



Annual Quality Account – setting the priorities

What is an Annual Quality Account?

Quality Accounts are an important way for local providers of NHS services to report on quality and show improvements in the services they deliver to local communities and stakeholders.

The quality of the services is measured by looking at patient safety, the effectiveness of treatments that patients receive and patient feedback about the care provided.

Our reports are checked by our Board, Nottingham City Clinical Commissioning Group, Nottingham City Council's Health Scrutiny Panel and HealthWatch.

What needs to be included?

Quality Accounts look at:

- Where we are performing well and where we need to make improvements
- Progress against quality priorities set previously and new priorities for the following year
- How the public, patients, carers and staff were involved in decisions on these priorities.

Our priorities for 2017/18

- **Promoting prevention** – improving mental health and wellbeing, signposting to key services, Making Every Contact Count, self care
- **More integration for seamless care** (by working more closely across CityCare services and with our partners for example social care and community organisations)
- **Reducing avoidable harm** – learning from incidents, recognition of the deteriorating sick adult or child, safeguarding

Promoting prevention - what we have achieved so far

- Staff continue to work closely with Mental Health (MH) clinicians across services as well as with the MH clinicians working within our bases in some of the Neighbourhood Teams
- Two Workforce Development staff have been trained on Connect 5 Mental Health Promotion
- All care coordinators issue social prescriptions when appropriate
- Face-to-face training on Making Every Contact Count (MECC) delivered to 48 CityCare staff taking part in the Holistic Worker programme
- MECC embedded into existing practice by Health Visitors at the 6 week review
- Work undertaken across Neighbourhood Teams to develop person centred treatment plans for patients

More integration - what we have achieved so far

- Holistic worker role has been rolled out to 72 staff in Urgent Care and Reablement Team (city-wide) and 18 staff within Neighbourhood Plus.
- Joint events have been held with Nottingham City Council Early Help Managers to identify potential areas of duplication in children's services
- CityCare services are publicised together with Local Authority, childcare services, local organisations, services and activities for children and young people on the 'LiON' platform.
- Joint work continues within the priority families programme which supports families with complex needs and problems

Learning from incidents - what we have achieved so far

- A reduction in the number of avoidable stage 3 pressure ulcers from 36 in 2016/17 to 13 (to end December)
- A reduction in the number of avoidable stage 2 pressure ulcers from 105 in 2016/17 to 23 (to end November)
- A reduction in patient safety incidents from 801 in 2016/17 to 272 in 17/18 (to end November)
- Trained at least 50% of community adult nurses on insulin awareness and reduced avoidable insulin incidents by 30% (April-Sep 2017 compared to Apr-Sep 2016)
- We now have a learning lessons group which meets monthly and reviews learning from an incident and how it can be embedded across all relevant services

Recognition of the deteriorating patient - what we have achieved so far

- Training package on awareness of sepsis developed following survey of health visitors and adult services nurses. Six sessions delivered, four more planned by end March
- A goal centred care plan has been developed for patients with urinary catheters which clearly states for patients, carers and staff when they may need to escalate concerns. A pilot is being undertaken at two sites
- The holistic worker competency document is being revised and will include recognition of the deteriorating patient
- Staff who will be working in minor ailment clinics have had recognition of deterioration training. Urgent Care Centre has had training from the Consultant Microbiologist, Primary Care Infection Prevention and Control Doctor

Safeguarding - what we have achieved so far

- Strengthened communication between staff and the safeguarding trainers to ensure a streamlined and efficient process from booking onto training to reporting on the compliance data
- Extended the Safeguarding Champion Network to include Champions for Adult Safeguarding, Children's Safeguarding and Domestic Abuse
- Developed a suite of work books, shadowing programmes and development opportunities to support the Champions
- Redesigned the safeguarding supervision model to promote group supervision with targeted support for 1:1 supervision where necessary
- Skill-mixed Think Family group supervision sessions held, strengthening opportunities to learn together and transfer learning across the workforce



What our patients/service users say

What our patients/service users tell us about the quality of our services

- Satisfaction levels across all our services are consistently high, 85% target exceeded and most services in the high 90s.
- Satisfaction across all protected characteristic groups (Equality Act 2010). In 2016-17 95% across black and minority ethnic groups, 94% people identifying as lesbian, gay or bisexual and 95% of people with a disability. Figures remain similar for this year.
- Low numbers of complaints and concerns - average around one formal complaint per week.

What our patients/service users tell us about the quality of our services

People across adults and children's services stress the importance of:

- Clear, good quality information
- Ease of access - clear points of contact, self referral, times, locations
- Communication - involving people in decisions and explaining things clearly
- Supporting families and carers - whole family approach
- Prevention and signposting
- Empowering people to manage and make decisions about their own care
- Services working together, whoever is providing them
- Supporting staff

Listening and responding to a diverse range of service users

- Complaints and feedback themes shared with Equality and Diversity group. Currently reviewing our autism awareness and training.
- Work with partners e.g. Healthwatch survey re lesbian, gay, bisexual and trans people's experiences of healthcare.
- Survey in Integrated Respiratory Service re people not attending appointments. Led to adapting clinic times and locations plus new triage points so people understand reason for appointments more fully.
- Primary Care Learning Disability Team - produces resources and provides training for staff. Will focus on the needs of black and minority ethnic communities in 2018.

Listening and responding to a diverse range of service users

- Monitoring of the Accessible Information Standard (AIS). Record keeping audit on recording of and response to communication needs.
- Children's survey spring/summer 2017 identifying what is important for people in terms of child and family health. 22% of responses were from people whose first language is not English with 12 different languages represented.
- Work with Musculoskeletal Service re collecting feedback from people whose first language is not English.
- Interpreters survey. **Venues**-proximity to patients, consideration of cultural/religious background, **access**-self referral processes, phone calls, form filling, **meeting personal and cultural needs**, for example gender preferences and **information**, for example what to do if people are expecting an interpreter and one is not there.



Our proposed new quality priorities for 2018/19

Involving others in deciding on our priorities

- We have engaged on the AQA with staff and stakeholders including consultation events with our Patient Experience Group and a group of staff members.
- We have reviewed our feedback from a diverse range of patients/service users over the last year, from feedback forms, web feedback, comment cards, complaints and engagement events and this has also helped us shape our priorities
- We also sent out consultation documentation to Nottingham City Council, Nottingham City CCG, Healthwatch and other organisations including SSBC and a number of community and voluntary organisations including NCVS, Self Help Nottingham, Disability Direct, Carers Federation, Age UK, Stonewall, Metropolitan.

Proposed themes for priorities

- **Promoting prevention** – improving mental health and wellbeing, signposting to key services, Making Every Contact Count and self care (a continued priority, covers both adults and children)
- **Reducing avoidable harm** – (a continued priority), also to include Tissue Viability, pressure ulcers, leg care and assurance around Peer Reviews
- **Supporting our staff** – includes invest in and empower the workforce – apprenticeships for staff, awareness of development opportunities, motivational interviewing, health and wellbeing, sharing good practice
- **Safe and Effective Discharge** – both adults and children