

HEALTH SCRUTINY PANEL
29 JANUARY 2014
NOTTINGHAM CITYCARE PARTNERSHIP QUALITY ACCOUNT 2013/14
REPORT OF HEAD OF DEMOCRATIC SERVICES

1. Purpose

- 1.1 To consider Nottingham CityCare Partnership's proposals for their Quality Account 2013/14, including plans for public engagement in developing the Quality Account.

2. Action required

- 2.1 The Panel is asked to consider and comment on the information provided in the report and at the meeting, focusing on how CityCare Partnership is to determine its priorities for its Quality Account 2013/14 and how it plans to involve stakeholders in doing so.

3. Background information

- 3.1 A Quality Account is an annual report to the public from providers of NHS healthcare services about the quality of their services. It aims to enhance accountability to the public and engage the organisation in its quality improvement agenda, reflecting the three domains of quality: patient safety, clinical effectiveness and patient experience.

- 3.2 A Quality Account should:

- improve organisational accountability to the public and engage boards (or their equivalents) in the quality improvement agenda for the organisation;
- enable the provider to review its services, show where it is doing well, but also where improvement is required;
- demonstrate what improvements are planned;
- provide information on the quality of services to patients and the public;
- demonstrate how the organisation involves, and responds to feedback from patients and the public, as well as other stakeholders.

- 3.3 Quality Accounts are both retrospective and forward looking. They look back on the previous year's information regarding quality of services, explaining what is being done well and where improvement is needed. But, they also look forward, explaining what has been identified as priorities for improvement.

- 3.4 Guidance from the Department of Health requires that a Quality Account should include:
- priorities for improvement – clearly showing plans for quality improvement within the organisation and why those priorities for improvement have been chosen; and demonstrating how the organisation is developing quality improvement capacity and capability to deliver these priorities;
 - a review of quality performance – reporting on the previous year’s quality performance offering the reader the opportunity to understand the quality of services in areas specific to the organisation;
 - an explanation of who has been involved and engaged with to determine the content and priorities contained in the Quality Account; and
 - any statements provided from either NHS England or Clinical Commissioning Group as appropriate; Local Healthwatch; and Overview and Scrutiny Committees including an explanation of any changes made to the final version of the Quality Account after receiving these statements.
- 3.5 Quality Accounts are public documents, and while their audience is wide ranging (clinicians, staff, commissioners, patients and their carers, academics, regulators etc), Quality Accounts should present information in a way that is accessible for all. For example, data presentation should be simple and in a consistent format; information should provide a balance between positive information and acknowledgement of areas that need improvement. Use of both qualitative and quantitative data will help to present a rounded picture and the use of data, information or case studies relevant to the local community will help make the Quality Account meaningful to its reader.
- 3.6 As a first step towards ensuring that the information contained in Quality Accounts is accurate (the data used is of a high standard), fair (the interpretation of the information provided is reasonable) and gives a representative and balanced overview, providers have to share their Quality Accounts prior to publication. This includes sharing with:
- The appropriate NHS England Area Team where 50% or more of the provider’s health services are provided under contract, agreement or arrangement with the Team or the clinical commissioning group which has the responsibility for the largest number of persons to whom the provider has provided relevant health services during the reporting period;
 - The appropriate Local Healthwatch organisation; and
 - The appropriate local authority overview and scrutiny committee
- 3.7 NHS England/ the clinical commissioning group has a legal obligation to review and comment on a provider’s Quality Account, while Local Healthwatch and Overview and Scrutiny Committees are offered the opportunity to comment on a voluntary basis. Any statement provided

should indicate whether the Committee believes, based on the knowledge they have of the provider that the report is a fair reflection of the healthcare services provided. The organisation then has to include these comments in the published Quality Account.

- 3.8 A proposed outline of the Nottingham CityCare Partnership's Quality Account 2013/14 is attached to this report and Rosemary Galbraith, Assistant Director of Quality and Safety and Deputy Director of Nursing at Nottingham CityCare Partnership will be attending the meeting to inform the Panel of the Partnership's proposals for their Quality Account 2013/14 including their plans for public engagement in developing the Quality Account.
- 3.9 Following this, Nottingham CityCare Partnership will be invited to present their draft Quality Account to the Panel's May 2014 meeting, at which point the Panel can decide whether to put forward any comments for inclusion or not.
- 3.10 This Quality Account exercise mirrors that undertaken by the Joint City and County Health Scrutiny Committee for Trusts delivering services across Nottingham City, Nottingham County, and, in some instances, further afield. The CityCare Partnership operates exclusively within the City, hence its consideration by this Panel.

4. List of attached information

- 4.1 The following information can be found in the appendices to this report:

Appendix 1 – Nottingham CityCare Partnership Annual Quality Account 2013/14 Outline

5. Background papers, other than published works or those disclosing exempt or confidential information

None

6. Published documents referred to in compiling this report

None

7. Wards affected

All

8. Contact information

Jane Garrard, Overview and Scrutiny Review Co-ordinator
Tel: 0115 8764315
Email: jane.garrard@nottinghamcity.gov.uk