

## Royal Free London NHS Foundation Trust Quality Account 20/21 Update – November 2021

Ref	Barnet HOSC Comment/Query	Response
1	Variations in electronic patient record (EPR) within the RFL Group	<p>RFL now have a shared EPR deployed since October 2021.</p> <p>This has allowed the Trust to start addressing the issue of fragmented clinical and administrative workflows and has enabled digitised records to be shared across RFL and the NCL ICS.</p>
2	Data should be presented more clearly for the layperson - not felt to be the case in the 2020/21 Quality Account which appeared to be aimed more at professionals	<p>We apologise that the representation of data was not adequately explained in the 2020/21 report.</p> <p>We will be mindful to improve our commentary and clarity in the 2021/22 report to ensure the language of the report is more accessible.</p>
3	Failed to achieve its target of zero 'never events' by March 2021	<p>We will continue as part of our Safety Strategy 2020 - 2025, to work towards zero never events by decreasing our avoidable harm score to 49 and becoming a zero-harm organisation by 2025.</p> <p>Currently for the first 2 quarters of 2021/22, the Trust has reported 1 never event which is down on the previous year to date position, reflecting a steady improvement in line with our safety strategy.</p>
4	More details on the new plans for dementia care	<p>Currently working on the delivery of a Dementia CPG which consists of 5 focussed workstreams: Delirium, Distressed behaviour, Assessment-based care, Discharge and Carers.</p> <p>Please see dementia strategy and activity summary that was shared by the RFL lead for dementia in Sept 2021 with HOSC.</p>