



CATEGORY OF PAPER

Specific action required:		Provides Assurance:	✓	For Information:	
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Board of Directors' Meeting – 25/10/18

Report title:	Care Quality Commission – Assessing Quality Improvement in a Healthcare Provider
Purpose of report:	The purpose of the report is to provide the board with the current position within the Trust against expected requirements of the Care Quality Commission for the presence and maturity of a Quality Improvement Approach.
Key issues: <i>(key points of the paper, how this supports the achievement of the Trust's corporate objectives, overview of risk implications, main risk details on page 2)</i>	<p>Quality Improvement is not the same as 'improving quality'. All provider organisations will be making efforts to improve quality and this can be done in many ways – including planning (resourcing, restructuring, commissioning and training), assurance (periodic checks of quality through audit and inspection) control (continuous monitoring of quality with interventions when necessary).</p> <p>Quality Improvement is the use of a systematic method to involve those closest to the quality issue in discovering solutions to a complex problem. It applies a consistent method and tools, engages people (both staff in clinical and corporate teams, patients and service users) more deeply in identifying and testing ideas, and uses measurement to see if changes have led to improvement. (CQC 2018).</p> <p>The attached report provides the Board with a position against the requirements expected.</p>
Issue previously considered by:	N/A
Recommended actions:	The board are asked to review the report and th the current position and actions required to meet the CQC expectations
Sponsor / approving director:	Joanne Baxter, Director of Quality and Safety (Executive Nurse)
Report author:	Joanne Baxter/David Morgan

Governance and assurance

Link to Trust Priorities: <i>(please tick)</i>	Organisational Sustainability	Improving Quality & Safety	Workforce & Investors in People	Clinical Care & Transport	NHS 111 & Clinical Assessment Service	Comms & Engagement
		✓				
Link to CQC / KLOE: <i>(please tick)</i>	Caring		Responsive	Effective	Well Led	Safe
	✓		✓	✓	✓	✓
Link to Trust values: <i>(please tick)</i>	Pride	Strive for excellence	Respect	Compassion	Take responsibility & be accountable	Make a difference – day in & day out
	<i>(Please explain how this paper supports the application of the Trust's values in practice)</i>					

Any relevant legal / statutory issues? <i>(Such as relevant acts, regulations, national guidelines or constitutional issues to consider)</i>				
Equality analysis completed If this is not relevant please explain why:	Yes	No	Not Relevant	
			✓	
Key considerations	Details			
Confirm whether any risks that have been identified have been recognized on a risk register and provide the reference number:	N/A			
Please specify any Financial Implications Please explain whether there are any associated efficiency savings or increased productivity opportunities?	N/A			
Are any additional resources required e.g. staff capacity?	N/A			
Is there any current or expected impact on patient outcomes/experience/quality?	Improvements in service delivery			
Specify whether appropriate clinical and/or stakeholder engagement has been undertaken: <i>(stakeholders could include staff, other Trust departments, providers, CCGs, patients, carers or the general public)</i>	N/A			
Are there any aspects of this paper which need to be communicated to our stakeholders (internal or external)? <i>(Please tick – if ‘yes’ then please complete all boxes. Please briefly specify the key points for communication and ensure the Comms team are informed via mailto:publicrelations@neas.nhs.uk)</i>	Yes	No	Positive	Negative
		✓		
	Proactive	Reactive	Internal	External