

Council of Governors (in Public)

Item 7.5

Subject: Quality Account Priorities 2019/2020
Date: 12th March 2019
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1. Background

Each year the Trust holds an engagement event with stakeholders that includes Governors, HealthWatch and Commissioners with the aim of identifying the quality priorities for the forthcoming year. At this event a retrospective look back of performance against the priorities selected from the previous year is also presented. This paper provides the Council of Governors with an update on performance for 2018/2019 quality priorities and to review the quality priorities for 2019-2020. The quality priorities for 2018/19 were:

- Delirium – Assessment completed on admission YTD- 79% against a target of 90%
- 365 Shadows completed within one year YTD – 227 against a target of 365
- Complex health needs assessment completed on admission – YTD 94% against target of 60%
- Offering a care partner to assist health care providers on admission – YTD 94% against a target of 90%

From the above priorities we need to select a priority to be audited by our external auditors for the quality account. It is recommended that The Council of Governors agree the quality priority – offering a care partner on admission as the local indicator for audit purposes for 2018/2019.

2. Quality Account Priorities for 2019/20

On 18th January 2019 the Trust held a stakeholder event with the following highlighted as areas of key focus:

- Delirium pathways
- Equality and inclusion
- Patient and family shadowing
- Clinical utilisation review (CUR)
- Reducing medication errors
- Technology in patient experience
- Patient fasting

The Council of Governors and other stakeholders along with Health Watch and Liverpool Commissioners were present at our engagement day on 18th January 2019, they have selected the quality priorities for the coming year which are:

- Clinical utilisation review (CUR)
- Patient experience – focus on enhancing care for our deaf and blind patients
- Delirium assessment and management
- Reducing medication errors

Points for consideration:

CUR

- Acting on the CUR data captured through the daily assessment of inpatients with the aim to improve the discharge process thus aiding patient flow.

Patient Experience

- Following a review by the deaf society, the Trust will work through the actions identified in this review. Having a review by the blind society to assist the Trust in identifying areas for improvement within its external and internal environment will improve the experience of our patients who require enhanced care.

Assessment for delirium

- To progress and further develop and understand the effects of post-operative delirium on our surgical patients. The effects of delirium on patients and staff, should not be underestimated, therefore there continues to be a need to develop this assessment further in 2019-2020.

Reducing medication errors

- The Trust monitors all medication errors reported through its incident reporting system DATIX. To improve this aspect of care to patients a quality driven approach will ensure a reduction in medication errors and improve the safety aspect of this care provision.

4. Recommendation

It is recommended that the Council of Governors:

- i) Agree the local quality priority for statutory audit for 2018 /2019 **offering care partner to patients and families on admission**; and
- ii) Support the development of the quality priorities identified for 2019/2020