

# Public Board Meeting

## Report

**Subject:** Quality Improvement Programme 2017/18  
**Date:** 21 December 2016  
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### 1. Executive Summary

The purpose of this paper is to outline the proposal of our Quality Improvement and Assurance Programme (QIAP) designed to identify and monitor those major change programmes that will transform the care delivered to our patients and support the journey from Good to Outstanding.

The specific concept of the QIAP is detailed in the attached presentation (Appendix 1). In essence it is expected to be much more thematic in nature with an increased focus on the transformation of the care provided. It will take account of both external and internal intelligence around the safety and quality of care delivery but also importantly meet the needs of the Sustainability and Transformation Plan and the Strategic Priorities of the Trust. It is proposed that the new QIAP will be formally launched in April 2017.

### 2. The Quality Improvement and Assurance Programme – Governance arrangements

It is widely recognised across the Trust that the rigorous process that was developed to manage the QIP was integral to the successful delivery of the programme. The same rigour will be applied to the development and implementation of the new QIAP.

Appendix 1 outlines the governance and reporting arrangements. It is proposed to retain the cyclical nature of confirm and challenge at workstream level, progress reporting and internal oversight by a Quality Improvement Steering Group (Terms of Reference to be agreed), approval and assurance through the Quality (Assurance) Committee culminating with a quarterly achievement report to the Board of Directors.

### 3. The Quality Improvement and Assurance Programme– Structure

Appendix 2 provides a first draft of the QIAP. For ease of management it has been subdivided into the following sections to facilitate all elements of the improvement work going forward without losing sight and focus on residual actions and workstreams from legacy programmes:

**Section 1** - The residual actions from the 2015/16 QIP have been transferred to the new QIAP to ensure that the evidence required to demonstrate that the remaining actions have been fully embedded into practice and are not 'lost' during the transition period.

A full review of those actions that have been embedded throughout the programme to provide assurance that the monitoring controls remain appropriate and fit for purpose and that the required outcomes from the completed actions and associated benefits to patients, their carers and staff are still in place will be carried out through Q4.

**Section 2** – This tab will record those actions that were specifically highlighted as a ‘Must Do’ or ‘Should do’ from the 2016 CQC Report. Progress against these actions will be discussed and monitored as part of the regular monthly CQC engagement meeting.

**Section 3** – This is the area where all new change programmes will be recorded. The draft QIAP illustrates those areas that have been identified as the Strategic Priorities of the Trust in the first instance as an example. This will be the dynamic section of the QIAP where programmes of work can be added once approved and worked up.

**Section 4** - It is proposed that this section is where any organisational learning can be recorded to demonstrate how the Trust has learned and changed practice where required to improve the care provided to patients and their families.

This paper provides an initial flavour of what the Quality Improvement and Assurance Programme will look like for 2017/18 and beyond but recognises that there remains a significant amount of work to be completed to populate the document.

It is expected that the Quality Improvement Steering Group will be in place by January 2017 and in the first instance will oversee the Assurance work as described for those embedded actions from the 2015/16 QIP Programme and define the actions required to meet the requirements of the 2016 CQC Report.

As the Trust agrees the transformational change programmes to support delivery of the Strategic Priorities these will be added into the overall QIAP Plan. A QIAP Progress Report will be presented to the Quality Committee in March 2017.

**Recommendation**

The Board of Directors is asked to:

- Note the content of the paper and associated appendices
- Agree in principle the format and proposal for the Quality Improvement and Assurance Plan 2017/18

**Relevant Strategic Priorities (please mark in bold)**

<b>Ensure the highest standards of safe care are consistently delivered by, and for, individuals, teams and departments</b>	<b>Ensure that patients experience the very best care, building on good practice and listening and learning from both negative and positive feedback and events</b>
<b>Provide timely access to diagnosis, treatment and care when people need it and safely reduce the time patients spend in hospital</b>	<b>Raise the level of staff engagement through strong leadership, communication, feedback and recognition</b>
<b>Reduce the scale of our financial deficit by reducing costs, improving utilisation of resources and productivity, and achieving best value for money</b>	<b>Work in partnership to keep people well in the community, and enable them to return as soon as they are ready to leave hospital</b>
<b>Develop and implement a programme of work in conjunction with Nottingham University Hospital NHST to create a new combined organisation</b>	

<b>How has organisational learning been disseminated</b>	Governance Framework Trust Performance Management Framework
<b>Links to the BAF</b>	
<b>Financial Implications/Impact</b>	Potential for further regulatory action
<b>Legal Implications/Impact</b>	Potential for further regulatory action by the CQC
<b>Partnership working &amp; Public Engagement Implications/Impact</b>	
<b>Committees/groups where this item has been presented before</b>	Quality Committee