



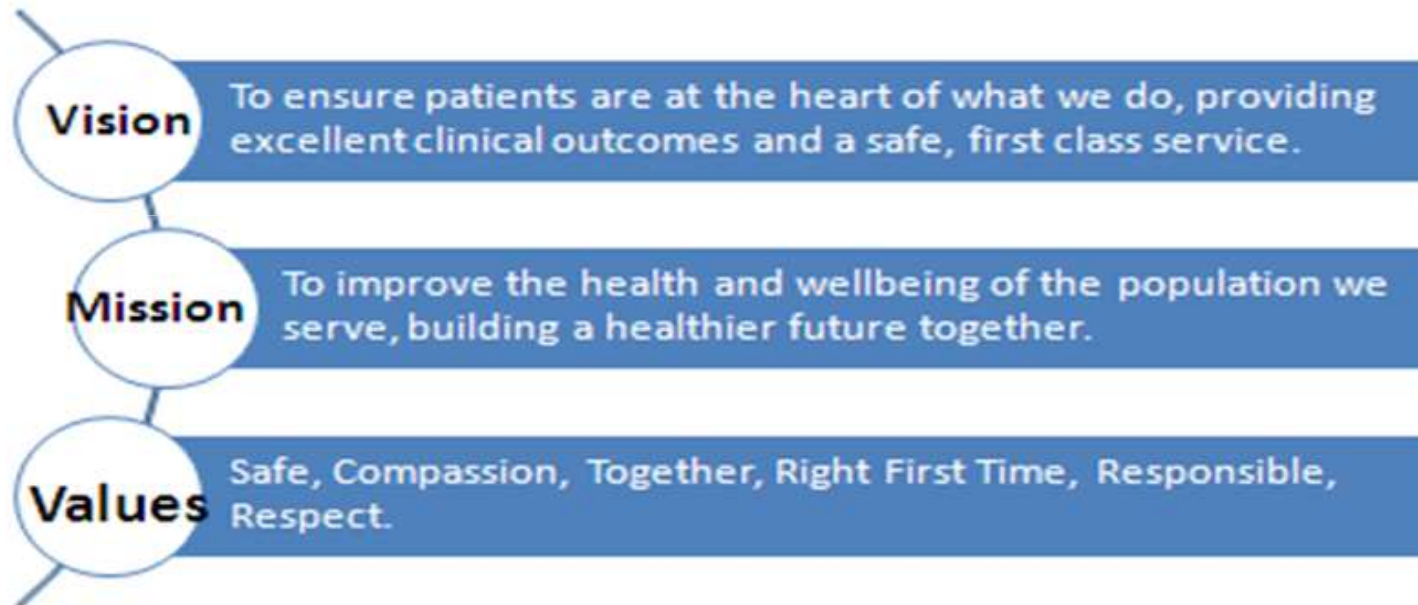
Quality Accounts 2013/14

Rotherham Health Select Commission

June 2014

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Vision, Mission, Values



The focus of the Quality Account is on how we take assurance that the services we provide are safe, effective and enabling our patients, their families and carers to have a positive experience of care.

LOOKING BACK – Our quality improvement priorities for 2013/14:

Priority	Description	Did we achieve our aims?
1	Patient Safety – Intraoperative Fluid Management (CQUIN)	✓
2	Improving data quality	X improved
3	Review of death certificates	✓
4	Patient Experience - dementia	X

LOOKING FORWARD - TRFT Quality Objectives 2014/15:

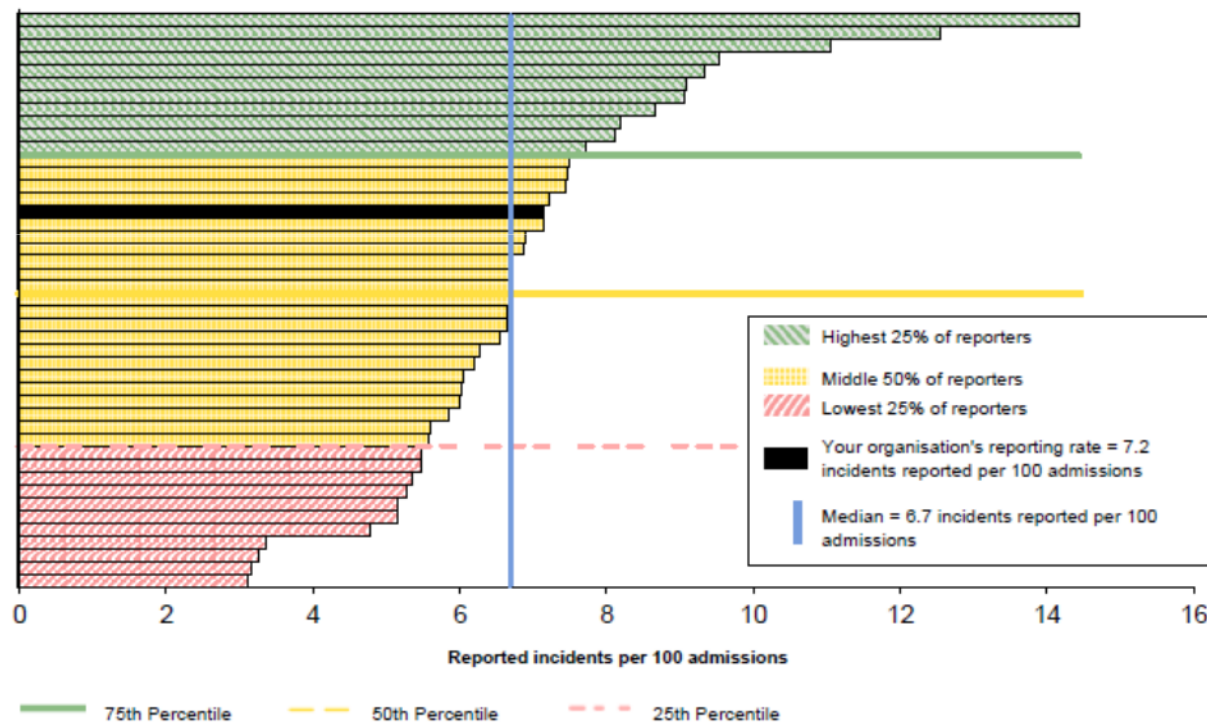
1. **SAFE** - Mortality. Deliver a 4 point reduction in HSMR.
2. **SAFE** - Harm Free Care (HFC)
 - 2.1 Minimum 96% HFC
 - 2.2 Zero avoidable pressure ulcers grade 2-4
 - 2.3 Zero avoidable falls with harm

3. **RELIABLE** - Achieve all national waiting time targets
 - 3.1 Cancer
 - 3.1.1 2 week waits
 - 3.1.2 31 days
 - 3.1.3 62 days.
 - 3.2 A&E
 - 3.3 18 weeks
4. **CARING & RELIABLE** - Friends & Family (FFT)
 - 4.1 Achieve an A&E net promoter score (NPS) of 75
 - 4.2 Achieve an IP NPS of 83
 - 4.3 Achieve a maternity NPS of 83
 - 4.4 Achieve a 40% response rate for A&E, maternity and in-patients combined

CQC Inspection

Consent to treatment	✓	Met this standard
Care and welfare of people who use the service	✓	Met this standard
Cleanliness and infection control	✓	Met this standard
Requirements relating to workers	✓	Met this standard
Supporting workers	✓	Met this standard
Assessing and monitoring the quality of service provision	✓	Met this standard

Safety Culture

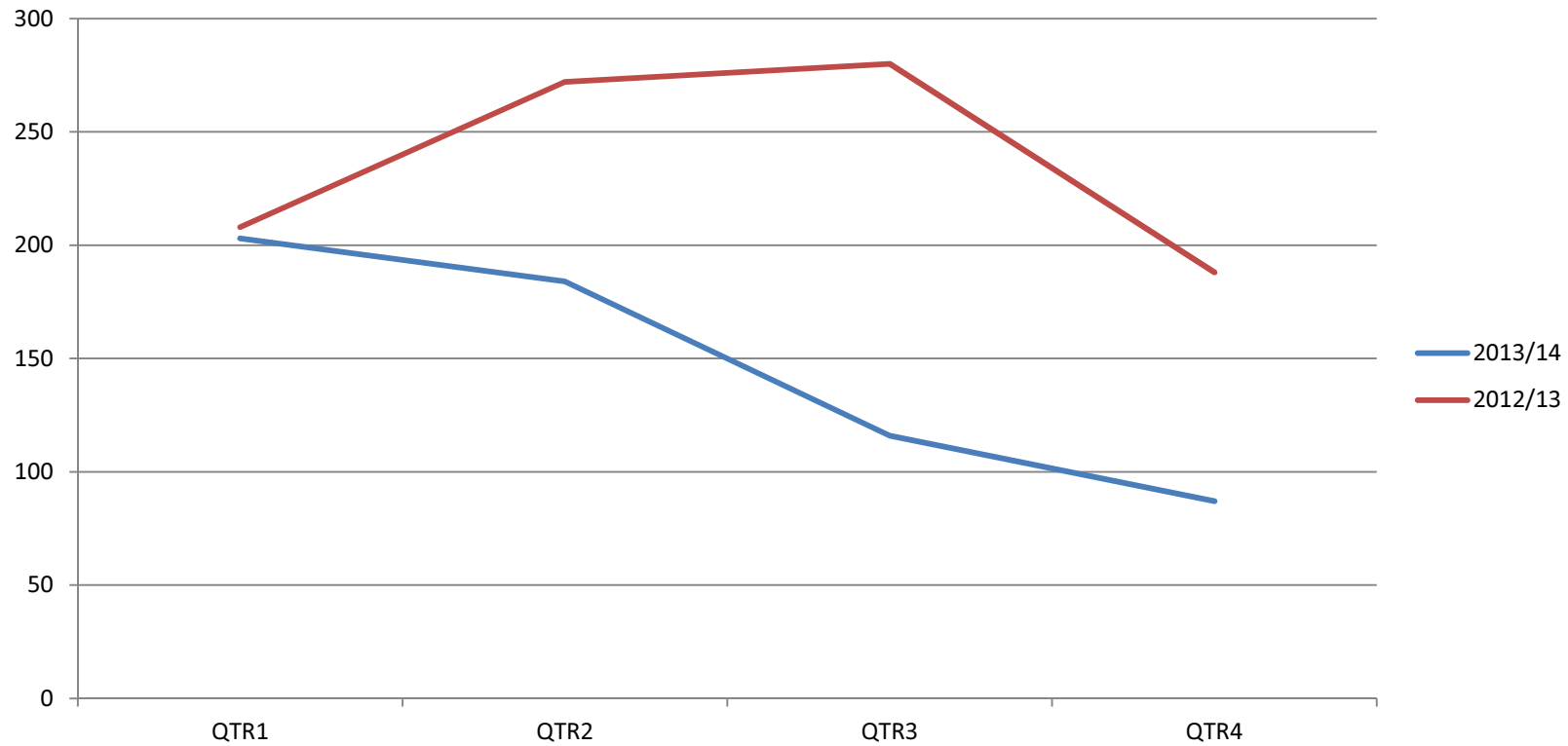


Information Governance

	Overall Score	Grade
Information Governance Management	66%	Satisfactory
Confidentiality and Data Protection Assurance	66%	Satisfactory
Information Security Assurance	66%	Satisfactory
Clinical Information Assurance	66%	Satisfactory
Secondary Use Assurance	66%	Satisfactory
Corporate Information Assurance	66%	Satisfactory
Overall	66%	Satisfactory

Patient Experience

Number of complaints received by quarter in 2012/13 and 2013/14



Infection Control

RFT		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14 Target = 22	Monthly Actual	1	3	0	0	3	7	3	3	1+ 1	2	1	4
	Monthly Plan	2	2	2	2	1	1	2	2	2	2	2	2
	YTD Actual	1	4	4	4	7	14	17	20	21 +1	23 +1	24 +1	28 +1
	YTD Plan	2	4	6	8	9	10	12	14	16	18	20	22

Any Questions and Discussion time