

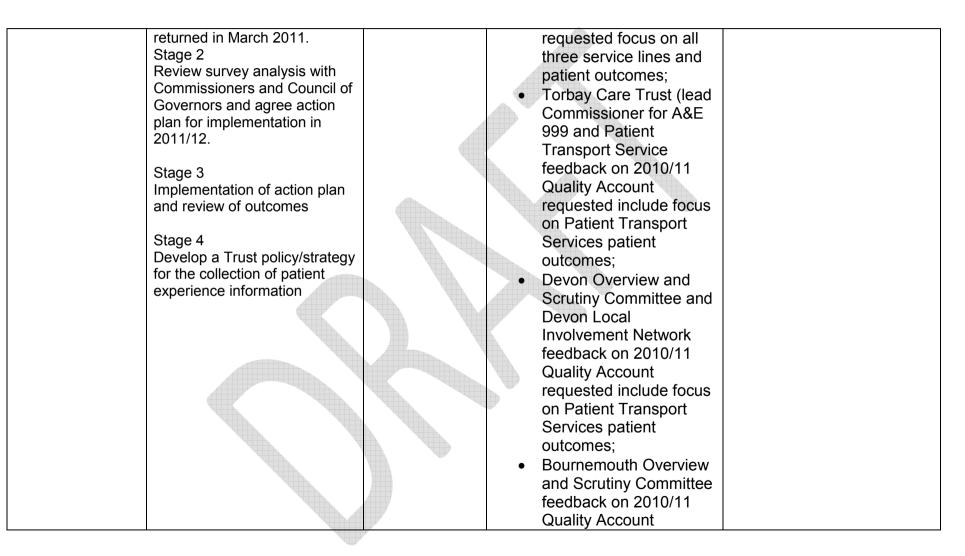
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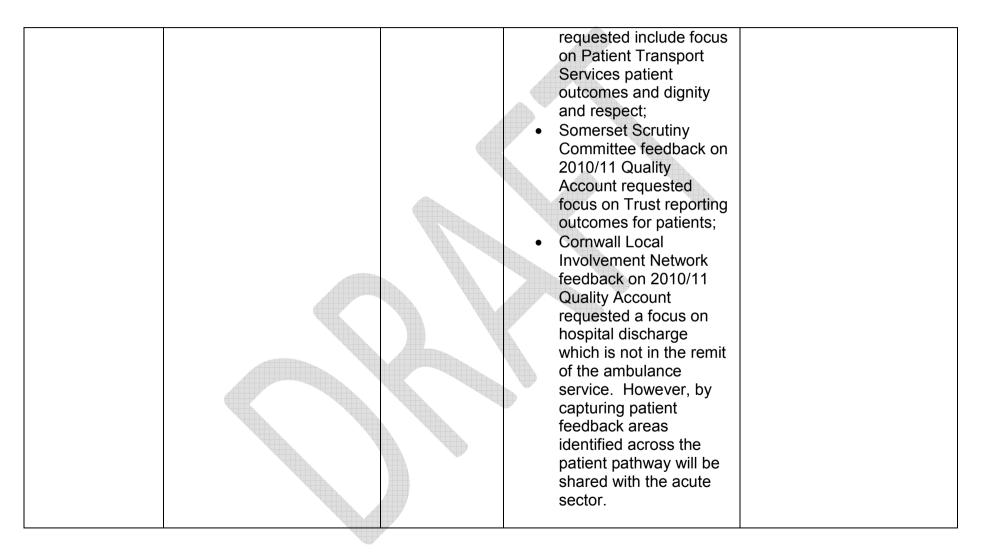
Matrix of Quality Account Options 2011/12

Name of organisation commenting.....

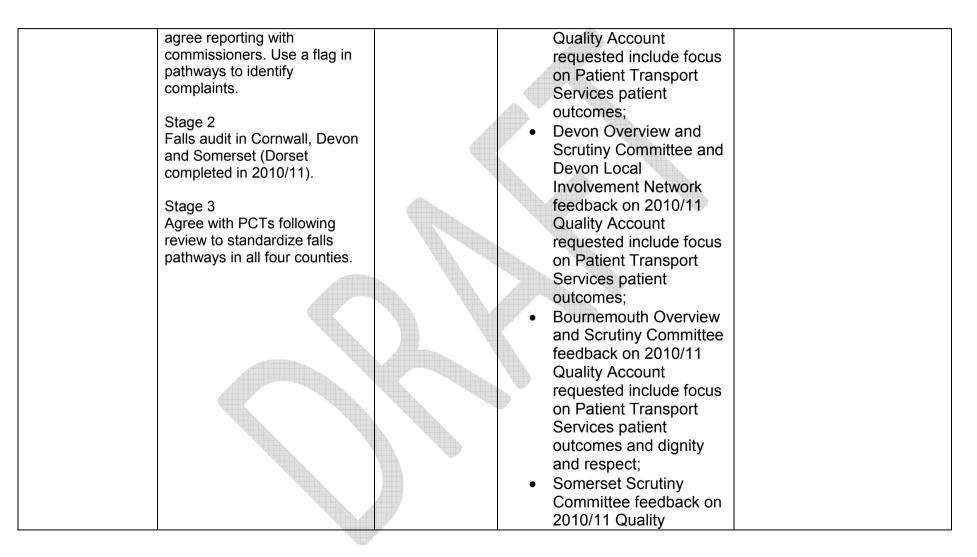
Please note that these priorities can be measured to enable reporting for further scrutiny.

Quality Option	Rationale	Quality Domain	Quality Option Evidence Base	Your Comment
Improve patient experience	BackgroundThe Trust does not carry out annual patient surveysQuality Account 2010/11Patient Experience surveys were carried out in 2010/11 for each of the Trust three service lines of:• A&E 999• Urgent Care Services (Dorset and	Domain Patient Experience	<ul> <li>Department of Health NHS Operating Framework 11/12 priority;</li> <li>Government White Paper Liberating the NHS 2010 patient experience priority;</li> <li>Commissioning for Quality (CQUIN) 11/12 A&amp;E contract quality goal for the Trust;</li> </ul>	
	Somerset); • Patient Transport Services. Quality Account 2011/12 Patient Experience Surveys Stage 1 Analyse the patient surveys		<ul> <li>NHS Dorset, Bournemouth &amp; Poole and Somerset (lead Commissioner for Urgent Care Service) feedback on 2010/11 Quality Account</li> </ul>	





Continuously	Background	Patient Safety	Department of Health
Continuously improve patient safety	Background The Trust takes patient safety very seriously and has been reported by the National Patient Safety Agency as an exemplar for reporting of incidents; ranking in the highest 10% of all NHS Trusts for reporting of incidents which is indicative of an organisation with a culture of good patient safety. Quality Account 2010/11 Patient safety focused on infection control measures and the continuing roll out of the Trust award winning 'Cleaner Care' initiative. Quality Account 2011/12 Development of Falls Pathways Across Four Counties Stage 1 Establish equivalent to chief complaint to identify fallers and	Patient Safety	<ul> <li>Department of Health NHS Operating Framework 11/12 priority;</li> <li>Government White Paper Liberating the NHS 2010 patient safety priority;</li> <li>Commissioning for Quality (CQUIN) 11/12 A&amp;E contract quality goal for the Trust;</li> <li>NHS Dorset, Bournemouth &amp; Poole and Somerset (lead Commissioner for Urgent Care Service) feedback on 2010/11 Quality Account requested focus on all three service lines and patient outcomes;</li> <li>Torbay Care Trust (lead Commissioner for A&amp;E 999 and Patient Transport Service feedback on 2010/11</li> </ul>



			Account requested focus on Trust reporting outcomes for patients; Cornwall Local Involvement Network feedback on 2010/11 Quality Account requested a focus on hospital discharge which is not in the remit of the ambulance service. However, by capturing and analysing incident reporting for the patient pathway evidence on practice will be reported and acted upon if required.
Continuously improve clinical effectiveness	Background The Trust will focus more on targets relating to clinical effectiveness Quality Account 2010/11	Clinical Effectiveness	<ul> <li>Department of Health NHS Operating Framework 11/12 priority;</li> <li>Government White Paper Liberating the</li> </ul>
	<ul> <li>The Trust priorities included:</li> <li>Implement a pain assessment system</li> </ul>		<ul> <li>NHS 2010 clinical outcomes priority;</li> <li>Commissioning for</li> </ul>

for vulnerable	Quality (CQUIN) 11/12
patients;	A&E contract clinical
Improve care for	outcome goal for the
patients with	Trust;
cardiovascular	NHS Dorset,
disease (heart attack	Bournemouth & Poole
and stroke);	and Somerset (lead
Audit of Category C	Commissioner for
calls (non life	Urgent Care Service)
threatening) to inform	feedback on 2010/11
care pathway	Quality Account
developments eg	requested focus on the
fallers;	Trust accomplishment
National study of	of the three targets
head injury in	repeatedly not met for
children;	the Out of Hours
Research Facilitator	National Quality
post;	Requirements;
Implementation of a	Torbay Care Trust (lead
smart mattress to	Commissioner for A&E
assist with patient	999 and Patient
assessment and	Transport Service
clinical observations	feedback on 2010/11
	Quality Account
Quality Account 2011/12	requested include focus
Continue the study	on Patient Transport
on head injury in	Services patient
	- p

children as the	outcomes;
principal project with	<ul> <li>Devon Overview and</li> </ul>
Centre for Maternal	Scrutiny Committee and
and Child Enquiries	Devon Local
(CMACE) {2009 to	Involvement Network
2012};	feedback on 2010/11
, , , , , , , , , , , , , , , , , , ,	Quality Account
Analysis of Healthcare	requested include focus
Professional Calls (HPC)	on Patient Transport
	Services patient
Stage 1	outcomes;
Understand the impact of the	
call re-categorisation on the	Bournemouth Overview
HCP workload. Undertake an	and Scrutiny Committee
analysis of HCP activity,	feedback on 2010/11
identifying trends, patterns,	Quality Account
differential use of the service	requested include focus
by locality (GP clusters?)	on Patient Transport
	Services patient
Stage 2	outcomes and dignity
Work with Commissioners and	and respect;
GPs to review and identify	Somerset Scrutiny
work categories and agree	Committee feedback on
standard protocols and the	2010/11 Quality
associated impact on A&E	Account requested
service delivery.	•
Store 2	focus on Trust reporting
Stage 3	outcomes for patients;
Agree on-going monitoring and	Cornwall Local
review of this workload to	



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	identify changes in access.	Involvement Network feedback on 2010/11 Quality Account requested a focus on hospital discharge which is not in the remit of the ambulance service. However, by capturing patient feedback areas identified across the patient pathway will be shared with the acute sector.	
Please add any comments your organisation may wish to share with the Trust Board – include extra sheets if required			

Thank you for completing this options menu on quality. Please return to <u>lynne.paramor@swast.nhs.uk</u> or Lynne Paramor, Director of Corporate Services, South Western Ambulance Service NHS Foundation Trust, Abbey Way, Eagle Court, Sowton Industrial Estate, Exeter, Devon, EX7 2HY