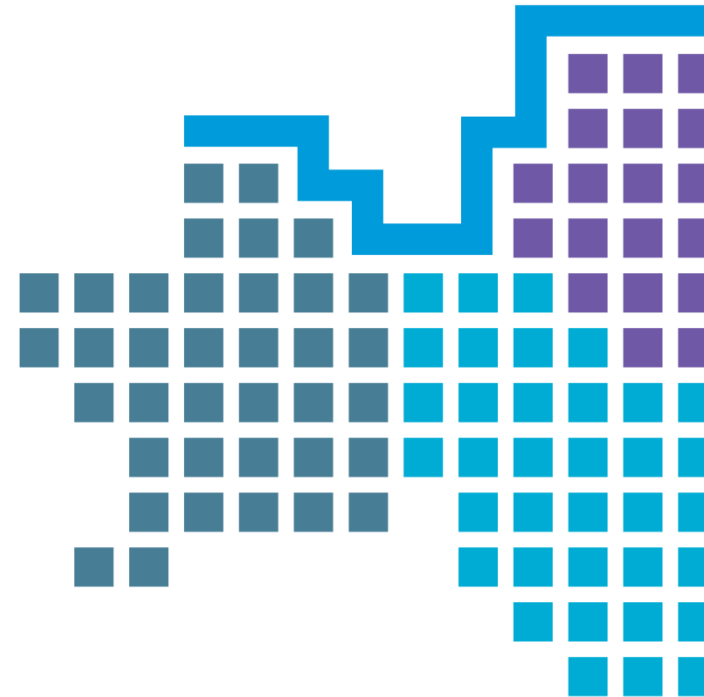


Quality Strategy

Summary of Key Features

Evonne Harding
Head of Clinical Governance/Lead Nurse

10th October 2013



CCG's Francis Report Programme of Work

Stage 1: Quality Programmes

- Focused on internal CCG and commissioning processes,
- **Production and implementation of an overarching CCG Quality Strategy**
- Completion of internal assurance against the 290 Francis recommendations
- Processes of performance monitoring/quality surveillance and systems of assurance
- Assurance of systems and processes to safeguard children and protect vulnerable adults
- Collaborative work with partner agencies and fellow commissioners on performance and quality related issues
- Embedding our overall approach to quality across the CCG team

Stage 2: Patient & Public Engagement

- A programme describing, promotes and reports on progress with our quality programme in the public domain
- A Framework for Action – summary statement of the CCG commitment and approach;
- A summary statement of the systems and processes we use to monitor performance and derive assurance;
- A defined set of outcome measures discussed and adopted by the Board.
- Quality issues and development activities discussed with PPI Reference Group and with patient/public representatives in service design and other engagement activities

Wandsworth Clinical Commissioning Group



Foreword

- **1st Priorities:**
 - Achieving *“Better Care and a Healthier Future for Wandsworth”*;
 - Commissioning high quality services and improving health outcomes for local people.
- **Quality is an essential part of WCCG achieving its priorities.**
- **Quality Strategy sets out and aims to ensure;**
 - Values and approach to commissioning: based on 5 dimensions of quality;
 - Quality is at the heart of the services we commission;
 - Patients are listened to and enable for their voices to be heard;
 - CCG’s approach, governance, systems and processes to obtain assurance & secure continuous improvement in the quality of commissioned services;
 - Work collaborative with its member practices
- **WCCG needs to:**
 - Raise the bar year-on-year to improve health outcomes & patient experience;
 - Make real & measureable progress against published Quality Standards;
 - Make some difficult and courageous decisions in months & years ahead.



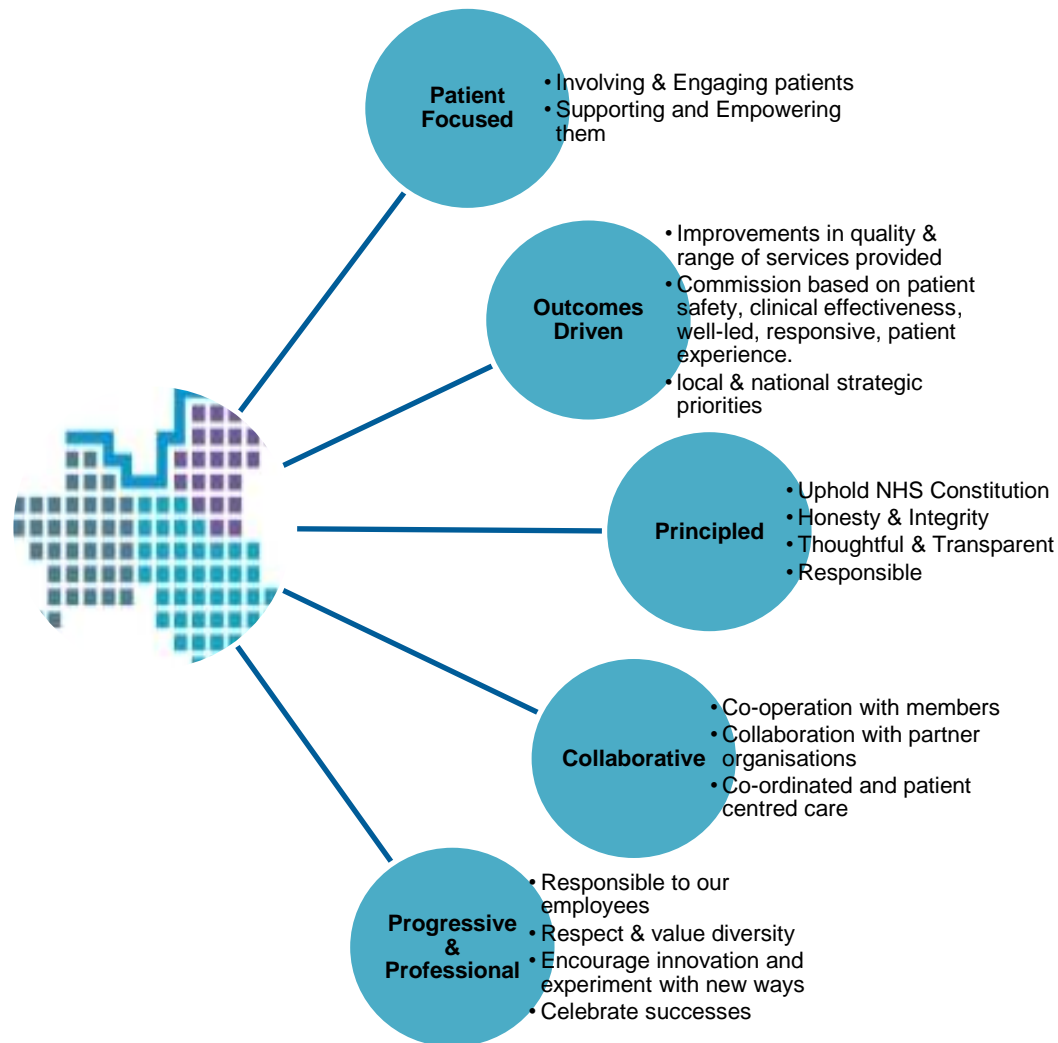
Quality Strategy

Definition for Quality



Wandsworth CCG's Mission Statement

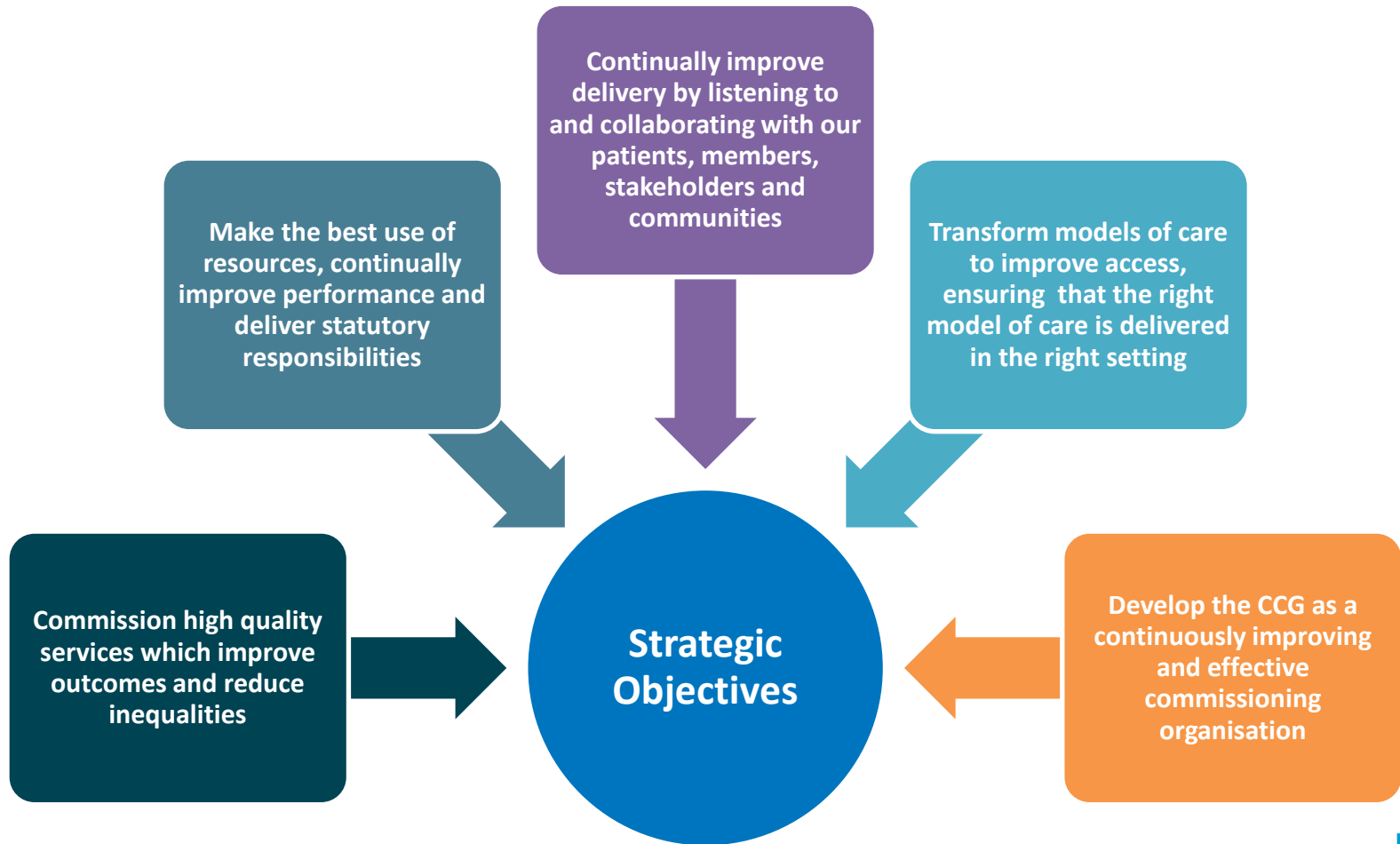
Better Care and a Healthier Future for Wandsworth



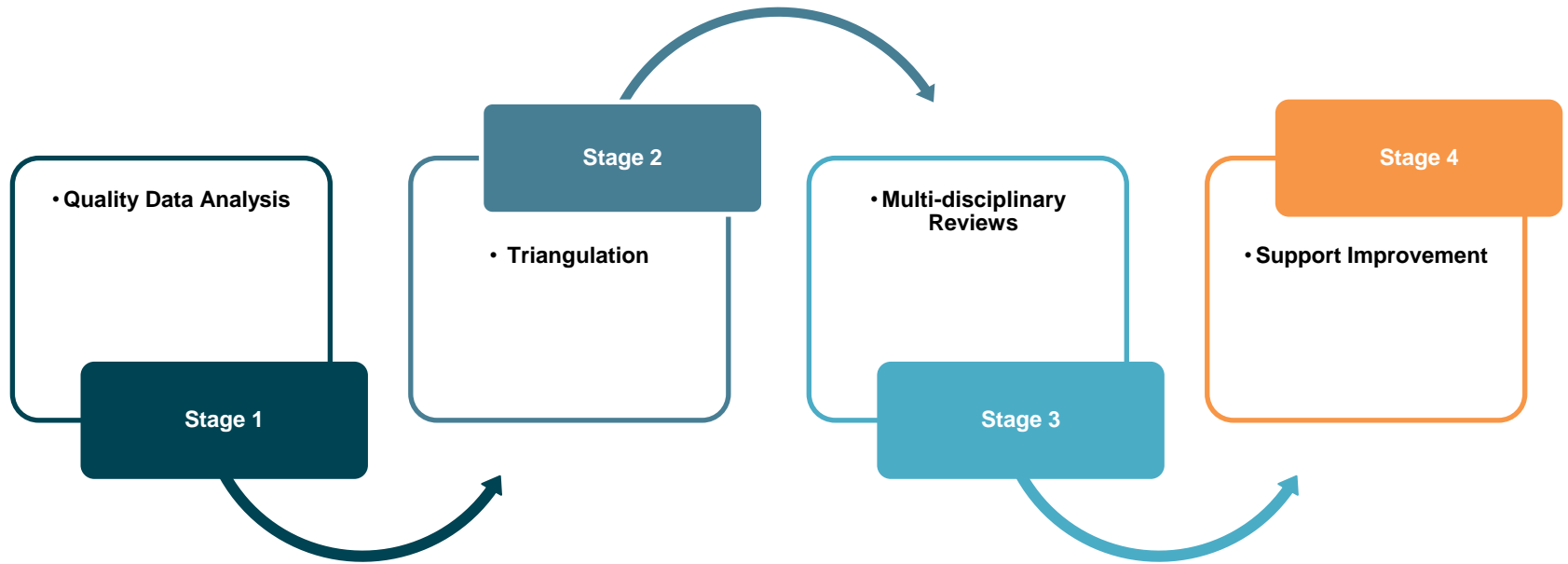
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Corporate Objectives



Quality Assurance Framework



QAF: Stage 1: Quality Data Analysis

- **Quality Measures:**
 - National Contract Standards/Targets: SI, Complaints, Infection Control, Pressure Ulcers, Safeguarding, FFT, Mortality, patient & staff surveys, etc.
 - London Quality Standards
 - CQC standards
 - Healthwatch Wandsworth
- **‘Smoke detectors’ & ‘Early Warning’:**
 - Key lines of enquiry
 - Knowledge to be triangulated with other information (stage 2)
 - Pave way for penetrating questions during MDT reviews (stage 3)
- **Benchmarking:**
 - Against similar organisations
 - National averages
- **Drilling Down:**
 - Dashboards
 - More detailed data



QAF: Stage 2: Triangulation

- **Healthwatch Wandsworth**
- **External Colleagues:**
 - CQC,
 - NTDA,
 - NHSE,
 - Monitor
- **Commissioner Walkabout**
- **CCG Performance, PPI , Commissioning Teams**
- **CCG's Give us Feedback webpage**
- **CCG's Make a Difference system:**
 - Utilising the knowledge and insight of the GP membership of patients' experiences
- **MP Enquiries**

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QAF: Stage 3: Multi-disciplinary Reviews



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QAF: Stage 4: Support Improvement

- **CQUINS**
- **Sustained quality improvement in care through QIPP;**
- **Clinical Reference Groups**
- **Developing New Information (intelligence)**
- **Service Re-design**



Patient & Public Engagement

PPI Methods & Approaches

Inform

- Designing leaflets
- Using leaflets
- Designing a newsletter
- Using notice boards
- Producing effective exhibitions or displays
- Websites

Consult

- Focus groups
- Public meetings
- Surveys
- Open surgeries
- Expert patient reunions
- Interviewing patients
- Using Healthwatch Wandsworth
- Consultation
- Brainstorming
- Questionnaires

Involve

- Virtual groups
- Patient groups
- Citizens' jury
- Patient diaries
- Patient representatives
- Using social media
- Attendance at WCCG Board meetings
- Make a Difference (MAD) system: GP membership feedback of patient's experiences
- Healthwatch Wandsworth



Supporting Quality Improvement in General Practices

Identifying Support Areas

Regular NHS England engagement: information sharing, opportunity for best practice signposting

Analysed data shared by NHSE

Stakeholder identification of improvement support areas

CQC inspection data and intelligence

Identification of key factors to support implementation of support improvement (e.g. IT)

WCCG practice survey findings

WCCG's Delivery Method

Early engagement and collaboration with stakeholders on support improvement approach

Locality leads aligned to group of practices

Proactive delivery of core workshops

Reactive delivery based on completed annual practice declaration

Signposting and sharing examples of good practice

Stakeholder event facilitating ownership and agreement to WCCG's approach to supporting improvement

Local peer group review

Wandsworth Clinical Commissioning Group



Quality Strategy Deliverables

Strengths

- WCCG's values, vision and ambitions embedded in the culture;
- Our framework for increased clinical effectiveness;
- Operational approach based on the Board's core focus on quality;
- Prioritised investment in health outcomes & quality improvement;
- Our established assurance processes;
- Sustained quality improvement in care through QIPP;
- Collaboration with other CCGs;
- Maintaining a grip on quality performance;
- Clinical engagement in decision-making, quality improvement;
- Achieving financial balance (control total).

Opportunities

- Potential to develop seamless services;
- Ensuring the delivery of patient care in the appropriate setting;
- Opportunities to be creative & innovative;
- Member practices approval of CCG's approach to supporting quality improvement in general practice.
- Continued development of the Quality Assurance Monitoring System to support quality surveillance

Weaknesses

- Ensuring internal joint working across the dimensions of quality;
- Implementing an effective quality surveillance system;
- Working collaboratively with other commissioners of health and social care (PH, NHSE, LA);
- Joint working with NHSE on supporting quality improvement in general practices and primary care (dentist, pharmacy, etc.);
- Streamline approaches through joint working with Healthwatch Wandsworth, commissioned services and other partners.
- Ensuring national standards contract reflect local aspirations;
- CCG and Commissioned Services priorities being aligned to ensure positive patient outcomes

Internal Threats

- Many reporting arrangements, negative publicity and competing priorities threatens to derail progress on individual tasks;
- Population vs. Finance;
- Failure to commission secondary care services that meets the London Quality Standards (e.g. through BSBV, etc.).

Message for the Board

- **Quality is an essential part of WCCG achieving its priorities.**
- **This Quality Strategy;**
 - Above everything, its about people;
 - Values and approach to commissioning: based on 5 dimensions of quality;
 - Quality is at the heart of the services we commission;
 - Patients are listened to and enable for their voices to be heard;
 - CCG's approach, governance systems and processes to obtain assurance and secure continuous improvement in the quality of commissioned services;
 - Work collaborative with its member practices;
 - Central in making difficult and courageous decisions.

<http://www.wandsworthccg.nhs.uk/NewsPublications/Publication/Documents/Quality%20Strategy.%20Wandsworth%20CCG.%20Final.%20October%202013.pdf>

Wandsworth Clinical Commissioning Group

