



Quality Accounts

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A definition for Quality

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

Safety

Effectiveness

Experience

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?

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

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 the quality of NHS services provided

Part three

- review of quality performance
- an explanation of who the Trust has involved
- audits, CQC, research activity,
- any statements provided from the commissioning PCT, LINKs or OSCs

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

An explanation of who the Trust has 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 the commissioning PCT, LINKs or OSCs

- Send the 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**

THH – Looking forward (2010-11)

- Patient safety first campaign
 - extended to high risk medicines, falls, Global Trigger Tool
- CQUINs
- The first contact project
- Improving the delivery of care:
 - Measures of care
- Improving the emergency care pathway
- Reducing Hospital Acquired Infections

Early lessons from 2010

- 45% of Trusts found engagement partially successful in producing Quality Account that reflected local views, 38% found it successful
- 33% of Foundation Trust members felt that Quality Accounts enabled them to make quality improvements to services

Early lessons from 2010 publication

- Most providers said exercise was beneficial to their organisation, raising awareness of service quality issues
- Quality Accounts have helped providers focus on key improvement priorities
- Many examples of Quality Accounts with positive comments from stakeholders
- Varied style and content
- Mandated statements too prescriptive
- FTs were critical of having two sets of guidance from DH and Monitor and of having to publish a Quality Account and a Quality Report

Feedback from Council Governors Oct 2010

- Key priorities for 2010/11 Quality Account
 - Patient safety eg infection, falls
 - Doctor communication to patients / relatives
 - Access to Doctors
 - Physical safety on wards / hospital grounds
 - Drug / prescribing safety
 - Patient experience (response to complaints)
 - Effective discharge planning (reduce readmission)
 - Extension of “First Contact Project” to therapies
 - Providing individualised care – “Finding the person behind the patient”

Feedback from Council Governors Oct 2010

- How can Governors help the Trust engage with the public on the Quality Account?
 - Through Residents Associations and Community Groups of which Governors are already members
 - PiP
 - Local Authority stakeholder events eg “Streets Ahead”
 - Social networking sites

Feedback from Council Governors Oct 2010

- How can the Trust make the Quality Account meaningful and accessible to the public?
 - PiP events
 - Social networking sites
 - Libraries
 - Place on Trust's website
 - Provide in GP surgeries
 - Personalise it ie about people not statistics
 - Use "Hillingdon People"
 - Easy to read eg use RAG rating
 - Use a readability tool
 - Patient stories

Questions for this session

- Under the three domains of quality (safety, effectiveness, patient experience) what should be the key priorities for improvement in the 2010-11 Quality Account?
- How can we make the Quality Account meaningful and accessible to the public?