



Heywood, Middleton
and Rochdale
Clinical Commissioning Group

HEALTHIER PEOPLE,
BETTER FUTURE

Quality Strategy 2019-21



Introduction

Clinical Commissioning Groups have a statutory duty (Health and Social Care Act 2012) to exercise their functions with a view to securing continuous improvement in the quality of services and the outcomes that are achieved from the provision of services.

The Governing Body has responsibility for ensuring that the CCG commissions the highest quality of services and the best possible outcomes for patients within our resource allocations.

This strategy outlines the framework for ensuring that quality is at the heart of everything we do. It is built around the priorities identified for the residents of Heywood, Middleton and Rochdale. The HMR belief focuses on residents receiving *quality care in the right environment and at the right time*.

The quality gap acknowledged in the Five Year Forward Plan (2014) and further indicated in the NHS 10-year Plan (2019) generated a National commitment to providing person centred, quality and economically viable care. Although this is a challenge HMR are committed to working with the CCG, Local Authority and Providers within a Local Care Organisation environment. This will be needs led and outcome focussed endeavouring to improve the health and wellbeing of the HMR community.

One of the key factors highlighted in the recent national reviews into organisational failings in healthcare is the importance of strong leadership with a consistent focus on quality and safety. It is acknowledged that clinical leadership is vital in securing and maintaining this emphasis and will enable question and challenge to providers where issues are identified, and improvements required. Clinical leadership is also fundamental to drive quality improvement.

HMR CCG want to develop a culture of openness, learning and continuous improvement. This should be across the whole of the health economy. The CCG is committed to engaging with clinicians and member practices to ensure that those who deliver care directly to patients are able to inform and influence service provision and commissioning decisions based on their clinical knowledge and experience across the whole age spectrum. This desire has influenced the development of this strategy which differs from previous formats.

What is Quality?

'Quality must be the organising principle of our Health and Care Service. It is what matters most to people who use services and what motivates and unites everyone working in Health and Care. But quality challenges remain, alongside new pressures on staff and finances.'

Our Local Priorities

1. Delivery of local service quality and safety through a period of change
2. Ensure the right care in the right place at the right time
3. Commission care in a way which delivers integration between health, primary, community and secondary care and social care services
4. Provide children and young people with the best start in life and the opportunity to thrive

What matters to us?

Based on the statement above, the commitment from HMR CCG is to follow the principles below:

Safety:

People are protected from avoidable harm and abuse. When mistakes occur lessons will be learned.

Effectiveness:

People's care and treatment achieves good outcomes, promotes a good quality of life, and is based on the best available evidence.

Positive experience:

Staff treat people with compassion, dignity and respect. Services respond to people's needs and choices and enable them to be equal partners in their care.

Safety

By 'safe' we mean that people will not experience avoidable injury or harm from healthcare. The environment will be appropriate, clean and safe.

What we do:

Work collaboratively and supportively with providers, the partnership and residents of HMR to reduce avoidable harm.

How we do it:

Commission safe, needs led and economically sound services with the patient at the centre.

Prevent health care associated infection, falls with harm, avoidable pressure ulcers and avoidable deaths and where this happens application of the Serious Incident (SI) process and ensure continuous learning and improvement

What we do:

Foster a culture of open and honest co-operation

How we do it:

Collaborative and supportive working across the whole system, including providers, to jointly monitor patient safety.

Develop and open and transparent relationship across the partnership

What we do:

Work in partnership to prevent abuse and neglect



How we do it:

Employ the HMR CCG Safeguarding Strategy

What we do:

Listen to what our patients tell us about the quality of care



How we do it:

Through patient engagement, provider contractual reporting including compliments and complaints



Act quickly and decisively to protect patients if an immediate risk to patient safety is identified.

Effectiveness

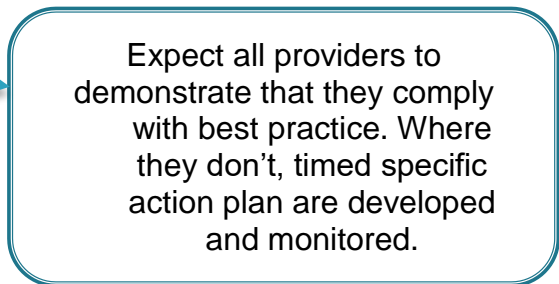
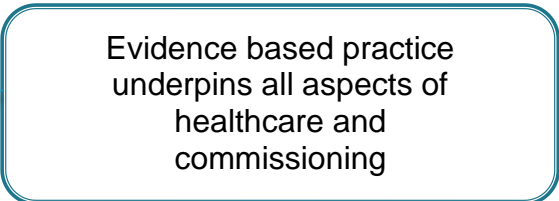
This is about doing the right thing at the right time for the right person so that care treatment and support so optimum outcomes to maintain quality of life are achieved.

Effective healthcare also ensures the best use of resources.

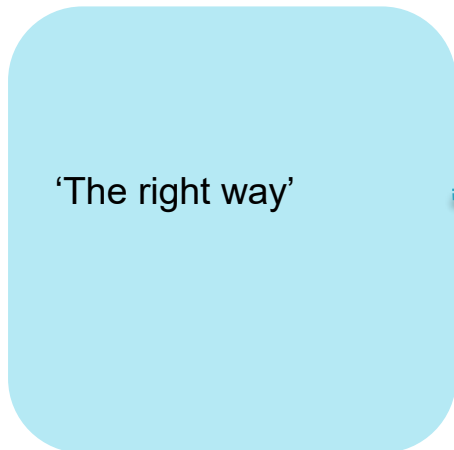
What we do:



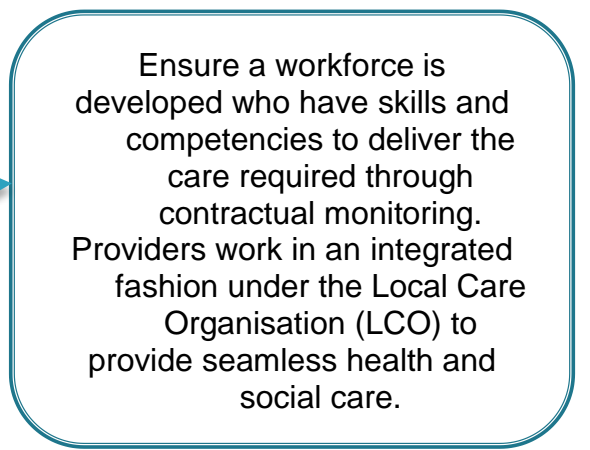
How we do it:



What we do:



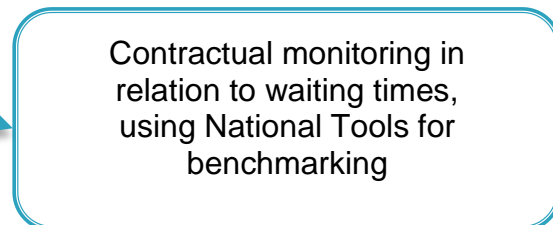
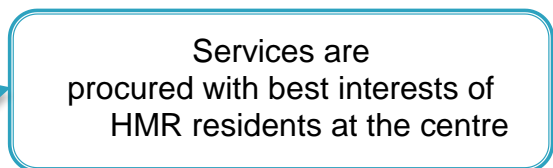
How we do it:



What we do:



How we do it:

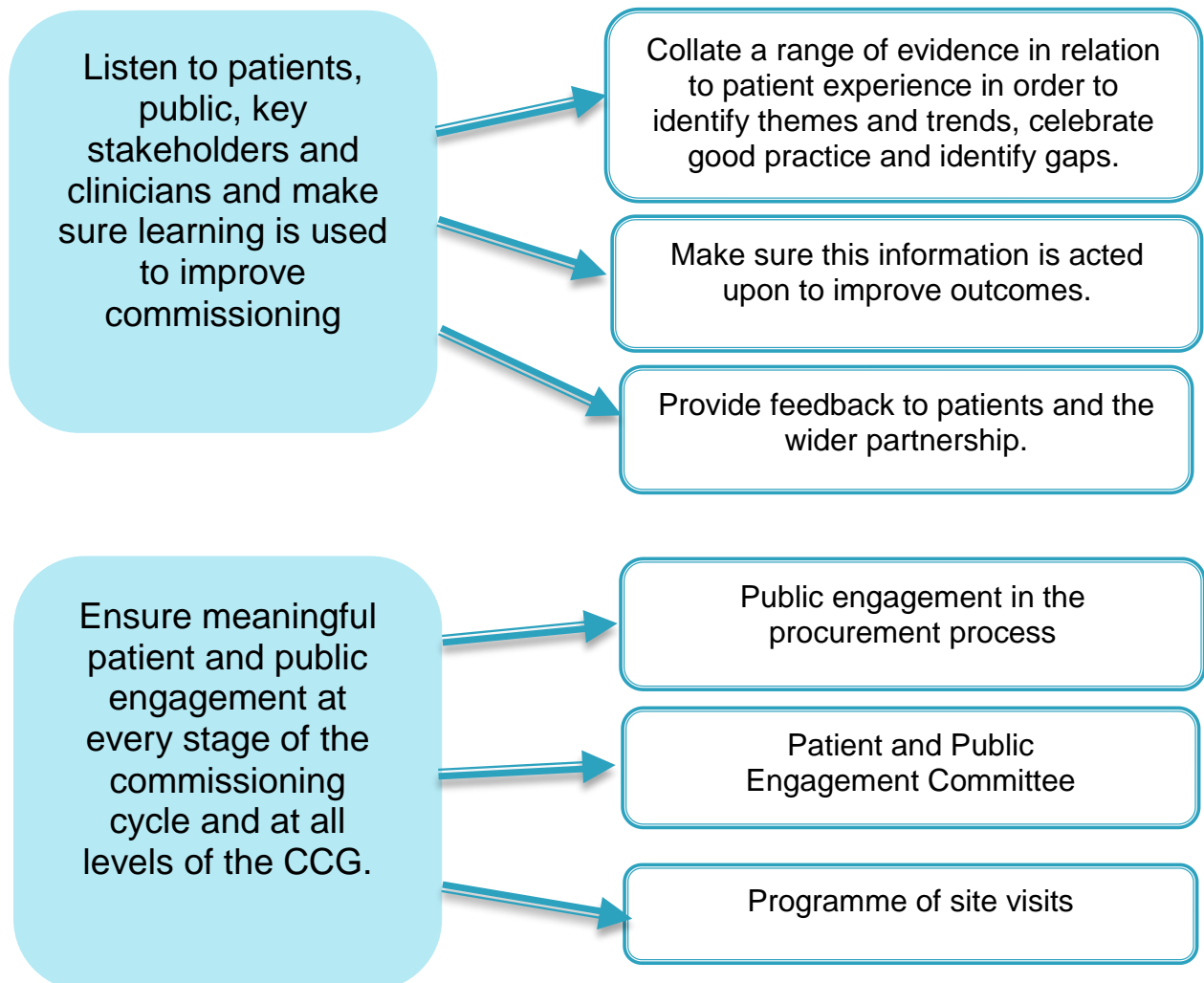


Positive experience:

Staff involve and treat people with compassion, dignity and respect. Services respond to people's needs and choices and enable them to be influential in their care.

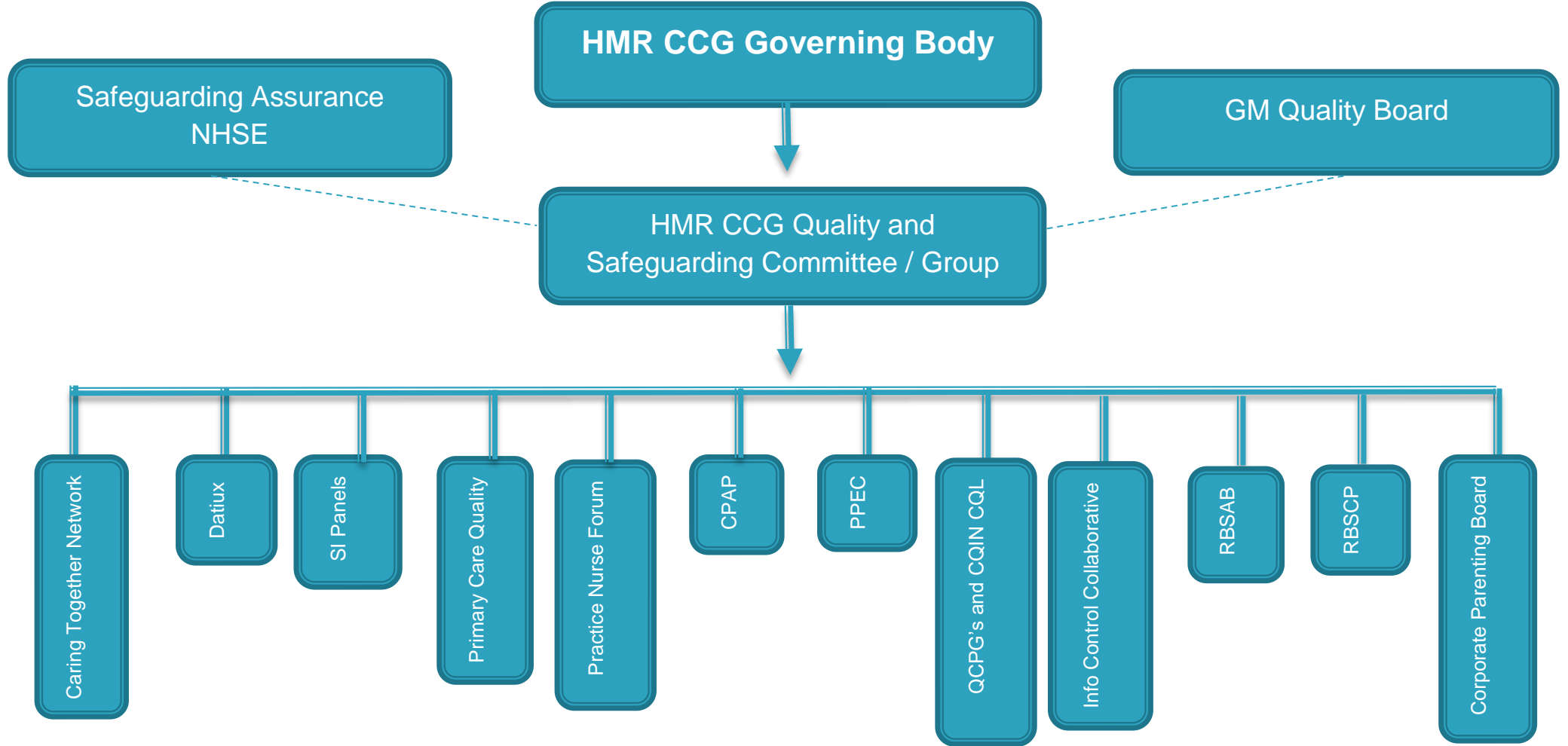
What we do:

How we do it:



| High Level Action | Quality Aims | Responsibility |
|---|---------------------|---|
| Evolve the CCG's Quality Assurance process in line with LCO development | 1, 2, 3 & 4 | Quality & Safeguarding Team |
| Implement the new Rochdale Borough Safeguarding Partnership directives and ensure safeguarding compliance across the Health Economy. | 1 & 4 | Head of Quality and Safeguarding & Designated Nurse for Safeguarding Children |
| Work within the Rochdale Safeguarding Adult Board Plan and ensure safeguarding compliance across the Health Economy. | 1, 2 & 3 | Head of Quality and Safeguarding & Designated Professional for Safeguarding Adults. |
| Ensure oversight of the Infection Control position across health providers | 1, 2, 3 & 4 | Head of Quality and Safeguarding & Quality Improvement Nurse |
| Quality Assure care provided within nursing and care homes with Local Authority colleagues | 1, 2 & 3 | Quality Improvement Nurse |
| Ensure Quality Impact Assessments are completed as appropriate within commissioned services | 1, 2 & 3 | Quality and Safety Lead |
| Work across the transformation agenda with the integrated commissioning organisation/ LCO to ensure quality and safeguarding are embedded | 1, 2, 3 & 4 | Quality and Safety Lead & Designated Nurse and Quality Lead for Children |
| Ensure adherence to the sepsis agenda across the health economy in HMR | 1, 2, 3, & 4 | Head of Quality and Safeguarding |
| Increase the visibility of healthcare for children across all commissioned services. | 1, 2, 3 & 4 | Designated Nurse and Quality Lead for Children |

Governance arrangements



References

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