



Nottingham CityCare Partnership CIC Annual Quality Account 2014/15 Outline

A Quality Account is a formal document requested by the Department of Health, and this year's will be published by 30 June 2015. It will cover the period of April 2014-March 2015.

Following Department of Health guidelines, it will include a review of key quality achievements over the last year and also provide a summary of the main priorities for improvements over the coming year, along with some mandated content.

We are dedicated to ensuring that quality remains a key focus for us, and make a commitment to providing the highest quality, cost effective care for the citizens we serve. We are therefore keen to ensure our Quality Account incorporates the views of our staff, the local population we serve and other local organisations. We are currently in the early stages of this engagement process, and are asking for comments on the proposed content (see below) and any additional suggestions for areas to cover.

We are reviewing last year's report for progress against the chosen priorities and will carry forward where necessary, themes into this year's report. This may be where a priority is still in development, or where the work undertaken has highlighted further areas for improvement.

We will also provide an update on any outstanding actions from the look back section in last year's report.

Following further engagement with stakeholders the report will be developed and a final draft will be presented to Nottingham City's Health Scrutiny Panel, NHS Nottingham City Clinical Commissioning Group and HealthWatch prior to publication in order that their comments and statements can be incorporated.

We would be most grateful if you would consider the proposed content (Appendix 1) and advise us on any additional content you would like to see included.

If you would like to read last year's Quality Account please visit our website – www.nottinghamcitycare.nhs.uk

Rosemary Galbraith
Assistant Director of Quality & Safety and Deputy Director of Nursing
December 2014

Appendix 1

Proposed Content of Nottingham CityCare Partnership CIC Annual Quality Account 2014 / 15

Part 1 – Board Statement on Quality

This will include our Chief Executive's Statement on the organisation's commitment to Quality and Improvement.

It will cover topics such as our services, values and strategic objectives, listening to patient voices including patient comments and our responses, our role as a social enterprise and our social return on investment.

Part 2 – Review of Quality Performance

This section will cover the priorities identified in last year's report regarding the quality of services CityCare provides in the three areas of Patient Safety, Patient Experience and Clinical Effectiveness.

These are:

- Patient safety
 - Care Delivery Groups
 - Assistive technology and mobile working
 - Workforce development in integrated care
- Clinical effectiveness
 - Hospital discharge project
 - Dementia training and care (including support for carers)
 - Research into falls and older people
- Patient experience
 - Response to complaints and concerns
 - Patient Experience Group
 - Patient Stories

Following feedback already received on last year's report, as part of the updates on these priorities we will specifically discuss:

- Results of the evaluation of the Integrated Care Programme, and evidence of the citizen voice at the heart of the programme's development
- Improving health and wellbeing
- Impact on clinical practice.

Part 3 – Priorities for Quality Improvement 2015/16

New priorities will be added in addition to the ongoing work on areas brought forward from last year's priorities. The emerging additional priorities to cover following feedback on last year's report include:

- Pressure ulcers
- Duty of Candour – the statutory requirement for providers to be open and transparent with service users about their care and treatment, including when it goes wrong.

Part 4 – Board assurance

This will include mandated statements of Quality Assurance from the Nottingham CityCare Partnership CIC Board.

It will cover:

Participation in clinical audit

Clinical audit is a quality improvement process. It aims to improve patient care and outcomes through a review of care against clear criteria and making changes in light of this.

This will include a mandatory statement and will report on national and local audits we have been involved with.

Participation in clinical research

Clinical research influences the safety and effectiveness of medications, devices/equipment, diagnostic products, treatments and interventions intended for patients. These may be used for prevention, treatment, diagnosis or for relief of symptoms in a disease.

This will include a mandatory statement and will report on research projects we have been involved with.

Quality goals agreed with our commissioners (CQUIN – Commissioning for Quality and Innovation)

CQUIN is a payment framework which enables commissioners to reward excellence by linking a proportion of providers' income to the achievement of local quality improvement goals.

This will include a mandatory statement and a report of our CQUIN goals and achievements.

Statement on Care Quality Commission (CQC) registration

The CQC is the independent regulator for health and social care providers, ensuring we meet essential standards in quality and safety.

This will include a mandatory statement detailing our registration status with CQC.

Mandated statements on: data quality, the NHS Number and General Medical Practice Code Validity, Information Governance toolkit attainment levels and clinical coding error rate.

Incident Reporting information.

Part 5 – Other quality priorities

This section will cover updates on other quality areas including:

- Safeguarding
- Infection prevention and control
- Pressure ulcer prevention
- Staff survey

(Any of these areas may in fact be selected for inclusion as specific priorities for 2015/16 instead of inclusion in this section)

Part 6 – What other people think of our Quality Accounts

This will include mandated statements from:

- NHS Nottingham City Clinical Commissioning Group
- HealthWatch
- Nottingham City's Health Scrutiny Panel

Ends