

Policy Framework Statement 2013-16

Quality

1. National Context

The main national driver continues to be the NHS Scotland Healthcare Quality Strategy which was published in May 2010, and the subsequent NHS Scotland 2020 vision which sets out the national commitment to care which is safe, effective and person centred.

The key theme is the continued ambition that quality should provide an overarching framework and measure for all that we do. Specifically, six quality outcomes provide the framework for NHS performance arrangements and HEAT targets:

- Everyone gets the best start in life, and is able to live a longer, healthier life;
- People are able to live at home or in the community;
- Healthcare is safe for every person, every time;
- Everyone has a positive experience of healthcare;
- Staff feel supported and engaged; and
- The best use is made of available resources.

The Patient Rights (Scotland) Act 2011 is also a key driver, along with the *Charter of Patient Rights and Responsibilities* agreed in September 2012. This sets out rights and responsibilities on Access, Communication and participation, Confidentiality, Respect, Safety and Feedback and complaints.

2. Local Context

NHSGGC's Corporate Plan identifies the national quality strategy and our own local quality improvement programmes as a key organisational priority.

Our focus will be on ensuring that care is person centred, safe and clinically and cost effective. There is a huge range of activity which could come under the banner of 'quality', and a consequent need to focus on a clear set of commitments and priorities. We need to continue our shift towards defining clear quality outcomes and to embed this in our performance management systems; focusing on caring and experience of care as well as treatment.

The Board's Quality and Performance committee ensures that quality of care is given equal weighting in scrutiny of the Board's activity and performance. The Quality Policy Development Group provides oversight and direction across the Board, and its key challenge is to understand how a range of existing and new activities contribute to demonstrable improvements in quality of care.

3. Key Issues for Planning Frameworks

All frameworks should demonstrate that investments in current and new services are rigorously scrutinised for effectiveness and efficiency, our decisions are informed by that scrutiny and resources shift accordingly.

Outcomes should demonstrate how service changes will sustain or improve quality and reduce cost.

Outcomes in all planning frameworks should focus on the issues highlighted in the corporate plan and demonstrate specific targeted improvements for the following:

- Making further reductions in avoidable harm and in hospital acquired infection;
- Patient engagement across the quality, effectiveness and efficiency programmes;
- Improving appropriate access on a range of measures including waiting times, access to specialist care; physical access and needs responsive access;
- Improving patient centred care, within the context of the Board's emerging framework. Specifically, frameworks should consider actions to improve the care and care experience of older people, building on the Board wide work to understand and improve the experience of older people in all parts of NHSGGC;
- Inequalities, linked to the direction provided in the inequalities policy statement;
- Patient experience measures including the Better Together patient survey responses; and
- Engagement with staff on system wide redesign programmes.

Issues for specific frameworks:

- Older People: Outcomes to reflect the priority of improving care for older people, including care in appropriate settings, and with a particular focus on dementia;
- Mental health: Continued development of exemplar models of practice, particularly in relation to understanding the patient experience and improving the patient- professional relationship;
- Primary care: Ensure that independent contractors are fully involved in quality programmes and that disparate strands of work are brought together; and
- Children and Maternity: Early intervention, Rights of the Child and robust Child Protection arrangements.

4. Additional Direction for Development Plans

In addition to deliver the planning framework outcomes, development plans should demonstrate:

- Robust arrangements for patient and public involvement in service change, to meet the requirements of the Participation Standard and Informing, Engaging, Consulting guidance;
- Local arrangements for gathering and using patient experience information for all services, specifically engaging with older people to identify local areas for improvement;
- How the role of volunteering will be developed; and
- How local FTFT and staff engagement processes will support the involvement of staff to improve quality.