



28 April 2023

Tracey Bullock
University Hospital North Midlands
Stoke-on-Trent
Staffordshire
ST4 6QG

Dear Ms Tracey Bullock

Re: QPIDS accreditation - awarded

Following the QPIDS assessment to the service at **University Hospital North Midlands** on **1 March 2023** I am pleased to confirm that the service has met all the required QPIDS accreditation standards and is therefore awarded QPIDS accreditation for five years.


We would like to congratulate you and your staff for the high standard of achievement and for their hard work during the accreditation process. The assessment team wish to highlight the following areas of excellence in the service:

- The management arrangements are excellent, and the team was particularly impressed by the audit programme and implementation of Annual Management Review. The follow-up of resulting actions, and patient involvement in these events are exemplary practice.
- Diverse ways in which patients are being involved with the Service: organising coffee mornings; inviting patients to annual review meetings; asking patients to review letters and information leaflets.
- Patients interviewed gave very positive comments on Privacy and Dignity, also on the way they were treated by all the staff. All the patients reported that, if they needed to contact the Service, they received a prompt response.

Accreditation is awarded for five years, but is subject to the successful completion of the yearly annual renewal submission. Thereafter there will be a 5 yearly accreditation site assessment. It is important that QPIDS is informed of significant changes to your service; this includes changes to contact details or changes to the size or management structure within your service.

Congratulations once again on this achievement and please do not hesitate to contact the QPIDS team should you require any further information.

Yours sincerely



Dragana Smith

Dragana Smith
QPIDS programme manager
Royal College of Physicians

CC: Matthew Lewis, Michelle Rhodes, Sarah Goddard, Deborah Hughes, Lavanya Diwakar