



Annual Quality Account – setting the priorities

Stakeholder consultation
February/March 2017

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.

Update on our priorities for 2016/17

- Caring for and supporting our staff so they can continue providing high quality care
- Focus on mental health knowledge and skills with reference to our mental capacity strategy
- Self-management – promoting long term behaviour change and increasing awareness
- Reducing avoidable harm
- More integration with partner organisations in service delivery

Achievements – caring for and supporting our staff

- Workforce Strategy (2016-18)
- Full Staff Survey (2015)
- ‘We said, we did’ – engagement events
- Well-being Group
- Improved Employee Assistance Programme (Validium)
- Supervision (1:1, Restorative, Clinical)



What else we plan to do

- Health and Wellbeing Strategy
 - Emotional, Psychological and Physical wellbeing
- Improved Leadership & Management Development
 - Including Equality and Diversity
- Review of the appraisal process
- Response to (NHS) National Staff Survey (2016)
 - 'We said, we did' – engagement events
 - Staff Engagement Strategy

Achievements – mental health knowledge and skills

- **Right People** - Specialist Practitioners have been recruited and are working in the neighbourhood teams and Childrens Services
- **Supporting Staff** - We have reviewed areas of Clinical Practice and introduced specialist training for staff
- An action Learning Set has been established consisting of Mental Health Practitioners within CityCare
- **What's Different** - Fact sheets have been developed, new evidence based packages of care and community groups introduced

What else we plan to do

- **Build on Success** – Action Learning Sets, Training, Continue with New Packages of Care
- **Supporting Staff** – Expand restorative supervision model and introduce a number of wellbeing groups. Destigmatizing mental wellbeing and supporting staff to care.
- **What will be Different** – Introduce a new “toolkit” of care for young mothers with identified mental health needs
- Build on the National Strategy to raise the profile of the importance of Mental Health within our Community

Achievements – self management and long term behaviour change

- **Right People** – Any clinician or social care worker within a neighbourhood or specialist team would recognise the need for a Social Prescription. The care co-ordinator initiates the social prescription
- **Supporting Staff** – Staff have received training to support this role
- **What's Different** – Social needs for our patients are identified and they are signposted to the appropriate service i.e. financial, self help or low level Mental Health support

What else we plan to do

- **Build on Success** – Pilot started in Bulwell and has since been extended to a further 4 neighbourhood teams. Implementation in the remaining teams by end of March 2017

Achievements – reducing avoidable harm

- Embedded Duty of Candour across all services
- Developed our Quality Strategy and Sign up to Safety action plans and provide quarterly updates to the Quality and Safety Group on our work to reduce avoidable harm
- Held a focus group at Connect House with patients on what it means to be “safe”.
- Introduced patient safety walkabouts which evaluate well

What else we plan to do

- Progress the Serious Incident Review Group to ensure organisational learning is shared.
- Hold more focus groups across services to explore with our patients what it means to be safe.
- Use Quality Improvement Methodology to embed learning across services.
- Continue to promote the patient safety walkabouts

Achievements – integration with partners

- **Right People** – Integration of Health and Social Care Reablement and Urgent Care staff, who are now co-located.
- **Supporting Staff** – Regular written communication via email, team meetings, engagement events, training.
- **What's Different** - To empower people with long term health conditions to feel supported to manage their own health and social care needs and live independently in their own homes for longer. Streamlining of service provision increasing capacity for visits. CM2000 electronic visit allocation for support workers.

What else we plan to do

- **Build on Success** – All visits to be co-ordinated by CM2000 across the integrated care and support workforce, enabling greater flexibility & increasing overall capacity of the service.
- Shared records
- Joint training



New priorities for 2017/18



Engaging around our new priorities

To help us develop our quality priorities for 2017/18 we have:

- Used all staff communications, staff Voice and team meetings
- Engaged with the Patient Experience Group
- Engaged with community groups and other stakeholders
- Held a dedicated stakeholder event to consider suggestions received

We are proposing the following new priorities

1 Promoting prevention

- Improving mental health and wellbeing
- Signposting to key services
- Making every contact count
- Self care

We are proposing the following new priorities

2 More integration for seamless care

- Children's services
- Adult services

We are proposing the following new priorities

3 Reducing avoidable harm

- Learning from incidents
- Recognition of the deteriorating sick adult or child
- Safeguarding – children and adults

Other priorities will be woven through the report including our staff, using WRES data and equality and diversity.



Next steps

Following formal consultation and agreement on the priorities to be taken forward, our teams will develop measurable aims and actions for 2017/18.

These will be detailed in the 'look forward' section of our annual quality account for 2016/17.

The report will be published in June 2017.