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**Rotherham Health  
Select Commission**

**‘Quality Matters’**

# Introduction

- What is a Quality Account?
- 2011/12 Performance
- Review of Quality Markers 2011/12
- Process for 2012
- Quality priorities for 2012/13
- 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 to review and supply a statement as to whether “the report is a fair reflection” of RDaSH services
- 2011/12 is the fourth Quality Account produced by RDaSH



# 2011/12 Performance

## ● Monitor

- Governance – Amber/Red (at Quarter 3)
- Finance – 4 (Good) (at Quarter 3)

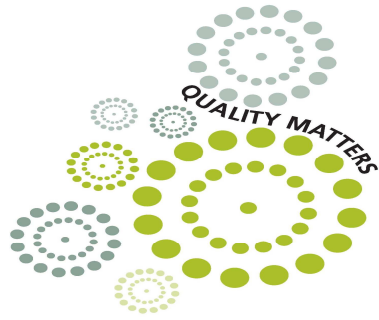
## ● Care Quality Commission (CQC)

- Registered with no conditions

## ● Commissioning for Quality Indicators (CQUIN)

- Achieving 9 of 9 indicators (at Quarter 3)





# Review of Quality Markers 2011/12

Three domains of Quality:

- Patient Safety
- Clinical Effectiveness
- Patient Experience



# Examples of quality improvement work

Patient Experience	Patient Safety	Clinical Effectiveness
Improving access	Changes in practice through lessons learned	Access to supervision
Improving care through patient feedback	Care coordination	Implementing evidence based practice
Patient involvement in service development	Environmental safety/accessibility	Staff engagement in clinical effectiveness activity
Respecting, involving and empowering patients	Personalised care planning	
Making service/treatment information available	Records management	
	Safeguarding	



## Process for 2012

- Consultation with OSC – presentation/draft Quality Account for comment
- Engagement with Trust User Carer Partnership Council – regular agenda item/draft Quality Account for comment/development of Quality Markers for 2012/13
- Engagement with Trust Council of Governors – regular agenda item/draft Quality Account for comment/development of Quality Markers for 2012/13
- Draft Quality Account to Trust Clinical Governance Group



# Quality priorities for 2012/13

Developed by:

- User Carer Partnership Council
- Council of Governors
- Business Divisions
- Board of Directors



# Board of Directors Quality Priorities

The 3 quality improvement priorities identified by the Board of Directors are:



- Personalised Care Planning
- Record Keeping
- Clinical leadership roles and responsibilities



## Council of Governors (CoG) Quality Priorities

CoG has identified the following priorities for 2012/13:

- Personalised care
- Effective, knowledgeable, personalised communication from all of our staff
- Continuously improve communication with, and feedback from, people who use the service through a wide range of methods



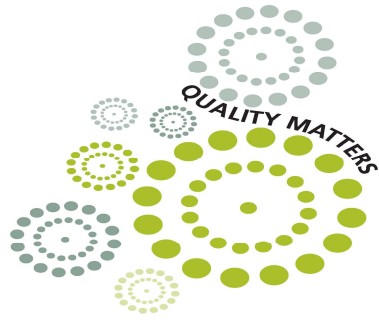
## User Carer Partnership Council (UCPC) Quality Priorities

- Attitudes shown by staff towards people who are diagnosed with a personality disorder
- Service user carer involvement in staff selection and recruitment
- 7 day follow up from discharge, support on discharge from wards
- Embedding WRAP, mapping what there is and where it is. Connecting discharge and community WRAP Groups
- Access to services (maintaining progress on accessibility and responsiveness).
- Provide information to UCPC on analysis of complaints; trends and lessons learned.
- Increase meaningful activities on the wards



## Next Steps

- Receive OSC comments for inclusion in the Quality Account – 8 March 2012
- Report to Clinical Governance Group – 19 March 2012
- Report to Board of Directors – 29 March 2012
- Report to Council of Governors – 16 May 2012
- Report to Monitor – 31 May 2012
- Review by Audit Commission – April 2012



Thank you

Any questions