

Why Quality Counts

Presented by:

Michelle Rhodes, Head of Performance

Karen Cvijetic, Head of Quality Improvement

Glyn Butcher, Chair – User Carer Partnership Council

Graeme Fagan, Deputy Director – Adult Services



Introduction

- What is a Quality Account?
- 2010/11 Performance
- Review of Quality Markers 2010/11
- Process for 2011
- Quality priorities for 2011/12
- Next Steps



What is a Quality Account?

- Coalition Government White Papers set out the vision of putting Quality at the heart of everything the NHS does
- Key component of the Quality Framework is the continuing requirement for all providers of NHS Services to publish Quality Accounts
- This is our opportunity to enable the OSC and LINK to review and supply a statement as to whether “the report is a fair reflection” of RDaSH services
- 2010/11 is the third Quality Account produced by RDaSH

2010/11 Performance

- **Monitor**

- Governance – Green
- Finance – 4 (Good)



- **Care Quality Commission (CQC)**

- Registered with no compliance conditions



- **Commissioning for Quality Indicators (CQUIN)**

- Achieved 7 of 7 regional indicators



Review of Quality Markers 2010/11

- Three domains of Quality:
 - Patient Safety
 - Clinical Effectiveness
 - Patient Experience



Patient Safety

- Improved reporting process for Serious Incidents
- Improved action plans and shared learning from Serious Incidents
- Environment is monitored to ensure patient safety
- Patient sensitive information is held securely – through productive ward in inpatient services



Clinical Effectiveness

- Physical health check pilot carried out in adult services
- Environment being improved – modernisation programme includes Rotherham
- Service modernisation
- Clinical audits are undertaken and produce action plans to address issues
- Clinical supervision for clinical staff



Patient Experience

- Patients have access to privacy and are treated with dignity – Essence of Care
- Information about services and treatment is available to patients
- Patients and carers are involved in the development of services
- Feedback (negative / positive) is used to improve the delivery of care – national/ad hoc surveys



leadingthewaywithcare



Process for 2011

- Consultation with OSC – presentation/draft Quality Account for comment
- Engagement with User Carer Partnership Council – regular agenda item/draft Quality Account for comment/development of Quality Markers for 2011/12
- Engagement with Council of Governors – regular agenda item / draft Quality Account for comment



Quality priorities for 2011/2012

- Established by clinical teams
- Consultation with User Carer Partnership Council
- Presented to Trust Quality Council
- Process of continuous improvement



leadingthewaywithcare

Patient Safety

- Clinical supervision marker stretched to include safeguarding children supervision
- Serious incident learning stretched to include incidents / serious case reviews
- Patient sensitive information is held securely – stretched to include productive community / record



leadingthewaywithcare

Clinical Effectiveness

- Productive principles stretched to include productive community
- Independent prescribing
- Development of patient pathways
- Medicines management



leadingthewaywithcare

Patient Experience

- Embedding new Essence of Care benchmarks
 - Respect and Dignity
 - Care Environment
 - Prevention and Management of pressure ulcers
 - Food and Drink
- Embedding service user / carer involvement
 - Meridian real time feedback system
 - Carer questionnaires



leadingthewaywithcare



Next Steps

- Receive OSC comments for inclusion in the Quality Account
'Are these appropriate areas to focus on?' – 20 April 2011
- Report to Board – 28 April 2011
- Report to Council of Governors – 10 May 2011
- Report to Monitor – 7 June 2011
- Review by Audit Commission – April 2011
- Start work for 2012



Thank you.

Any questions?



leadingthewaywithcare