

Council of Governors
6 March 2018
Developing Quality Priorities for 2018-19: Update Report

1. We reviewed complaints, service user and carer feedback, staff feedback, CQC visit feedback and serious incidents to understand where we have quality issues that could be suggested as quality priorities in 2018-19.
2. Quality priorities support our long term quality goals.
3. From this review, we identified three key themes;
 - a. **The experience of being admitted to an inpatient ward**
 - b. **Waiting times**
 - c. **Engagement with carers (embedding Triangle of Care)**
4. These three themes were discussed at a stakeholder event in November 2017, which was well attended. There was broad support for waiting times and triangle of care to be continued as quality priorities into next year. Feedback on the proposals relating to inpatient areas was more mixed.
5. We have also learned lessons from this event to improve the format for future, similar events, such as the importance of keeping language and presentations simple and allowing lots of time for discussions in small groups.
6. Alongside the stakeholder event, a survey was open from December 2017 to January 2018 seeking views on the same proposals. A total of 76 people responded, mostly NTW staff, and all proposals were supported.
7. We have also proposed a fourth quality priority, which is to ensure that we always work to our **Trust values** of being compassionate, respectful, honest and transparent.
8. Reflecting on the feedback gathered from our stakeholders, these four suggested quality priorities are now being developed further and will be presented to the Trust Board for final approval in March 2018.

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