

Quality counts



A short guide to our **Quality Strategy 2014 - 2019**
*our commitment to patient safety, participation
and quality of care*



Introduction

The Nottinghamshire Clinical Commissioning Groups in the south of the county - NHS Rushcliffe, NHS Nottingham North and East and NHS Nottingham West - are all working together to improve the health of people who live across their areas. We aim to improve the quality of care by delivering improved safety, effectiveness of services and improved patient experience.

Clinical Commissioning Groups (CCGs) are responsible for the provision and quality of healthcare services in a specific location. Across the South of Nottinghamshire, local CCGs work together to deliver the very best in patient care and ensuring that our local patients are well looked after and safe. Following the publication of **The Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry (Feb 2013)**, we have now launched our new Quality Strategy, which details how we are going to ensure our patients are safe and well cared for.

This leaflet will provide you with a brief introduction to our Quality Strategy - you can read it in full on our website:

www.nottinghamnortheastccg.nhs.uk

Our ambition

Our ambition is to commission excellent, safe and cost effective healthcare for Nottinghamshire. We will work towards achieving this by ensuring that care providers focus on quality. This means paying equal attention to:

- patient experience
- patient safety
- clinical effectiveness of care

What this means for patients?

This means patients will:

- receive the right treatment, in the right place, at the right time.
- are kept safe from avoidable harm.
- are treated as an individual (their needs and concerns addressed).

- are treated with respect and dignity.
- are treated/cared for in a safe environment free from infection.

What this means for staff?

This means staff will:

- recognise their contribution to quality and its improvement.
- be supported to focus on the quality of the services we commission.
- have the necessary training and development to improve, monitor and scrutinise quality.
- ensure that when things have not gone well, we focus on learning lessons and improving quality.
- ensure that when things go well, information and learning will be shared so others can learn.

Our priorities



Aim to commission safe services for our local community

How?

- Safeguarding arrangements and serious incidents will be monitored for improvement.
- Professional leadership will be evident which demonstrates clear lines of accountability around safeguarding from 'board to floor'.
- The culture of organisations will enable professionals to recognise and respond to safeguarding concerns and learn lessons from local and national serious incident reviews.
- Develop staff to enable safeguarding skills and competencies to be developed and maintained.



We will:

- ensure we have a robust Infection Prevention and Control (IPC) agenda in order to drive Healthcare Associated Infections (HCAI) numbers down.
- ensure commissioners and providers work together to share learning and achieve robust and effective communication between organisations.
- commission appropriate high quality services that are compliant with all guidelines and standards. These are in relation to IPC.

We will ensure children and vulnerable adults are safe by:

- taking into account the views of children, young people and carers to influence the commissioning of services.
- complying with statutory requirements and national and local quality standards set by the Care Quality Commission and NHS Midlands and East.
- providing leadership for safeguarding across NHS and partner organisations.
- monitoring safeguarding across the organisation.

We will ensure the care and safety of people in care homes by:

- monitoring care homes for improvement.
- ensuring professional leadership is evident which supports improvement and promotes partnership working.
- ensuring the culture of organisations will enable professionals to identify poor quality care and take appropriate action.
- developing staff to ensure the quality of care delivery.

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Aim to commission patient-centred services that meet patient expectations

How?

- Patient Experience will be monitored to aid service improvement.
- Patient Experience to be incorporated into all new services.
- By engagement with all stakeholders, the culture of patient experience will be embedded into all aspects of CCG business.
- Develop staff to enable patients to become active partners in all areas of their NHS care.

We will:

- implement the NICE (National Institute for Health and Care Excellence) guidance for patient experience 2012 and recommendations from publications such as the Clwyd and Hart report and Patient Association.
- implement the the 6 Cs: care, compassion, competence, communication, courage and commitment as outlined in the Compassion in Practice: Nursing, Midwifery and care staff our vision and strategy (2012) www.england.nhs.uk/nursingvision.
- adhere to Action Area 2 of the Nursing and Midwifery vision, which sets out the ambition for improving patient experience and includes:
 - involving patients in shared decision-making about their care.
 - empowering patients to be active participants and partners in their own care, enabling self-care.
 - welcoming the involvement of family.
 - respecting patient centred values, preferences and needs.
 - coordinating care across the health and social care system.
 - providing information and education on clinical status, progress, prognosis and care processes to facilitate autonomy, self-care and health promotion.
 - delivery of essential care with compassion (recognising the need for nutrition, hydration, comfort, including pain management, comfortable surroundings and help with activities of daily living).

3

Aim to commission safe, effective and evidence-based care that delivers the best health outcomes across a range of conditions as set out in NHS Outcomes Framework and NICE Quality Standards

How?

In order to achieve our ambition to commission excellent, safe, effective and evidence-based care for Nottinghamshire, as set out by NICE and the NHS Outcomes Framework, we will create an infrastructure to support this.

We have identified 4 key areas:

- Leadership
- Measurement for improvement
- Culture for quality improvement
- Capacity and capability



Clinical effectiveness is about delivering the best possible care for patients through timely and appropriate treatments but also ensuring the right outcome for patients – 'right person, right place, right time'.

Clinical effectiveness is made up of a range of quality improvement activities and initiatives including: evidence, guidelines and standards to identify and implement best practice, quality improvement tools, (such as clinical audit, evaluation, rapid cycle improvement) to review and improve treatments and services based on:

- the views of patients, service users and staff
- evidence from incidents, near-misses, clinical risks and risk analysis
- outcomes from treatments or services
- measurement of performance to assess whether the team/department/organisation is achieving the desired goals
- identifying areas of care that need further research
- information systems to assess current practice and provide evidence of improvement
- assessment of evidence as to whether services/treatments are cost effective
- development and use of systems and structures that promote learning across the organisation

In addition to our overarching priorities, we also intend to:

1. Reduce avoidable pressure ulcers
2. Reduce falls and harm from falls
3. Improve patient experience and complaints management
4. Reduce healthcare acquired infections (HCAI)
5. Safeguard vulnerable adults and children
6. Improve quality of care home services

For a quick jargon buster and to find out where you can download a full version of the Quality Strategy please see the back page.

Jargon buster

Clinical Commissioning Groups (CCGs): responsible for buying healthcare services for patients in a specific location. There are seven CCGs covering Nottinghamshire. This quality strategy covers the intentions of the South CCGs - Rushcliffe, Nottingham West and Nottingham North and East.

NICE: the National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care.

Care Quality Commission (CQC): the CQC check whether hospitals, care homes, GPs, dentists and other healthcare services are meeting national standards. They do this by carrying out inspections, publishing their findings and helping services improve.

NHS Midlands and East: regional branch of NHS England. NHS England authorises the CCGs. It is an executive non-departmental public body of the Department of Health.

Mid Staffordshire NHS Foundation Trust Public Inquiry Report: published the findings of the inquiry into Mid Staffordshire Foundation Trust after their poor standards of care had been exposed.

Find the full quality strategy at:

www.nottinghamnortheastccg.nhs.uk/information-centre

www.nottinghamwestccg.nhs.uk

<http://www.rushcliffeccg.nhs.uk/about-us-business-policies>

Contact the South CCGs' quality team on: 0115 883 1838 email: info@nottinghamnortheastccg.nhs.uk

Need information and advice?

The Patient Advice and Liaison Service (PALS) provides information and advice on local NHS services for patients, their families and carers.

Call: **0800 028 3693**

email: pals.south@nottinghamnortheastccg.nhs.uk