

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

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Summary

- It is an annual report for public consumption.
- The aim is to engage effectively with the public and ensure the organisations leaders are more accountable for their quality improvement agenda.
- The QA has to be completed and placed on the NHS Choices web-site by close of play 30th June 2010.
- The period covered by the account is 2009-10.
- The account will only need to cover mental health acute/in patient services for 2009-10.

Purpose of QA

- “....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.

Content

- **A Quality Account must include a statement from the board, and**
- **must include a written statement, signed by the responsible person for the provider** that to the best of that person's knowledge the information in the document is accurate.
- **the organisation's priorities for quality improvement for the coming financial year.**
- **A description of the areas for improvement** in the quality of NHS services that the provider intends to provide or even sub-contract for the 12 months following the end of the reporting period.
- The description must include **at least three priorities for improvement and**
- **how progress to achieve these priorities will be monitored, measured and reported,**
- **a review of the quality of services** in your organisation, possibly expressed as the three domains of quality: **patient safety, clinical effectiveness and patient experience,**
- **How clinical audit, research, information on data quality, CQC registration status and Commissioning for Quality and Innovation (CQUIN) will be involved,**
- How other local organisations will collaborate in the QA production.

Additional Information

- **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/Dearcolleagueletters/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
- David Ockelford, 14th May 2010.

