone with HIV has a strong immune system.

There are more people with HIV that have a strong immune system than our target number. We did better than our target.



15. We wanted to make sure that people that start HIV treatment have a low amount of the virus in their body a year after they start treatment.

All year we did well with this. But we just missed our target number.

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Patient experience

Sexual health services

16. We wanted nearly every patient with an appointment who arrives on time, not to have to wait for more than 30 minutes past their appointment time.

We did well with this. More people than our target number got seen quickly.



St Pancras Hospital

17. We wanted to make sure no one said it took a long time for staff to answer the bell on the inpatient door at the hospital.

We have not done well with this. People still tell us it takes too long for staff to answer the bell.



They will be checking how well they are doing with:

- Moving people from one service to another and when people no longer need a service. This is called being **discharged**.
- The safety thermometer and pressure ulcers.
- People being happy with the service they get.



What we want to get better at next year

Next year we are planning to get better at these things:

- Asking patients to take part in care planning
- Asking carers what they think
- People being happier with the services they get from us



Thank you to Raincharm for the words:

www.raincharm.co.uk

Thank you to Photosymbols for the pictures:

www.photosymbols.com



This year we joined up with **Milton Keynes Community Health Services**.

Next year this report will also be about **Milton Keynes Community Health Services**.



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