

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



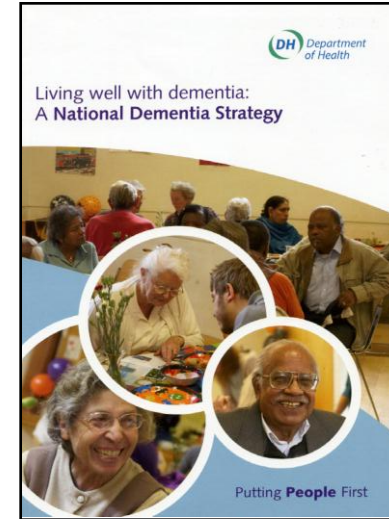
Surgical Site Infections



No infections from operations



Dementia



Enhancing quality of life for patients with dementia



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 Surgery
- 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



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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