

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

**Meeting Date:** 22 February 2017

**Title and Author of Paper:** Quality Priorities Setting 2017-18  
Lisa Quinn Executive Director of Commissioning & Quality Assurance

**Executive Lead:** Lisa Quinn Executive Director of Commissioning & Quality Assurance

**Paper for Debate, Decision or Information:** Information & Debate

**Key Points to Note:**

- An update of the refreshed Quality Goals and the planned approach to preparing the 2016-17 Quality Account was presented to the Board of Directors in January 2017.
- Three new Quality Priorities have been proposed, based upon themes emerging from the engagement undertaken during December 2016 and considering themes from incidents, complaints, CQC findings. This paper sets out these proposals.
- Views are being sought from the Board of Directors, service users, carers, staff and other stakeholders on the appropriateness of the proposals.
- Final draft proposals, taking into account views gathered through this current period of engagement, will be presented to the Board of Directors in March 2017.

**Risks Highlighted to Board :** none

**Does this affect any Board Assurance Framework/Corporate Risks?** No

**Equal Opportunities, Legal and Other Implications:** None

**Outcome Required:** As part of the current engagement, the Trust Board are asked for their views on the proposed quality priorities.

**Link to Policies and Strategies:** Quality Priorities Quarterly Updates & Quality Account guidance

## **BOARD OF DIRECTORS**

**22 February 2017**

### **Quality Priorities 2017-18**

#### **PURPOSE**

To notify the Board of recent progress made in the development of suggested new Quality Priorities for 2017-18.

#### **BACKGROUND**

Each NHS provider is required to produce an annual Quality Account, and agree new quality improvement priorities at the end of each financial year. The Quality Account demonstrates to staff, service users, carers, stakeholders and the public the organisation's commitment to continuous, evidence-based quality improvement.

Quality priorities are set on an annual basis to support the achievement of the quality goals. The Quality Account reports progress against the previous year's quality priorities, and sets out the agreed quality priorities for the forthcoming year. The expectation remains that quality priorities not achieved in a financial year will be automatically carried forward into the next year, along with any new quality priorities identified.

#### **Determining quality priorities for 2017-18**

Three proposed new quality priorities (shown overleaf) for the coming year have been identified, based upon themes that emerged from:

1. engaging with service users & carers, staff and other stakeholders, via a workshop and online survey in December 2016
2. reviewing themes arising from complaints and incidents, and
3. reviewing the areas for improvement identified by the CQC both from their 2016 comprehensive inspection of the Trust and also from their ongoing programme of Mental Health Act Review visits to inpatient wards.

## 2017-18 Proposed New Quality Priorities

Quality Domain:	Safety	Service User & Carer Experience	Clinical Effectiveness
Proposed 17-18 Quality Priority:	Embedding the Positive & Safe Strategy	Co-production and personalisation of care plans	Use of the Mental Health Act – Reading of Rights
Rationale:	<p>NTW's Positive &amp; Safe Strategy aims to:</p> <ul style="list-style-type: none"> <li>• reduce violence across the organisation</li> <li>• minimise the use of all restrictive interventions</li> <li>• promote collaborative working</li> </ul> <p>This important work continues to be embedded across the organisation, to ensure our service users are cared for in environments that are safe, where service users and staff work together to develop solutions in order to promote positive change, underpinned by best evidence, incident reporting, meaningful debrief and clinical risk review.</p> <p>Instances of violence and aggression was a significant area of focus for the CQC.</p>	<p>All service users should receive appropriate person-centred care and treatment that is based on an assessment of their needs and preferences.</p> <p>NTW recognise the importance of service users being actively involved in their treatment including the development of their care plans. While there is some excellent practice within some areas regarding care plans written in collaboration with service users and their carers/family; we recognise this is not consistently evidenced across all our inpatient wards, falling short of our high values, standards and expectations.</p> <p>This was an area of focus for the CQC</p>	<p>The Mental Health Act 1983 seeks to ensure that patients who are detained in hospital under the Act, or who are subject to a Community Treatment Order, understand important information about how the Act applies to them.</p> <p>Staff must remind service users of their rights and of the effects of the Act from time to time. NTW wishes to improve compliance in this area and ensure a more robust approach is developed to ensure that the necessary information in relation to rights is given to service users and recorded at appropriate times and intervals.</p> <p>The reading of rights is a continuing area of focus for the CQC.</p>

Views on these proposals are also currently being sought from service users and carers, staff and other stakeholders via an online survey which can be found [here](#). The survey will be available until Friday 3 March 2017. Note that the full list of Quality Priorities for the current year is available at Appendix 1 for reference.

Fully drafted versions of the proposed 2017-18 quality priorities, taking into account comments received during this engagement process and including progress milestones, will be considered by the Trust Board on 22 March 2017.

## **RECOMMENDATIONS**

As part of the wider engagement process, the Trust Board is asked to consider whether the proposed new 2017-18 Quality Priorities reflect the highest priority areas for improvement.

**Lisa Quinn**  
**Executive Director of Commissioning & Quality Assurance**  
**February 2017**

## 2016-17 Quality Priorities

<b>Quality Goal One – Patient Safety</b> Reduce incidents of harm to patients	
<b>Quality Priority One</b>	Embed suicide risk training for staff
<b>Quality Priority Two</b>	Improve transitions between young people's services and adulthood
<b>Quality Priority Three</b>	Improve transitions between inpatient and community mainstream services
<b>Quality Goal Two – Patient Experience</b> Improve the way we relate to patients and carers	
<b>Quality Priority Four</b>	Improve the referral process and the waiting times for referrals to multidisciplinary teams
<b>Quality Priority Five</b>	Implement principles of the Triangle of Care
<b>Quality Goal Three – Clinical Effectiveness</b> Ensure the right services are in the right place at the right time for the right person	
<b>Quality Priority Six</b>	Improve the recording and use of Outcome Measures
<b>Quality Priority Seven</b>	Develop staff and their skills to prevent and respond to violence and aggression, through implementing the Positive and Safe Strategy