



# **Open and Honest Care: Driving Improvement**

**Board Compact: NHS England (Midlands & East)**

Version 2.9

## Introduction

There is a strong link between high quality healthcare and an excellent reporting culture where issues are highlighted early and discussed openly in order for lessons to be learnt and improvements made. The Open and Honest Care: Driving Improvement Programme promotes this belief by supporting organisations to publish existing safety, experience and improvement data that may be reported singularly in other publications, together in the one easy to understand report. The overall aim of this work is to enhance patient understanding regarding the quality of care provided by an organisation and to improve patient experience, by improving practice and creating a culture of safe compassionate care that staff and organisations can be proud of.

## Background

In November 2012 the National Nursing Strategy: Compassion in Practice (2012) was launched and as part of Action Area 3 the Open and Honest Care: Driving Improvement Programme was created. From November 2013, NHS England North supported 23 Acute Trusts in the North of England to start voluntarily publishing monthly Open and Honest Care reports. This was the beginning of a significant culture change which is evident in the Trust's commitment to supporting the Open and Honest care programme. Currently there are 32 Acute, Community and Integrated Trusts in the North Region, regularly publishing data including acute, community and maternity metrics. Pilot work is also underway with Mental Health Trusts to develop mental health metrics. An interim evaluation report was produced in July 2014 and an independent evaluation of the programme was commissioned with results being published in January 2015.

The Open and Honest work stream will now be rolled out across the Midlands & East region, commencing with 14 pilot sites. Preparation for this commenced in January 2015, with publication of the first data on trust websites planned for April 2015.



## The Board Compact

When a Trust's Board of Directors signs up to the Open and Honest Care: Driving Improvement Programme, they are endorsing their organisation's involvement and making a commitment to transparency, openness and demonstration of improvement as a result of the data published. They will agree to the monthly publication of an agreed data set (which may change over time in agreement with participating trusts), which will be published on organisation's websites, with a 'button'/link entitled 'Patient Quality, Safety and Experience information' found on the Home page, which takes the reader directly to the Open and Honest report. In addition, they are committing to ALL of the principles of the Board Compact below.

## The Nine Principles of the Board Compact

1. The utilisation of common data definitions across Midlands & East and a standardised reporting template in agreed formats, to be completed and published at agreed times.
2. Where possible agree, to publish both acute and community data from neighbouring providers, demonstrating partnership
3. Conduct a monthly review of the Open and Honest Care: Driving Improvement programme, data and reports at Board level or an appropriate sub-board committee.
4. Demonstrate proactive sharing (internally & externally) of their Open and Honest reports and what they have done to improve care as a result of this data.
5. The creation and maintenance of a culture of openness and honesty within their organisation and across local partners.
6. To focus on the capacity and capability of improvement, not to apportion blame.
7. A commitment to publish further metrics as they are developed and agreed. This includes metrics for other specialities such as Community, Maternity and Mental Health.
8. Agree to participate in the evaluation of the programme, making any necessary changes
9. Offer to provide mentoring to organisations new to the Open and Honest Care: Driving Improvement programme.

Confirmation that the Trust Board of Directors have agreed to join the Open and Honest Care Programme, needs to be sent by email to [suzie.loader@nhs.net](mailto:suzie.loader@nhs.net) prior to publication of any reports.

### **In response NHS England (Midlands & East & the North Regions) will support the Trust by**

- Providing guidance, support and answering any queries
- Facilitating the sharing of good practices and improvement work across Trusts

- Reviewing the Open and Honest Care: Driving Improvement Programme publications and associated elements and sharing the findings with Trusts
- Providing information on future developments or events

### Contact Details for Compassion in Practice Programme Management Team

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