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# Annual Quality Account – the new priorities

# Timetable

- May – engage with stakeholders (CCG, Health Scrutiny and Healthwatch) on final draft
- June – final report including statements from stakeholders approved by CityCare Board
- June – layout and design of final report and summary document developed
- By end of June – report published

# The priorities under review 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

# New priority – promoting prevention

Actions will include:

- Work carried forward from 2017/18
- Patients offered self care opportunities and control around their plan of care
- Improve patient and carer understanding of what self care means
- Checking patient experience and effectiveness of self care
- We will strive towards improving the mental health outcomes of parents, children and young people

# New priority – reducing avoidable harm

Actions will include:

- Work carried forward from 2017/18
- Continue to ensure organisational learning from avoidable harm
- Implementation of the five pressure ulcer competition winner ideas
- Review current provision of leg ulcer care and training in line with new guidance for assessment times
- Introduction of information on caring for feet
- Provide new information for patients on leg ulceration and check their satisfaction with services provided
- Review the current peer review process to move to quality visits



# New priority – supporting our staff

Actions will include:

- Invest in and empower the workforce through raised awareness of available opportunities and support to access them
- Support staff to remain healthy and well in their work
- Respond to issues raised in the staff survey
- Promote sharing of good practice

# New priority – safe and effective discharge

Covers discharge from hospital and transitions between children's and adult services

Actions will include:

- Discharge (transfer) of patients is appropriate and safe
- Improving the whole system response to meeting need correctly
- Effective use of eTOC (Transfer of Care document) to place patient in correct supported discharge setting first time
- CityCare are committed to developing a seamless process for those young people in need of ongoing support
- Allocated case managers for transitions for safe discharge/future care management



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**Any questions?**