

Caring Plymouth - 2 April 2014

Plymouth Hospitals NHS Trust Quality Account 2013-14 Priorities

Plymouth Hospitals NHS Trust is currently in the process of drafting our annual Quality Account for the year 2013-2014.

As in previous years the Trust is very keen to seek the involvement and feedback of key stakeholders in order to ensure that the final document reflects the needs of the healthcare community.

Potential quality priorities for inclusion in Plymouth Hospitals NHS Trust Quality Account for 2013/14 and for delivery in 2014-15 are set out below. These priorities reflect the organisation's commitment to improvement over the coming year. A number of key documents were considered when selecting the draft priorities including the Trust Assurance Framework, current operational and quality performance data, and external reports including Francis, Keogh, Berwick and CQC areas of focus in the past year.

Members are asked to consider and comment on the potential quality priorities set out below and select the top five which you believe should be the key priorities. Once all feedback has been received finalised quality priorities will be included as part of the Quality Account and plans defined to ensure their delivery.

Aim	Rationale
<p>Patient Experience We will actively seek and respond to the views of patients and improve their experience.</p>	<p>A positive patient experience is an essential component of the care that we provide.</p>
<p>Patient Harm We will reduce the incidence of patient harm events including pressure sores, falls, hospital-acquired pneumonia and infections. We will also maintain safety in our operating theatres.</p>	<p>It is essential that we protect our patients by making every effort to reduce avoidable harm.</p>

Aim	Rationale
<p>Operational Flow We will enhance operational capacity and optimise patient flow throughout the Trust with a view to reducing the number of outliers and the number of patients moved at night.</p>	<p>Effective and efficient systems and patient pathways are critical in maintaining a safe environment for our patients.</p>
<p>Access We will develop and implement robust plans for addressing RTT and follow up backlog issues.</p>	<p>There are national standards associated with RTT and the Trust has faced significant challenges in meeting these standards in 2013/14.</p>
<p>Diagnostics We will improve the timeliness and quality of our diagnostics services.</p>	<p>This is an area which is critical to the patient pathway and the Trust has not consistently met national targets in conducting and reporting in a timely manner.</p>
<p>Mortality We will review all hospital deaths to identify those which may have been avoidable or where the care could have been improved.</p>	<p>It is good practice to review all deaths to identify those which may have been avoidable or where the care could have been improved. There is a national expectation that Trusts have such arrangements in place.</p>
<p>7 Day Working We will develop an appropriate response to the current national debate on the implementation of 7 day working.</p>	<p>There is currently a national debate on the implementation of 7 day working as it provides greater flexibility and planning for delivery of care</p>
<p>Quality Governance We will transform our quality governance arrangements and ensure that it meets best practice.</p>	<p>Effective quality governance is the foundation upon which we promote and implement sustained learning and improvement.</p>
<p>Clinical Administration We will transform our clinical administration services to ensure that patients receive accurate and timely notification of appointments.</p>	<p>Effective and timely clinical administration is critical in ensuring that patients are seen in at the right time. This is one of our transformation programmes.</p>

Aim	Rationale
<p>Staffing We will improve our approach to workforce planning and ensure that we have the right staff in the right place and at the right time.</p>	<p>Having the right staff in the right place at the right time is a fundamental element to the delivery of safe high quality care for our patients. Patient survey results show us patients do not always feel the wards are adequately staffed.</p>
<p>Safety Culture We will develop and implement an approach to conducting safety culture assessments throughout the Trust and improving the outcomes from these assessments.</p>	<p>The Francis Report highlighted the critical importance of culture in maintaining safe services for patients. We have already undertaken some work across the Trust in this area.</p>
<p>Health Records We will improve the quality of our health records and ensure that we are compliant with national standards in this regard.</p>	<p>The CQC found the Trust to be non-compliant with the essential standard associated with health records. Whilst a lot of work has been undertaken in this area further improvements are required.</p>