

## Appendix A

Quality Domain	Quality Priority	Rationale
Patient Experience	<b>Improve the way that pain is recognised, assessed and managed for patients who have difficulties in expressing themselves</b>	The Trust bereavement survey found that patients who have difficulty expressing themselves, particularly dementia patients, can find it challenging to express their pain. Pain is one of the most common symptoms that people with dementia experience but it is often poorly recognised and undertreated. As dementia progresses, it can become more difficult for that person to communicate their needs.
Patient Experience	<b>To improve staff's capability to communicate compassionately and effectively with our patients, their families, and carers and to address their concerns at the earliest opportunity</b>	Complaints and concerns often can and should be resolved immediately by the person receiving the complaint, be they a clinician, a PALs officer or any other employee of the NHS. Confident, capable and empowered staff can resolve problems and make immediate improvements, contributing to excellent customer service. Avoidable escalation of issues leads to a poorer experience for patients and their families, as well as diverting time and efforts of staff to the process of dealing with a formal complaint.
Patient Safety	<b>Improve the proportion of patients who are discharged with an accurate and timely discharge summary</b>	Currently a proportion of patients treated at Kingston Hospital are discharged either without a discharge summary being sent to their GP, or a discharge summary containing incomplete information being sent. Patients and healthcare professionals have told us that the format and content of existing discharge summaries does not always meet their needs. Lack of clear information on the patient's stay can lead to significant safety issues arising if changes to their care and follow up actions for the GP are missed.
Patient Safety	<b>Improve the Ophthalmology systems and processes to ensure patients receive timely follow up care</b>	Delays in follow-up care or missed appointments are a major problem in chronic diseases, particularly when a patient's condition may deteriorate prior to any symptoms. Regular treatment and surveillance are essential for many ophthalmology patients to reduce the risk of permanent visual loss. Recent analysis has shown cohorts of patients have been lost to, or experienced delayed follow up at, Kingston Hospital. Counter measures have been put in place and a review of local pathways, guidelines, and procedures is underway. Sustained improvement will require collaboration between clinical system suppliers, IM&T, clinical teams and non-clinical staff.
Clinical Effectiveness	<b>Embed a culture of continuous improvement so that our staff are empowered to focus on what matters and to see and solve problems on a daily basis</b>	KHFT has made a commitment to embed continuous improvement into the culture of the organisation. Historically, there has been no consistent and systematic way of ensuring this happens across our services. Since May 2021, we have developed and tested an improvement system – a deliberate attempt to build improvement thinking and behaviours into the structures and daily working practice of our teams. Improvement systems in other NHS Trusts have resulted in sustained quality improvement for patients, financial benefits and high levels of staff engagement. By supporting further teams to adopt these new ways of working, we will provide the infrastructure to accelerate and sustain all of our improvement priorities.
Clinical Effectiveness	<b>Improve compliance with the Learning Disability national standard</b>	NHS England have set out clear learning disability improvement standards for NHS trusts which have been developed alongside people with learning disabilities and their families to clearly outline what they expect when receiving care. As a Trust we are currently not complying with these standards fully.