



NHS GGC Quality Strategy

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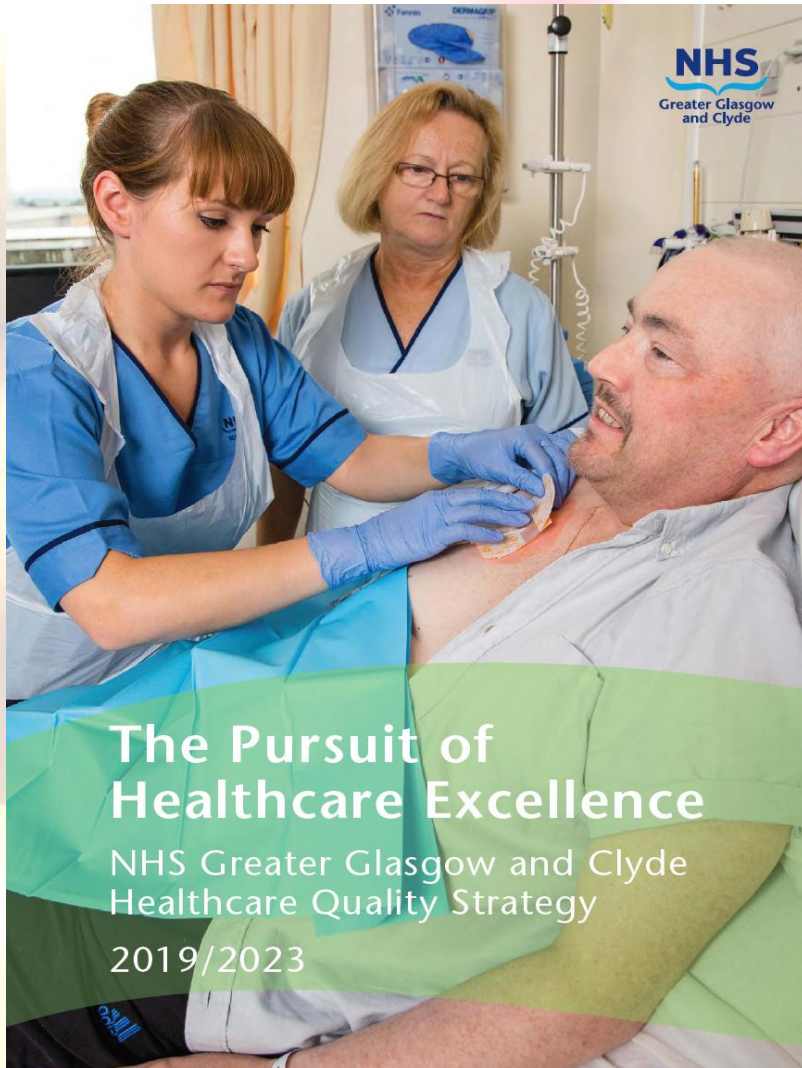
What Matters to me in this Role

SCN/M

Should be “visible embodiment of clinical leadership, coordinating patient care, marshalling and inspiring the team and advocating for patients with members of the MDT.”

Should be visible to patients, relatives and staff and be recognised as the clinical leader.

NHSGGC Quality Vision



The Pursuit of Healthcare Excellence

NHS Greater Glasgow and Clyde
Healthcare Quality Strategy

2019/2023



Healthcare Quality

Patients have told us that a high quality NHS is one that:

- Takes time with patients and listens to them
- Takes care of people, looks after them and makes sure they get the right treatment
- Communicates well with patients by explaining all they need to know and involving them in decision making
- Is knowledgeable, safe and trustworthy
- Is efficient
- Is caring, compassionate and shows empathy
- Has friendly, kind, competent and professional staff
- Communicates with the people who matter to them regarding their progress and condition.

Quality Ambitions



Person Centred

Mutually beneficial partnerships between patients, their families, carers and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision making.



Effective

The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit and wasteful or harmful variations will be eradicated.



Safe

There will be no avoidable injury or harm to people from the healthcare they receive and an appropriate clean and safe environment will be provided for the delivery of healthcare services at all times.

Quality Strategy Underpins

- Person centred approach
- Care Assurance & Excellence in Care
- Value Management Collaborative
- Creating a culture of quality