

BRIEFING NOTE ON THE QUALITY ACCOUNT PROCESS, 2010-2011.

Summary.

1. It is an annual report for public consumption.
2. The aim is to enhance public accountability and engage the organisations leaders in their quality improvement agenda.
3. Account has to be completed and placed on the NHS Choices web-site by close of play 30th June 2010.
4. The period covered by the account is 2009-10.
5. The account will only need to cover mental health services for 2009-10.
6. The account consists of 3 parts- Part 1 is a statement by the Chief Executive, Part 2 identifies priorities for improvement and statements relating to the quality of NHS services provided, and Part 3 reviews quality performance, explains who has been involved in the process and contains statements from the commissioning PCT, LINKS and OSC.
7. Community health and primary care services are exempt until 2010-2011.
8. All relevant information relating to the process can be found in the Quality Account Toolkit on the following site:

www.dh.gov.uk/en/Healthcare/Highqualitycareforall/Qualityaccounts

Introduction

“...the primary purpose of Quality Accounts is to encourage boards to assess quality across the totality of services they offer, with an eye on continuous quality improvement. If designed well, the Accounts should assure commissioners, patients and the public that trust boards are regularly scrutinising each and every one of their services.”

Professor Sir Bruce Keogh, Quality Accounts Toolkit 2010.

The above quote encapsulates the purpose of Quality Accounts.

Content

A Quality Account needs to be determined locally, and should present an honest picture of what the Trust delivers and what its improvement plans are. However, in order to provide some consistency between provider reports, and to provide assurance that the Trust is meeting essential standards and is involved in cross-cutting initiatives that aim to drive up quality improvement, a series of statements from the board are required as part of the regulations.

The content of a Quality Account cannot be decided by the board (or equivalent), and therefore the information presented and the decisions taken on improvement as a result, needs to be decided by involving all interested parties; for example, patients and their carers, including those from equality target groups; staff and clinical teams; commissioners and regulators.

A Quality Account therefore, must include:

- a statement from the board (or equivalent) of your organisation summarising the quality of NHS services provided:

“Part 1, containing a statement summarising the provider’s view of the quality of NHS services provided or sub-contracted by the provider during the reporting period,

and

The relevant document must include a written statement, at the end of Part 1, signed by the responsible person for the provider that to the best of that person’s knowledge the information in the document is accurate.”

- your organisation’s priorities for quality improvement for the coming financial year;
- a series of statements from the board for which the format and information required is set out in regulations:

“The relevant document must include, in Part 2, a description of the areas for improvement in the quality of NHS services that the provider intends to provide or sub-contract for the 12 months following the end of the reporting period.

The description must include:

- at least three priorities for improvement;
- how progress to achieve the priorities identified in paragraph (a) will be monitored and measured by the provider; and
- how progress to achieve the priorities identified in paragraph (a) will be reported by the provider. “

and a review of the quality of services in your organisation. You might like to think about expressing this in terms of the three domains of quality: patient safety, clinical effectiveness and patient experience:

“This section is where you will find information relating to the quality of services that your organisation provides. It should therefore should reflect the type of organisation you are (for instance, acute or specialist services, mental health, ambulance etc.), and show data relevant to specific services and specialities as well as what patients and the public say matters most to them.”

Sections in green text above indicate quotes from the toolkit.

Included in the above will be involvement in clinical audit, research, information on data quality, CQC registration status and Commissioning for Quality and Innovation (CQUIN) involvement.

Collaboration

It will be clear from the above that the production of a Quality Account is a collaborative venture. Some of the organisations involved could include:

- LINKS
- Oversight and Scrutiny Committee (OSC),
- Local Strategic Partnership (LSP),
- Lead commissioner,
- Patient and carer groups
- Staff,
- Other stakeholders, such as police, probation, housing and transport services
- Third sector, such as MIND, Alzheimers Disease Association, Age Concern, housing associations etc.
- Local groups representing diversity of race gender and spirituality etc,

The Department of Health's publication *A Dialogue of Equals* (2008) sets out a process for how NHS organisations can engage effectively with seldom-heard-from, marginalised groups. It contains worked-through examples of good practice.

Sources of useful information.

The following are useful sites for information or examples that will contribute to the production of the Quality Account:

- www.dh.gov.uk/en/Healthcare/Highqualitycareforall/Qualityaccounts - DoH main QA website
- http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_105714.pdf - Kings Lynn Quality Report
- http://www.opsi.gov.uk/si/si2010/uksi_20100279_en_1 - NHS (Quality Accounts) Regulations, 2010
- http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/De arcolleagueletters/DH_111113 - role of Commissioners, LINKS and OSC
- http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_097598 - Sunnyview Quality Report
- http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_112359 - Quality Accounts toolkit

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