

\* Please enter your NHS code and click search. Then please 'select' the name of your organisation and click continue below:

This is the information that we have for your organisation.

If this information is incorrect please contact the Healthcare Commission at [forms@cqc.org.uk](mailto:forms@cqc.org.uk)

Organisation Name:

Chief Executive's First Name:

Chief Executive's Surname:

Chief Executive's Email:

Organisation Code:

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

General guidance on how to complete the declaration form

You might find it helpful to print the following instructions (using the print function of your browser) so you can refer to them easily while you are completing the declaration form.

We have also published a guidance document titled "your guide to the core standards assessment 2008/09 "which you may find useful. This can be located by using the following link:

here

This guidance covers:

- o How the declaration form is laid out
- o Guidance related to each section
- o FAQs

How the declaration form is laid out

The declaration form is divided into the following sections

1. General statement of compliance
2. Domain pages for core standards
3. Sign off
4. Comments from third parties

For the majority of sections there are multiples pages which require completion. You can save the form at any point, but you will not be able to submit a section until all questions are completed and you will not be able to submit the entire form until all sections have submitted.

General Guidance

The declaration you make will be the basis of your score for the assessment of core standards.

Your core standards declaration should cover the period from April 1st 2008 to March 31st 2009.

Please note, you will not be asked to make a statement on the Hygiene Code, nor is there a specific developmental standards assessment as part of the 2008/2009 annual health check.

When making your declaration you must consider whether your trust's board (or an appropriate officer with delegated authority from the board) has received reasonable assurance that the organisation has been compliant with the core standard for the entirety of the assessment year (1 April 2008 - 31 March 2009) and that no significant lapses have occurred.

When making your declaration you may find it helpful to keep a record or file of the evidence that your board considered when reaching its judgment. It is this evidence which will be required if your trust is selected for inspection in the summer.

Section 1. General statement of compliance

The general statement is an opportunity for trusts to place in context the detail of the domain pages and the comments received from the specified third parties. Each trust should use the general statement of compliance to present a summary of its declaration. It is important for the statement to be consistent with the detail presented in the rest of the declaration.

Section 2. Domain pages for core standards

This is the main body of the declaration form. Each standard your trust is required to declare against will be set out here, organised under the domain headings.

Initial questions: For each part standard you must categorise your trust under one of the following headings:

- o Compliant: a declaration of compliant should be used where a trust's board determines that it has reasonable assurance that it has been meeting a standard, without significant lapses for the whole of the assessment year, from 1 April 2008 to 31 March 2009.

- o Not met: a declaration of 'not met' should be used where the assurances received by the trust's board make it clear that there have been one or more significant lapses in relation to a standard during the year.
- o Insufficient assurance: a declaration of 'insufficient assurance' should be used where a lack of assurance leaves the trust's board unclear as to whether there have been one or more significant lapses during the year. However, in circumstances where a trust is unclear about compliance for a whole year but has good evidence about the occurrence of a significant lapse during the year that a declaration of "not met" may be more appropriate.

For each standard, the boards of trusts need to decide whether any identified lapses are significant or not. In making this decision, we anticipate that boards will consider any potential risks to patients, staff and the public, and the duration and impact of the lapse. The declaration should not be used for reporting isolated, trivial or purely technical lapses in respect of the core standards.

Subsequent questions if you declare 'not met' or 'insufficient assurance': If you declare 'not met', or 'insufficient assurance' for a particular standard, you must complete the subsequent questions in the declaration form which relate to action plans. Please note you are not required to complete these if you have declared compliant and therefore you will not be able to input data.

- o Start date - This is the date from which the significant lapse occurred or the insufficient assurance was identified. The actual date should be given, even if this was before 1 April 2008.
- o Date at which you expect to have assurance of compliance - this is the date from which the board was or will be reasonably assured that it is fully compliant with the standard. This date should reflect the details within the action plan and can be dated after the end of the 2008/2009 assessment year. If non compliance has not been resolved by the end of the year (31 March 2009), then the "end date of non compliance" should not be entered as 31 March 2009, but the appropriate later date. It should be noted that those standards with a date prior to 1st April 2009 may be inspected.
- o Description of the issue - a short description of the significant lapse or why the trust does not have reasonable assurance.
- o Action plan - a short summary of what action has been or is planned to be taken to rectify the issue by the stated end date of non compliance

We will also ask you for additional information where:

- o in your 2007/2008 declaration the standard was declared as 'not met' or insufficient assurance' and
- o in your 2007/2008 declaration the corresponding action plan had an end date on or before 31st March 2008 and
- o the standard has again been declared as 'not met' or 'insufficient assurance' for 2008/2009

You will need to describe the circumstances for this second consecutive declaration of non-compliance in light of the action plan. You will not be able to access or be required to complete this text box unless the above criteria has been met.

Some standards are not included as part of the core standards assessment and you are therefore not required to declare against them. They are assessed separately elsewhere in the annual healthcheck. These standards are:

C7d - this relates to financial management and will be measured through the quality of financial management assessment for which we will rely on the findings of the Audit Commission or Monitor.

C7f - this relates to existing performance requirements and will be measured through the existing commitments and national priorities assessment.

C19 - this relates to access to services with nationally agreed timescales and will be measured through the existing commitments and national priorities assessment.

In addition three standards have been judged to be not applicable to ambulance trusts for the 2008/2009 core standards assessment and as such will only be shown on the declaration form for other trust types. The three standards are

C15a and C15b - regarding provision of food for patients.

C22b - regarding local health needs

### Section 3. Sign off

The Healthcare Commission recommends that all members of the trust board, including the non-executive directors (for foundation trusts this should be the board of directors), should sign off the declaration in the space provided below. Here, sign off is achieved by recording the name(s) and position(s) of the individual(s) concerned. We do not require scanned signatures.

As a minimum, we require the declaration to be signed off by an appropriate officer(s) with delegated authority from the board.

The completion of the sign off page will be taken as verification that the individual(s) who are recorded as signing off the declaration have reviewed the contents of the declaration form and are certifying that:

- the general statement of compliance, and information provided for each standard, are a true representation of the trust's compliance for the core standards

- any commentaries provided by specified third parties have been reproduced verbatim (but with confidential and personal information removed). Specific third parties are: strategic health authority, and foundation trust board of governors, where relevant, local involvement networks, learning disability partnership boards, local safeguarding children boards and overview and scrutiny committees

- they are signing off the declaration form on their behalf and with delegated authority on behalf of all members of the trust board as referred to above

#### Section 4. Comments from specified third parties

Trusts are required to invite comments on their performance against the core standards from specified third parties. These comments must be reproduced verbatim in the relevant sections of the form. The specified partners are:

for all NHS trusts, except foundation trusts, third parties must include the strategic health authority, the local authority's overview and scrutiny committee, local involvement networks, learning disability partnership boards and local safeguarding children boards.

or foundation trusts, third parties must include the local authority's overview and scrutiny committee, local involvement networks, learning disability partnership boards and local safeguarding children boards. We also encourage foundation trusts to seek, if they wish, comments from their board of governors and strategic health authority. Only foundation trusts will be able to access the comments from boards of governors section of the declaration form.

A trust may have multiple bodies of each type of third party within its catchment area. If this is the case, it should invite comments from those committees, LINKs or boards it deems most relevant. In addition, a committee may specifically ask to comment on the performance of a trust against a certain core standard. Where this is the case, the trust should accept comments from such a committee and include them on their declaration form. In some locations, overview and scrutiny committees will have joint working arrangements. Where this is the case, the trust may wish to use those arrangements to gain comment.

Where a specified local partner declines to comment, a statement to this effect must be included in the declaration, along with any reasons cited by the local partner for their lack of comment. A box will be provided on the declaration form for this purpose.

#### Frequently Asked Questions:

- Q1. What do you mean by reasonable assurance and significant lapse?
- Q2. Why can I not access all the sections of the form?
- Q3. How do I delegate to someone who isn't listed in the delegate list?
- Q4. How do I nominate someone to complete the form?
- Q5. How can I print a section of the form?
- Q6. How can I print all the form in one step?
- Q7. How can I print the form in the format it would be appear as submitted, so that it does not show all the not applicable questions?
- Q8. Some of the standards seem to be missing, why is this?
- Q9. What are the key dates with regard to the declaration form?
- Q10. I am still having trouble with the webform, where can I get further help?
- Q11. Where can I find further information on the core standards assessment for 2008/2009?
- Q12. How do I submit my declaration form?
- Q13. I need to resubmit my form, what do I do?
- Q14. My pdf shows standards and questions which are not relevant to my trust - what should I do?
- Q15. I've changed my declaration from not met to met, however the text I entered still appears on the form and the pdf - what should I do?

Q1. What do you mean by reasonable assurance and significant lapse?

#### Reasonable assurance

Reasonable assurance, by definition, is not absolute assurance. Conversely, reasonable assurance cannot be based on assumption. Reasonable assurance is based on documentary evidence that can stand up to internal and external challenge. In determining what level of assurance is reasonable, trusts must reflect that the core standards are not optional and describe a level of service which is acceptable and which must be universal. Our expectation is that each trust's objectives will include compliance with the core standards. This will be managed through the trust's routine processes for assurance.

Trusts' boards should consider all aspects of their services when judging whether they have reasonable assurance that they are meeting the published criteria for assessment. Where healthcare organisations provide services directly, they have primary responsibility for ensuring that they meet the core standards. However, their responsibility also extends to those services that they provide via partnerships or other forms of contractual arrangement (for example, where human resource functions are provided through a shared service). When such arrangements are in place, each organisation should have reasonable assurance that those services meet the requirements of the standards.

#### Significant lapse

Trusts' boards should decide whether a given lapse is significant or not. In making this decision, we expect that boards will consider the extent of risk of harm this lapse posed to people who use services, staff and the public, or indeed the harm actually done as a result of the lapse. The type of harm could be any sort of detriment caused by lapse or lapses in compliance with a standard, such as loss of privacy, compromised personal data or injury, etc. Clearly this decision will need to include consideration of a lapse's duration, its potential harmful impact and the likelihood of that harmful impact occurring. There is no simple formula to determine what constitutes a 'significant lapse'. This is, in part, because our assessment of compliance with core standards is based on a process of self-declaration through which a trust's board states that it has received 'reasonable assurance' of compliance. A simple quantification of the actual and/or potential impact of a lapse, such as the loss of more than ?1 million or the death of a patient or a breach of confidentiality, for example, cannot provide a complete answer.

Determining what constitutes a significant lapse depends on the standard that is under consideration, the circumstances in which a trust operates (such as the services they provide, their functions and the population they serve), and the extent of the lapse that has been identified (for example, the duration of the lapse and the range of services affected, the numbers exposed to the increased risk of harm, the likely severity of harm to those exposed to the risk (taking account their vulnerability to the potential harm, etc).

Note that where a number of issues have been identified, these issues should be considered together in order to determine whether they constitute a significant lapse.

Q2. Why can I not access all the sections of the form?

Some sections are only relevant to specific trust types. For instance the "PCT Guidance" section is only accessible to primary care trusts and the "Board of governors' comments" section is only accessible to mental health and acute trusts. Additionally some questions are dependent on your declaration, for instance if you declare "not met" or "insufficient assurance" we require you to submit details.

You will only have access to those sections relevant to your trust type and your declaration.

Q3. How do I delegate to someone who isn't listed in the delegate list?

You can only delegate to those people who have been nominated to complete the form. If you wish to nominate an additional individual please complete the registration form which is available within the forms website.

Q4. How do I nominate someone to complete the form?

If you are a "Lead" and wish to nominate another person within your organisation as a nominated lead or to delegate completion of the form, you must complete the registration form available through the online forms system at using your standard log in details

Once selected the registration form will prompt you to nominate and supply the name and e-mail address of a colleague you wish to delegate access to the declaration form.

You then have to indicate whether you wish this individual to be a "Lead" or a "Completer". A 'Lead' is able to fill in the form or delegate the form to other registered users in their trust to complete. A 'Lead' has the final review of the form and is able to submit the data. A 'Completer' can fill in the form or relevant sections of it but is unable to delegate access to the form or able to submit the completed form.

Please ensure you select the 'complete' option in order to submit your nomination.

It is possible to have more than one registered lead for your organisation, if you require this please ensure you use the duplicate allocation option on the registration form.

Information will be sent to each registered lead explaining how they can access the online declaration form. Nominated leads will not be able to access their online declaration form until their registration has been submitted.

Q5. How can I print a section of the form?

On the summary page of the form select the "pdf" button for the part of the form you wish to print. This then enables you to print just that section of the form. It will print out all the questions relevant to that question, not just the ones applicable to your trust.

Q6. How can I print all the form in one step?

You are able to print the declaration form as one document through the "Available forms" section of the myform website. Select the "pdf" button which is relevant to the form you wish to print, this then enables you to print the declaration form as one rather individual sections. Please note it will print out all the questions relevant to that question, not just the ones applicable to your trust.

Q7. How can I print the form in the format it would be appear as submitted, so that it does not show the questions that are not applicable?

In previous years, prior to submission, you were only able to print a "pre-submitted" version of the PDF form using the "view printable version in PDF" link. The pre-submitted version of the PDF shows all the questions, including those which are not applicable to the trust. The questions are hidden from view on the online form. This function is still available this year.

However, this year there is an additional section titled "draft submission form", which will become available once you start filling in the declaration form. Clicking on this link will open a PDF form based on the information provided on the online form so far. The version of the PDF provided in this section will hide any questions not applicable to the trust based on the information provided so far.

Once the submit button is pressed the form is frozen and the final PDF only shows those questions which are applicable and the answers selected. This final PDF can be accessed by selecting the "view printable version in PDF" link.

Q8. Some of the standards seem to be missing, why is this?

Some standards are not included in the declaration, as separate assessments for them are being undertaken elsewhere in our overall assessment process or where these have been judged to not be applicable to the trust type. Please see the "Domain pages for core standards" section of this guidance for more information.

Details can be found in the published criteria documents available at the follow link:

here

Q9. What are the key dates with regard to the declaration form?

Tuesday March 3rd 2009 the declaration form will be made available on our website for trusts to start entering their data. Nominated leads will not be able to access the online declaration form until their registration has been submitted.

From Wednesday April 15th 2009 trusts will be able to submit their completed declarations. Regional teams will carry out a set of checks against each submitted declaration. We aim to complete these checks, and to inform each trust of the outcome, within three working days of receiving the declaration.

The final date for submission of the 2008/2009 declarations is 12:00 noon on Friday May 1st 2009. Failure to submit a declaration by the deadline may result in your trust being penalised and will lead to a greater chance of being inspected in the summer.

By Friday 22nd May 2009 we expect all trusts to have published their declarations. If a trust does not make the declaration publicly available, we will publish it on our website indicating that it has not been shared with the local community.

Q10. I am still having trouble with the webform, where can I get further help?

If you are still having difficulties with the declaration webform please contact our helpline on 0845 601 3012 or [feedback@healthcarecommission.org.uk](mailto:feedback@healthcarecommission.org.uk).

Q11. Where can I find further information on the core standards assessment for 2008/2009?

Our guidance documents for the core standards assessment for the 2008/2009 annual healthcheck can be found:

here

Q12. How do I submit my declaration form?

Each section of the declaration form needs to be completed and the "finish" button selected, changing the status of the section to "finished". The "submit" button is then available on the main page of the web form and the form can be submitted.

Q13. My pdf shows standards and questions which are not relevant to my trust - what should I do?

The pre submitted pdf shows all questions including those, which are not applicable to the trust and are hidden from view on the online form. This is set up so that the "pre-submit" version of the pdf showed all questions in order that it could be consider in it's entirety in hard copy before being populated. The hidden questions which do not apply to the trust and do not appear on the webform should be ignored.

Once the submit button is pressed the form is frozen and the final pdf only shows those questions which are applicable and the answers selected.

Q14. I've changed my declaration from not met to met, however the text I entered still appears on the form and the pdf - what should I do?

The text entered will disappear once the submit button is pressed, the text will remain visible until this point. This is to prevent trusts accidentally changing their declaration and losing all the data they have previously entered. This information will not be submitted as part of your declaration and will not show on the final declaration form / pdf.

You can print off a pdf version of the form as it will display once submitted. Please see FAQ 7 for more information on how to do this

Q15. I need to resubmit my form, what do I do?

All trusts will be allowed to request one resubmission between the above dates, but to ensure that we treat all trusts fairly, we will not authorise requests for resubmission after midday on 1st May 2009.

The rules for requesting a resubmission of your declaration are published on our website. We advise you to refer to these rules before submitting your declaration, and before submitting a request for resubmission. A request for resubmission needs to be made by your trust's registered lead

If we have authorised a request for resubmission, your trust must resubmit its declaration within five working days of the authorisation, or by midday on Friday 8th May 2009 (whichever is earlier).

**General statement of compliance**

\* Please enter your general statement of compliance in the text box provided. There is no word limit on this answer.

The Board of Directors of The Christie NHS Foundation Trust can confirm that at their meeting of 24th April 2009 Directors agreed that the evidence presented to the Trust Governance Committee on 27th March 2009 enabled the Board to approve the recommendation of full compliance with the core standards. The Board noted the assurance provided by Bernard McNamara, of MSTEC audit services that the process employed for the completion and submission of the SfBH declaration was in accordance with the Healthcare Commission's requirements.

The Board also noted that the proposed declaration had been discussed with the three committees of the Council of Governors and would be reported to the full council on 29th April after the Board of Directors' meeting. The Board also noted contributions made by third parties to the submission.

The Board confirm compliance with the core standards on the basis of their understanding and knowledge of the requirements both in relation to evidence presented for 2008-9 and experience of submissions made in previous years.

The Board was also re-assured that the compliance declared in relation to the hygiene code for registration with the Care Quality Commission in February 2009 was validated at the unannounced inspection by the Healthcare Commission in March 2009.

We therefore believe that the basis upon which we self-certify is sound.

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

Please note some standards may not appear on the declaration form as they are not applicable to your trust type. Please refer to the guidance for further information.

**Safety domain - core standards (C1a - C3)**

Please declare your trust's compliance with each of the following standards:

\* C1a: Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.

compliant

\* C1b: Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.

compliant

\* C2: Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations.

compliant

\* C3: Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance.

compliant

**Safety domain - core standards (C4a - C4e)**

Please declare your trust's compliance with each of the following standards:

\* C4a: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA).

compliant

\* C4b: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.

compliant

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\* C4c: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.

compliant

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\* C4d: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely.

compliant

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\* C4e: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.

compliant

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

**Clinical and cost effectiveness domain - core standards (C5a - C6)**

Please declare your trust's compliance with each of the following standards:

\* C5a: Healthcare organisations ensure that they conform to National Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.

compliant

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\* C5b: Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.

compliant

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\* C5c: Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work.

compliant

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\* C5d: Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.

compliant

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\* C6: Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.

compliant

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

## Governance domain - core standards (C7a - C9)

Please note some core standards do not appear on the declaration form as they are assessed through other components of the annual health check:

Standard C7f is assessed through the existing commitments & national priorities component of the annual health check.

Standard C7d is assessed through our quality of financial management component which uses information from assessments undertaken by the Audit Commission and Monitor.

Standards C7f and C7d are not applicable to the Health Protection Agency, NHS Direct or NHS Blood and Transplant.

Please declare your trust's compliance with each of the following standards:

\* C7a and C7c: Healthcare organisations apply the principles of sound clinical and corporate governance and Healthcare organisations undertake systematic risk assessment and risk management.

compliant

\* C7b: Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.

compliant

\* C7e: Healthcare organisations challenge discrimination, promote equality and respect human rights.

compliant

\* C8a: Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.

compliant

\* C8b: Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.

compliant

\* C9: Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.

compliant

**Governance domain - core standards (C10a - C12)**

Please declare your trust's compliance with each of the following standards:

\* C10a: Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.

compliant

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\* C10b: Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice.

compliant

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\* C11a: Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.

compliant

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\* C11b: Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes.

compliant

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\* C11c: Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.

compliant

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\* C12: Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.

compliant

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

Please note some standards may not appear on the declaration form as they are not applicable to your trust type. Please refer to the guidance for further information.

**Patient focus domain - core standards (C13a - C14c)**

Please declare your trust's compliance with each of the following standards:

\* C13a: Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.

compliant

\* C13b: Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information.

compliant

\* C13c: Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary.

compliant

\* C14a: Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.

compliant

\* C14b: Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made.

compliant

\* C14c: Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.

compliant

**Patient focus domain - core standards (C15a - C16)**

Please declare your trust's compliance with each of the following standards:

\* C15a: Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet.

compliant

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\* C15b: Where food is provided, healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.

compliant

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\* C16: Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.

compliant

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

**Accessible and responsive care domain - core standards (C17 - C18)**

Some core standards do not appear on the declaration form as they are assessed through other components of the annual health check.

Standard C19 is assessed through the existing commitments & national priorities component of the annual health check.

Please declare your trust's compliance with each of the following standards:

\* C17: The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.

compliant

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\* C18: Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.

compliant

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

Please note some standards may not appear on the declaration form as they are not applicable to your trust type. Please refer to the guidance for further information.

**Care environment and amenities domain - core standards (C20a - C21)**

Please declare your trust's compliance with each of the following standards:

\* C20a: Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation.

compliant

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\* C20b: Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.

compliant

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\* C21: Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.

compliant

There are no further questions in this section. Please press either the Save and Quit button or the Finish button to return to the main section list

Please note some standards may not appear on the declaration form as they are not applicable to your trust type. Please refer to the guidance for further information.

**Public health domain - core standards (C22a - C24)**

Please declare your trust's compliance with each of the following standards:

\* C22a and C22c: Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations and healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.

compliant

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\* C22b: Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's annual report informs their policies and practices.

compliant

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\* C23: Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.

compliant

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\* C24: Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services.

compliant

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

## Electronic sign off page

The Healthcare Commission recommends that all members of the trust board, including the non-executive directors (for foundation trusts this should be the board of directors) should sign off the declaration in the space provided below. Here, sign off is achieved by recording the name(s) and position(s) of the individual(s) concerned. We do not require scanned signatures.

As a minimum, we require the declaration to be signed off by an appropriate officer(s) with delegated authority from the board.

The completion of the sign off page will be taken as verification that the individual(s) who are recorded as signing off the declaration have reviewed the contents of the declaration form and are certifying that:

- the general statement of compliance, and information provided for each standard, are a true representation of the trust's compliance
- any commentaries provided by specified third parties have been reproduced verbatim. Specified third parties are: strategic health authority, foundation trust board of governors (where relevant), LINKs, overview and scrutiny committees, Learning Disability Partnership boards and local safeguarding children boards
- they are signing off the declaration form on their behalf and with delegated authority on behalf of all members of the trust board as referred to above.

## Electronic sign off - details of individual(s)

	Title:	Full name:	Job title:
1	Mr	Jim Martin	Chairman
2	Mrs	Caroline Shaw	Chief Executive
3	Dr	Chris Harrison	Medical Director
4	Mr	Roger Spencer	Chief Operating Officer
5	Mr	Ian Moston	Director of Finance & Business Development
6	Ms	Alison Norman	Director of Nursing & Governance
7	Mr	William Farndon	Senior Independent Non Executive Director
8	Mr	Lee Childs	Non Executive Director
9	Lord	Keith Bradley	Non Executive Director
10	Sir	Duncan Nichol	Non Executive Director
11	Ms	Yoni Ejo	Non Executive Director
12			
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There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

**Comments from specified third parties**

Please select the numbers of each type of third party that you wish to enter comments from

\* Strategic Health Authorities

 1

\* Local involvement networks

 2

\* Local child safeguarding boards

 1

\* Learning Disability Partnership boards

 0

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

\* Non-specified third party organisations:

 1**Comments from specified third parties**

Please enter the comments from the specified third parties below.

**Strategic Health Authority Comments**

Please select the name of the first strategic health authority that has provided the commentary

 North West Strategic Health Authority

Strategic health authority comments. There is no word limit on this answer.

NHS Northwest have indicated that they do not intend responding to Foundation Trusts regarding their declarations.

**Local Involvement Network comments**

\* Please enter the name of the first Local involvement network that has provided the commentary

Manchester

\* Local involvement network comments. There is no word limit on this answer.

TRUST NOTE ON LINK CONTRIBUTION:

This refers to a number of NHS organisations relating to communication and is limited in terms of experience at the Christie, however we have submitted it in full.

11th March 2009

To: Caroline Shaw  
The Christie NHS Foundation Trust,  
Wilmslow Road,  
Manchester,  
M20 4BX

Dear Caroline Shaw

I am pleased to enclose the Annual Health Check commentary as completed by the Manchester LINK for inclusion in your organisation's self-assessment to the Healthcare Commission.

Between January and March 2009, the Manchester LINK, working in partnership with the Healthcare Commission, carried out a piece of work to assist in the process of gathering evidence about people's experiences of using NHS services in Manchester.

The aim of the exercise was to raise public awareness of the Annual Health Check process and involve local people in it. A leaflet which included a feedback form was prepared and distributed widely throughout Manchester (both electronically, in hard copy and through an online survey (Survey Monkey). In March a public event was held to encourage local people to get involved and tell us about their experiences. (A copy of the leaflet and feedback form is attached at appendix 1).

We asked people to tell us when, where, what and to who the experience happened, as well as whether, in their view, it was a good or poor one.

Members of the Manchester LINK Steering Group, together with staff from the support team, have considered every feedback form received. This provides 'intelligence' for the future work plans of the Manchester LINK as well as providing valuable feedback to the Trust on its services.

We have listened carefully to what people have told us and have tried, as much as possible, to use people's own words to illustrate their feelings about their experience. We do not wish to give any impression that this is representative of all the services the Trust provides, rather we present to the Trust every experience that people chose to tell us about.

Additional comments are detailed in the commentary, which have come from a range of sources, as pieces of LINK work, all of which have been evidenced and are noted accordingly. Not all core standards have been responded to, only those which we have been able to put a comment against. These are: core standards 6, 11 and 13.

Yours sincerely

LINK Support Manager  
On behalf of the Manchester LINK

Cc Healthcare Commission  
Christie PPI Lead

What do you think about the care you have had?

THE MANCHESTER LOCAL INVOLVEMENT NETWORK  
working with  
THE HEALTHCARE COMMISSION

We are collecting the views of patients, their families and carers about the care given to them by the NHS. We all want to see services improving. The best way to do that is to let the NHS know what patients really feel. If you had a good experience, it is important that the staff know how well they did. If you think things could be improved, it's also important that they know your views. We are not able to deal with individual complaints, if you have a complaint get in touch and we will let you know who you need to speak to.

You can help us by filling in the attached feedback form or follow the link below to the online questionnaire. We will make sure that your views are shared with the NHS and with the Healthcare Commission. The Healthcare Commission checks up on the NHS and every year publishes a report. Your views will help the Healthcare Commission decide how well the NHS is doing.

We need to know about care you have had since 1st April 2008. We will not be able to give you individual feedback but you will be able to see how well the local NHS is doing when the Healthcare Commission makes its report. All responses will be forwarded anonymously. If you need help filling out the form, we are happy to help - just let us know what you need.

Manchester LINK Support Team:  
0161 214 3909  
Email: manchesterlink@blackhealthagency.org.uk

We need your responses by Monday 2nd March 2009  
Link to Questionnaire: [http://www.surveymonkey.com/s.aspx?sm=fmcVO6Yp\\_2bTvFfEvj\\_2fobebA\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=fmcVO6Yp_2bTvFfEvj_2fobebA_3d_3d)  
What is the Manchester LINK?

The Manchester LINK (Local Involvement Network) is a new way to let local people - as groups or as individuals - have their say about health and social care services. There is a LINK organisation in each area of the country.

The purpose of all Local Involvement Networks has been set out by Parliament and it's pretty simple:

- o To encourage and support people who want to get involved in giving their views about the way health and care services work.
- o To let people have a real say about the way that services are run and developed.

The new LINK will work closely with Health and Social Care organisations, national regulators and Manchester City Council to make sure that people are properly heard and that services improve. In this piece of work we are working with the Healthcare Commission to collect the views of local people about their experience of the NHS since 1st April 2008.

Why should I be involved with it?

The NHS and the City Council in Manchester together spend very large sums of money on health and social care services every year - these are big,

important services which affect almost everyone's lives. So, it is important that we all have a say in how they make their decisions.

You don't have to be a member of the Manchester LINK to have a say about the matters that are important to you. But if you do decide to join, we will give you regular updates on how and when decisions are being made and how you can take part. It will be up to you whether you just receive information or if you would prefer to be a little more involved.

You could take part in meetings and surveys (like this one) to give your views or explore how services could be improved. You might like to use our online services to tell us your views. If you want to be more involved, you might like to be in one of our groups, a member of our Board or an authorised visitor.

Please contact us on 0161 214 3909 or email:  
manchesterlink@blackhealthagency.org.uk

Manchester LINK working with the Health Care Commission  
FEEDBACK FORM  
Today's date:

Are you telling us about a good experience or a poor one?

? good                      ? poor

Who received the care you are telling us about? (You don't have to give the name but it would help if you let us know if it was you, a friend, neighbour or relative, etc)

When did this happen?

Where did this happen? (If possible give the name of the hospital, GP or service involved)

What happened? (please continue on a separate sheet if you need to)

Did you or anyone speak to the staff about this at the time? If so, what was their reaction?

Has this happened to anyone else?

Is this an issue or experience shared by a group of people? Or the focus of work for an organisation?

? Yes                      ? No

If Yes, what is the name of the group or organisation?

And how many people are involved?

May we get in touch with you if we need more information? Please give your name address, phone number and email if you have one - you do not have to do this if you don't want to.

Name

Address

Phone No

Email address

If you wish to continue on another sheet, please do. When you have completed the form, please return it to the LINK Support Team. (You don't need a stamp)

The Manchester LINK  
Black Health Agency  
FREEPOST NAT 14073  
Gaddum House  
Manchester  
M15 4AX

If you would like to find out more about the LINK - or would like to join us to do more of this sort of work, please fill out the registration form attached and send it back to us using the FREEPOST address.

Thank you very much for your help

All of us at the

**MANCHESTER LINK SUPPORT TEAM**

Healthcare Commission - Annual Health Check

Domains included with evidence in this commentary:

Domain 2 Clinical and Cost Effectiveness - Core Standards C5 to C8a

Core Standard C6 states that healthcare organisations cooperate with each other and social care organisations to ensure that patient's individual's needs are properly managed and met.

Domain 3 Governance - Core standards C7 to C12

Core Standard C11 a - health care organisations ensure that staff are appropriately recruited, trained and qualified for the work they undertake.

Domain 4 Patient Focus - Core Standards C13 to C16

Core Standard C13a - have systems in place to ensure that staff treat patients with dignity and respect; and

Core standard C14a - systems are in place to ensure that patients, their relatives and carers have suitable and accessible information.

Healthcare Commission

Core Standard   Comments   Evidence

C6 Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met

Negative patient experience using different health organisations, MRI, Christie Hospital and GP

"My focus in this questionnaire is on Manchester NHS services not keeping my GP informed - I had to keep her informed myself, about the diagnosis and treatment of my colon cancer. In [2008] I was diagnosed with colon cancer, [had a] colonoscopy, CT scan [2008], surgery [2008] (all these at MRI), chemotherapy (outpatient at the Christie). Generally the care was excellent but all these services took a long time (8 weeks?) to communicate results to my GP. They communicated them to me promptly, but then I had to keep my GP informed about them. When I last saw my GP, [2009] she did not know details of my surgery over 2 months before, nor that I was having chemotherapy or anything about it. In particular, the department of Surgery at MRI failed to liaise with the GP when I was discharged from hospital four days after the surgery. As a result, when I unexpectedly needed dressing changes at the weekend, I had no access to home visits from district nurses and had to go to a walk-in centre (3 times) and A&E for 3 hours on a Friday night. (this was 10 days after a 5 hour operation). On the Sunday, the walk-in centre nurses told me to contact my GP on the Monday so that I could receive care at home from the district nurse team. I did this on the Monday and district nurses then provided the remainder of the dressing changes for me at home.

[Did you speak to a member of staff about this?]

Yes. I did report this to my surgeon. He apologised immediately and said unfortunately failure to communicate promptly with GPs was a known problem at MRI and the PCT had threatened to penalise Central Manchester Trust for it. He said it was intended to establish a "Safe Haven" fax service to GPs in order to get discharge details through to them quickly."

Comment received via LINK HCC form #002

C11 Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare:

- a) are appropriately recruited, trained and qualified for the work they undertake
- b) participate in mandatory training programmes
- c) participate in further professional and occupational development commensurate with their work throughout their working lives

Summary and recommendations from LINK piece of work on Staff Training

"The Christie Hospital offers a number of training opportunities to all staff some of which are mandatory and members of staff are required to repeat these in three yearly cycles. Part of the training is linked to the Key Skills Framework (KSF) which promotes the importance of the training but is also a tool to evaluate a persons understanding of the issues covered. No information is given about the qualifications of those providing the training but monitoring checks and measures to assess the impact of the training are in place. The use of external providers to provide some aspects of the training is seen as an acknowledgement of the specialist nature of some of the issues to be covered. This was one of the suggestions made by those attending the LINK Launch as a way of enhancing and improving the quality of training provided by to staff."

Manchester LINK report on staff training sent to Trust March 2009

C13 Healthcare organisations have systems in place to ensure that:

- a) staff treat patients, their relatives and carers with dignity and respect (in relation to Disability Discrimination Act 1995, the Race Relations Act 1976 and the Human Rights Act 1998)
- b) appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information
- c) staff treat patient information confidentially, except where authorised by legislation to the contrary

Summary and recommendations from LINK piece of work on Staff Training

"The Christie Hospital offers a number of training opportunities to all staff some of which are mandatory and members of staff are required to repeat these in three yearly cycles. Part of the training is linked to the Key Skills Framework (KSF) which promotes the importance of the training but is also a tool to evaluate a persons understanding of the issues covered. No information is given about the qualifications of those providing the training but monitoring checks and measures to assess the impact of the training are in place. The use of external providers to provide some aspects of the training is seen as an acknowledgement of the specialist nature of some of the issues to be covered. This was one of the suggestions made by those attending the LINK Launch as a way of enhancing and improving the quality of training provided by to staff."

Manchester LINK report on staff training sent to Trust March 2009

Additional Comments Received:

Member of public completed a comment on the Christie Hospital, care received 2008, good experience

- o "My friend received lots of care throughout her illness but sadly died." (HCC Form #001)

Please enter the name of the second Local involvement network that has provided the commentary

Trafford

Local involvement network comments. There is no word limit on this answer.

Hi Sue

I am emailing you in response to a letter I received from Alison Norman inviting Trafford LINK to attend an event on 24 March (5.30pm). I am sorry for the delay in replying.

It would be great for Trafford LINK to meet with The Christie Trust and I will be circulate your letter to our LINK Committee with a view to identifying who might attend your event.

With regards to your Annual Health Check, I should advise that although we have been asked to comment on your assessment we are unfortunately

unable to do so this year; with LINKs being area based, we have been asked to provide commentaries for several NHS Trusts but we do not currently have capacity to do this for all of them. As a result, Trafford LINK has agreed to focus on commentaries for just three Trusts.

We would still like to attend on 24th March though and I will be in touch again shortly to confirm who will be coming from Trafford LINK.

Best wishes

Trafford LINK Manager

### Local child safeguarding boards comments

\* Please enter the name of the first local child safeguarding board that has provided the commentary

Manchester

\* Local child safeguarding board comments. There is no word limit on this answer.

This is to confirm, as the Chair of NHS Manchester Safeguarding Children Governance group, that the Christie Hospital has been fully involved in the Safeguarding Children agenda. It is represented on Manchester Safeguarding Children Board, and consistently sends representatives to training and sub group meetings as required

Consultant in Public Health  
NHS Manchester

12/2/09

### Learning Disabilities Partnership Board comments

No comments from Learning Disability Partnership Boards were provided

### Commentaries from other third party organisations

\* Please enter the name of the organisation that has provided the first commentary

MSTEC Audit Services

\* Please enter the first commentary for this organisation

Review of process of confirmation of evidence for Standards for Better Health Declaration

I attended the Trusts review of its evidence for submission to the Healthcare Commission for its declaration on Standards for Better Health on the 5 February 2009. I observed, and also took part in the examination of evidence, for the submission. In particular three key core standards namely C4a Infection Control, C4c Decontamination and C7e equality and diversity. For each of these standards there was rigorous testing of the evidence.

From observation I conclude that the process adopted by the Trust for the compilation of evidence for Standards for Better Health submission is sound and that the process should produce a true and fair result for inclusion in the Declaration.

Bernard McNamara  
Head of Internal Audit  
Christie NHS Foundation Trust

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

## Overview and scrutiny committee comments

\* How many overview and scrutiny committees will be commenting on your trust? (maximum of 10)

0 2

## Overview and scrutiny committee comments

Name of overview and scrutiny committee 1

Manchester City Council

Comments. There is no word limit on this answer.

Dear Ms Sykes,

Standards for Better Health Declaration 2008-2009

Many thanks for submitting your draft 'Standards for Better Health Declaration' to Manchester City Council's Health and Well-being Overview and Scrutiny Committee. After careful consideration the Committee would like to submit the following commentary. Please could you submit the commentary with your declaration to the Health Commission.

"We would like to congratulate the Trust on declaring full compliance with all of the core standards. The Health and Well-being Overview and Scrutiny Committee notes that the Trust has declared full compliance for the past three years and acknowledges the hard work that has been undertaken to achieve this."

Furthermore, in relation to standards C22a and C23, the Committee has carried out an investigation on the early detection and prevention of cancer during the course of this year. In particular we would like to welcome the activity of the Trust to raise awareness of early detection of cancer across Greater Manchester with the Manchester versus Cancer Alliance Campaign. We also welcome the development of Christie services at other sites across the city."

Should you have any further questions, please contact the Scrutiny Support Officer on 0161 234 3011

Yours sincerely,

Councillor  
(On behalf of the Health and Wellbeing Overview and Scrutiny Committee)

Name of overview and scrutiny committee 2

Cheshire County Council

Comments. There is no word limit on this answer.

Dear Alison

Standards for Better Health Declaration 2008-2009

Thank you for your letter of 12 February.

The Cheshire Health and Adult Social Care Scrutiny Select Committee (OSC) will not be submitting a Commentary on The Christie's Declaration for 2008/09.

You may be aware that Cheshire County Council will no longer exist after 31 March 2009 and will be replaced by two new Unitary Authorities, Cheshire West & Chester Council and Cheshire East Council. In future the contacts for Overview and Scrutiny matters will be as follows:

Overview & Scrutiny Manager  
Cheshire West & Chester Council  
County Hall  
Chester  
CH1 1SF

Democratic Services Manager  
Cheshire East Council  
Westfields  
Middlewich Road  
Sandbach  
CW11 9DZ

Please let me know if you need any further information or assistance.

Yours sincerley

Senior Member Support Officer

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list

Please enter the comments from the board of governors in the box below. There is no word limit on this answer.

The Council of Governors can confirm that their committees: patient experience and involvement; membership and community engagement; and environment of care and access, were provided with a formal briefing and an opportunity to question the standards for better health declaration.

An account of these briefings was provided to the full Council Meeting on 29th April 2009 and council members authorised the Chairman to confirm that Council had been consulted and approved the intention to declare compliance with the core standards.

Jim Martin  
Chairman  
Council of Governors

There are no further questions in this section. Please press either the Save and Quit button or the Submit button to return to the main section list