

[You will find The Christie Quality Report on the LINK website in 'Key Documents/Greater Manchester']

Alison Norman  
The Christie  
Trust Headquarters  
Wilmslow Road  
Withington  
Manchester  
M20 4BX

Friday 25 June 2010

Dear Alison,

RE: Stockport LINK response to The Christie Quality Report 2009/2010

Thank you for allowing us the opportunity to make a statement on the Quality Report 2009/10. The report was clear and easily followed. The Stockport LINK would like to congratulate and celebrate The Christie in all the hard work it has done to raise its already high quality and standards. We particularly support the improved targets for patient waiting times as an organisation who listens to local people's experience of health we know this can be a concern to a lot of people.

Equally we are encouraged to hear about the new Radiotherapy Units opened in Oldham and opening in Salford that will enable less travelling time for patients and therefore reducing the stress to patients.

We are particularly interested in patient experience and satisfaction and believe The Christie is maintaining high levels of satisfaction and their patient engagement is very good. The Stockport LINK are very happy with the excellent way The Christie has engaged with us, inviting the LINK and its members to open days/evenings and providing the LINK with as much information needed to ensure the public is aware of new developments within the organisation.

As an organisation we also collect feedback about patient experience of any part of the health and social care system and our records show that we received 1 written feedback form and 2 telephone conversations with regard to The Christie. The 2 telephone conversations were positive experiences and related to the care and dignity that they received and could not speak highly enough about the way they were treated. The written feedback however was regard the lack of communication between The Christie and St. Ann's Hospice, the patient's daughter had been misinformed by The Christie staff about

having a private room to spend her remaining days, which did not happen and was upsetting for the patient. The patient also left suggestions for improvement which we will gladly share with The Christie.

However, we do appreciate this number of feedback is low and may not be a regular point of recurrence.

We conclude our statement to offer our continued support to The Christie and we hope that other organisations can learn best practice from you around patient and public engagement as well as being open about the information you produce to the public.

Kind Regards



Maria Kildunne

LINK Development Manager

On behalf of John Leach LINK Chair and The Stockport LINK membership

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cc: Care Quality Commission  
Stockport Health Scrutiny Committee