

Board of Executive Directors (in Public)

Item 3.1

Subject: Quality Strategy Update
Date of meeting: 4th September 2018
Prepared by: Joan Matthews/Deputy Director of Nursing & Quality
Presented by: Susan Pemberton/Director of Nursing & Quality
Reason for Report: For approval

BAF Ref	Impact on BAF
1.1 -1.2 -1.4	None

1. Executive Summary

The Quality Strategy 2017-2020 was approved by the Board of Directors in January 2017. All divisional and corporate teams have been progressing their identified quality priorities over this time period. This report will inform the Board of Directors of the progress made and further improvements identified for 2018-2019.

1.1 Improvements during 2017-2018

- LHCH was top in the Country for overall patient care in the national survey 2017
- Increased incident reporting by 20% across the Trust
- Compliance with medical/nursing mortality reviews sustained at 90%
- Formal complaints reduced by 20%
- WHO safe surgery checking compliance with the verification process in Theatres
- WHO safe surgery checking compliance with the verification process in Catheter Labs
- Sustained low infection rates
- Structures in place to learn from inpatients deaths and cascade learning
- Sustained reduction in Pressure Ulcer
- Development of learning hub – promoting organisational learning
- Development of Natssips and Loccsips Trust wide
- Electronic patient records implements across LHCHJ Community services

During 2018 the Trust re-energised its commitment to service improvement by engaging with staff to participate on the journey of Listening in to Action (LiA). The service improvements they have identified through the listening events have been included within this refreshed strategy. Progress made against those priorities will be reported to the Board of Directors in September 2019.

1.2 Improvements for 2018-2019

The Triumvirate in each division and heads of departments from the corporate teams have consulted with their staff groups to work through the identified priorities for 2018-2019, these can be located in the attached strategy appendices 1-4.

2.0 Background

The Trust implemented its Quality Strategy following Trust Board approval in January 2017. The focus from the divisions and corporate teams to ensure traction on progress was monitored, has been instrumental in ensuring identified improvements to quality have been achieved.

The Quality Strategy will be refreshed each year to monitor progress made, with each refreshed version of the strategy being presented to the Board of Directors each year.

3.0 Summary

There have been sustained improvements for those quality priorities identified through the development of the Quality Strategy, with further improvements considered by the divisions and corporate teams through LiA and service improvement projects these have been detailed in this refreshed strategy.

4.0 Recommendations

The Board is asked to receive and approve the updated Quality Strategy 2017-2020