

## **Council of Governors (in Public)**

### **Item 7.3**

**Subject:** Quality Account Priorities 2017/2018  
**Date:** 6<sup>th</sup> March 2017  
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**Presented by:** Sue Pemberton, Director of Nursing & Quality

#### **1. Background**

This quality account takes a look at the past year and reflects upon the promises we made to improve quality. We also review what our priorities are for the coming year. The quality priorities for 16/17 were:

- Frailty assessments and OT referral
- Identification of complex care needs and care planning
- Follow up calls for complex aortic patients
- Improvement in FFT for outpatients

It is recommended that the Council of Governors select “the follow up calls for complex aortic patients” as the local indicator for audit purposes for 2016/17.

#### **1.1 Quality Account Priorities for 2017/18**

In February 2017 the Trust held a stakeholder event held at the beginning of February the following areas were highlighted as key areas of focus for 2017/18

- Delirium management – specifically Pre/Post-operative screening
- Frailty /dementia assessments - to continue the work from last year
- Mental health assessments, to further develop complex care needs
- Post discharge support – for patients with delirium and those with extended stay in ITU
- Discharge planning - home for lunch

#### **Points for consideration:**

- It is worthy of note that the most support from the stakeholders was for delirium for both the pathways to be developed and post discharge calls
- Discharge planning and the home for lunch project scored high however there is further analysis and understanding of reasons for delays required, which is being explored within the patient flow project work.
- Complex care needs and mental health is becoming an increasing problem over the last twelve months and would lead to improved services for patients – this priority will look at how the specific care needs

of patients are met and personalised to them and that the care needs identified are documented.

- Frailty was a priority for 16/17 however the groups felt that further work could be undertaken to develop this further to support our patients who are deemed as frail.

## **1.2 Quality Priority Recommendations**

The council of Governors and other stakeholders were present at our engagement day in February and have chosen the suggestions for the quality priorities for 2017/18.

The recommended quality priorities are:

- Delirium - pathway development - specifically Pre/Post-operative screening
- Delirium post discharge follow up
- Complex care needs inclusive of mental health support
- Frailty development

## **2. Recommendations**

That the Council of Governors agree the quality priority - “follow up calls for 50% of complex aortic patients” as the local indicator for audit purposes for 2016/17 and agree the recommended quality account priorities for 2017/18.