

# Quality Accounts

Tell us what you think

# Background

- The Department of Health (2008) set out the vision for the National Quality Framework and proposed that all Trusts should produce publicly available 'Quality Accounts'
- Every year, the Trust has to compile a Quality Account which is a report on the quality of services our Trust delivers
- The aim of Quality Accounts is to provide information about the quality of services that can be compared with other Trusts and accessed by the public

# Publication of Quality Accounts

- To be included in the Annual Report and Accounts and published by end of June 2013
- Publicly available on the NHS Choices website
- Quality Accounts to include Community Services quality improvement priorities for 2013/14

# Format of the Quality Accounts

- Nationally agreed content
- Information to include:
  1. statement from the Board
  2. priorities for improvements
  3. review of quality performance
  4. research and development
  5. data quality
  6. what others say about the Trust

# Quality Accounts – External Assurance Requirements

- The following requirements will be audited:
  - 1. Content** of the Quality Accounts;
  - 2. Consistency** of the Quality Accounts; and
  - 3. Three performance indicators** in the Quality Accounts
    - 28 day readmission rates
    - Clostridium Difficile
    - Rate of patient safety incidents that occurred within the Trust during the reporting period and the percentage of such incidents resulting in severe harm/death.
- The audit findings in relation to the content and consistency of the Quality Account will be reported in the annual report

# Quality Improvement Priorities

- The Trust have developed a draft Quality Account for 2012/13 which looks back at achievements over the past year, but also looks forward to the coming year and where our focus for quality improvement should be
- The Trust have compiled a list of potential priorities falling into the three categories that the Quality Account must address:
  - clinical effectiveness;
  - patient safety; and
  - patient experience

# Clinical Effectiveness - Nursing Care Indicators

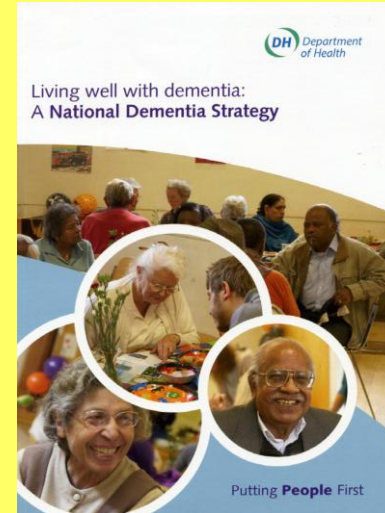
## Nutritional Assessment



Getting the right food



## Dementia



Enhancing quality of life for patients



## Surgical Site Infections



No infections from operations



## Continence Care



Good continence care





# Clinical Effectiveness



- Participating in North West Advancing Quality initiative that seeks compliance with best practice in six clinical areas:

- Acute Myocardial Infarction (Heart Attack)
- Hip and Knee Surgery
- Heart by-pass
- Heart Failure
- Pneumonia
- Stroke

To be in the top 25% of performance of Trusts participating in Advancing Quality





# Patient Experience

## Patient Survey



Tell us what you think



## Patient Environment



To improve Patient Environment survey results



## Privacy and Dignity Single Sex Accommodation



Ensure single sex accommodation to provide privacy and dignity for patients



## End of Life Care



Seeking patients and carers views to improve End of Life Care



# Patient Safety

## Infections



Reduce Infections:  
MRSA/  
Clostridium  
Difficile



## Falls



Less falls in hospital



## Medication Errors



Reduce Medication errors



## Pressure Ulcers



No skin damage



# Comments Welcome



- Paul Jones (07964976124)
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- Complete the feedback form and send to: Paul Jones, Company Secretary, Trust Headquarters, Westmorland General Hospital, Burton Road, Kendal, LA9 7RG

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Thank you