

A large, light purple, stylized letter 'Q' graphic that serves as a background for the title text. It has a thick stroke and a white circular center.

Quality Accounts

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Context - NHS Next Stage Review

10 Local SHA Visions
(published May – June 2008)



National Themes

- Quality
- Innovation
- NHS constitution
- Leadership
- Education and training
- Health & Well-being
- Primary Care
- Incentives
- Information

National enabling report,
High Quality Care for All



Patient, staff and public engagement

A definition for Quality

Will I be protected from healthcare acquired infections and avoidable accidents?

Safety

Effectiveness

What will my experience of the NHS be like?
Will I be treated with compassion, dignity and respect in a clean, safe and well managed environment?

Experience

How will my clinical procedure be carried out?
What will its result be?
What about my quality of life after treatment?

A Quality Framework to enable quality improvement

Bring clarity to quality

- NICE quality standards
- NHS Evidence

Measure quality

- Indicators – local, national, international
- Patient Reported Outcome Measures (PROMS)
- Clinical dashboards

Publish quality performance

- **Quality Accounts**
- NHS Choices
- Care Quality Commission (CQC) Periodic Review
- International measures

Recognise and Reward quality

- PCT contracts, including CQUIN payment framework
- Normative tariffs
- Clinical Excellence Awards
- Quality & Outcomes Framework
- Accreditation

Leadership for quality

- PBC, Service line reporting, Social Enterprise
- Quality observatories
- SHAs – Medical Directors; clinical advisory groups
- National Quality Board
- National Clinical Directors

Safeguard quality

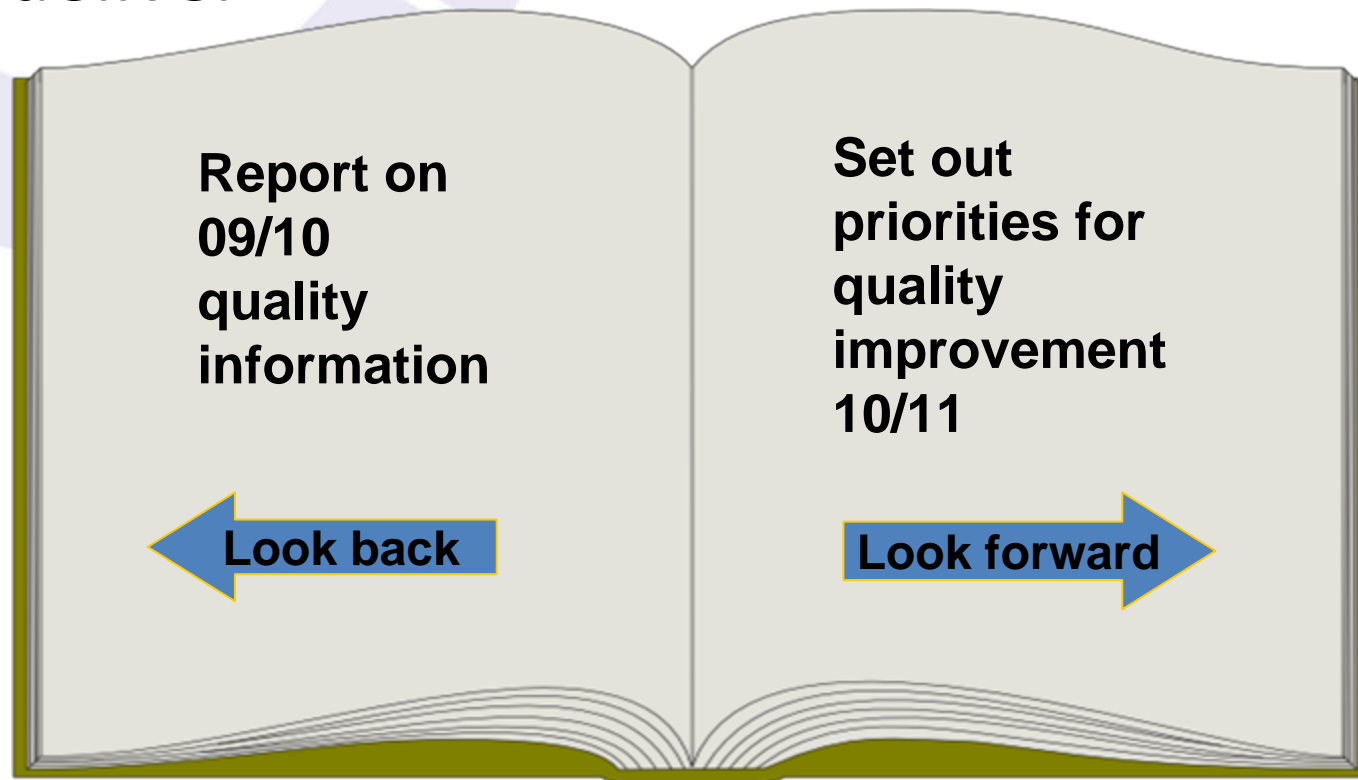
- CQC Registration
- Professional Regulation

Stay ahead

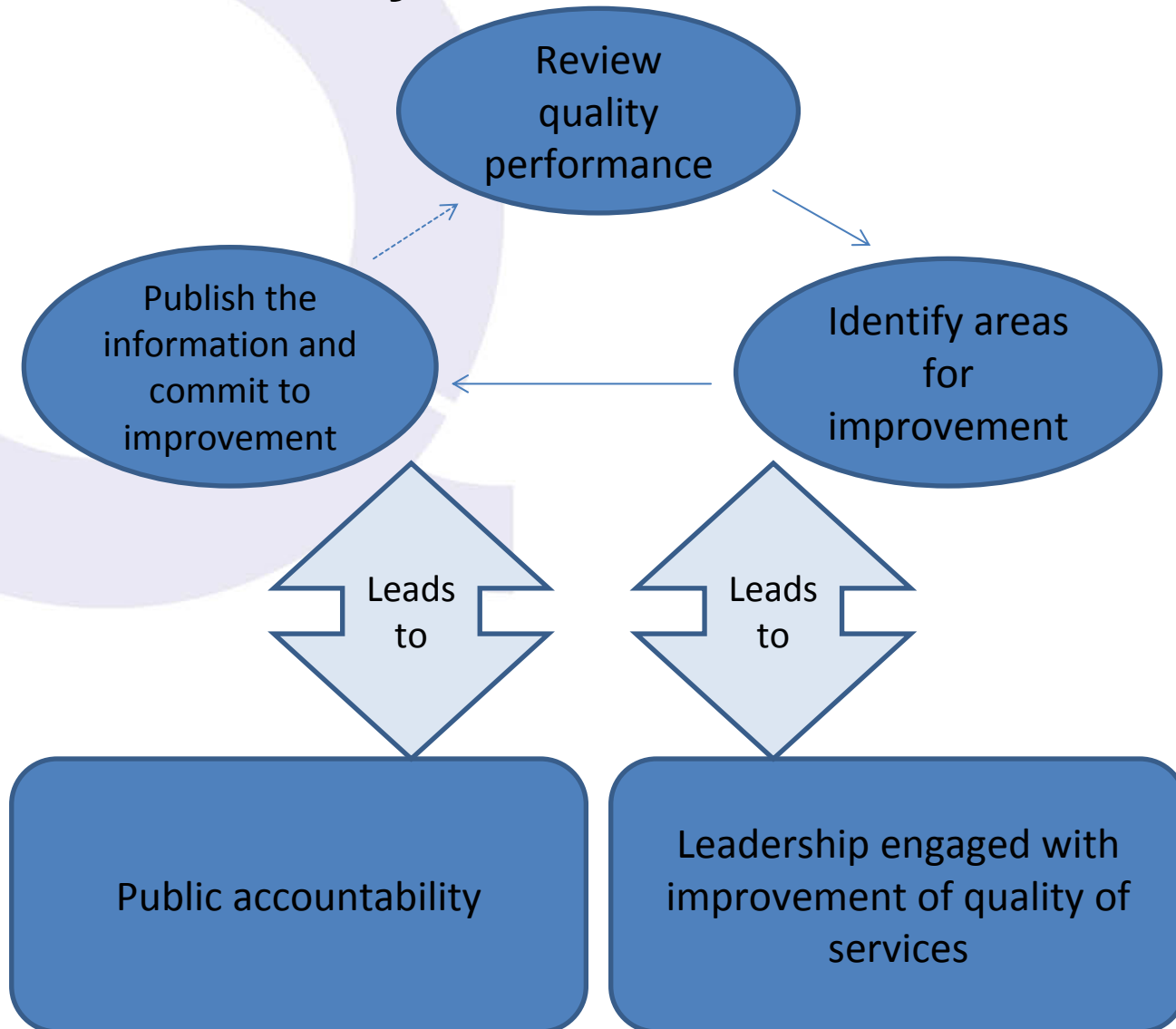
- Learning from Never Events
- CQC Special Reviews
- SHA duty to innovate
- Innovation funds & prizes
- Academic Health Science Centres
- Health Innovation & Education Clusters

What are Quality Accounts?

Annual reports to the public from providers of NHS healthcare on the quality of services that they deliver



The aim of Quality Accounts:



The framework for 2010

- **Part one**
 - statement on quality from the Chief executive
- **Part two**
 - priorities for improvement
 - statements relating to quality of NHS services provided
- **Part three**
 - review of quality performance
 - an explanation of who you have involved
 - any statements provided from your commissioning PCT, LINKs or OSCs

Statement on quality from the Chief executive

- Introduce the key themes of the account
- Outline your vision for quality – show how quality aligns with your wider business plans
- Summarise your view of the quality of services provided
- Declare that the information in the account is accurate (to the best of your knowledge)

Priorities for improvement

- Forward looking section of the report
- At least three priorities
- Consider linking these to the three domains of quality: safety, effectiveness, patient experience
- Should be measurable and achievable but stretching and aiming to achieve high quality care

Statements relating to the quality of NHS services provided (in regulations)

- Review of services
- Clinical Audits
- CQUIN (Commissioning for Quality and Innovation payment framework)
- Care Quality Commission – registration, periodic review, special review and investigations
- Data Quality
- Clinical Research

Review of quality performance

- Content should be determined by you in consultation with key interested parties
- Consider having a balance across the three domains of quality
- Show what you are doing well AND where you need to improve
- Show how you are going to do this

An explanation of who you have involved

- Patients, their carers and the local public
- Staff and volunteers (clinical and non-clinical)
- Commissioners
- Any other interested parties (e.g. peers, partners along a pathway etc.)

Any statements provided from your commissioning PCT, LINKs or OSCs

- Send your draft Quality Account no later than 30th April to: Lead PCT, Local Involvement Network (LINK), Overview and Scrutiny Committee (OSC)
- The **PCT** must respond with a statement – regarding their view of a.) accuracy and b.) opinions on interpretation / representativeness of information in the Quality Account
- The **LINK and OSC** may choose to respond with a statement regarding opinions on representativeness of information in the Quality Account
- These statements must be included in the final published Quality Account
- **Effective engagement and communication with these parties during the process is key to its success**

Publication

- Publish by 30th June 2010 on NHS Choices
- Send the link of where it is published by the same date to QualityAccounts@dh.gsi.gov.uk
- Place a notice at the premises where your patients are receiving their healthcare services, stating where your Account can be obtained
- Provide hard copies on request to those who request it (for two years)