

TRUST BOARD
27th January 2011

TITLE	Quality Account Framework Proposal
EXECUTIVE SUMMARY	<p>The Trust is required to produce a Quality Account every year. Our first Quality Account was published May 2010 and are now considering the production of the Quality Account for 2010/2011 which will be published in June 2011.</p> <p>The paper sets out the recommended framework for developing and producing the Quality Account with a timeframe for stakeholder engagement, drafts of account and final sign off by the Board and review by PCT.</p>
BOARD ASSURANCE (Risk) / IMPLICATIONS	The framework is provided to give the Board assurance of appropriate process and developmental activity.
STAKEHOLDER / PATIENT IMPACT AND VIEWS	The Quality Account is a key document to demonstrate stakeholder engagement with our Trust, progress of our Quality Strategies and set out our priorities for 2011/2012.
EQUALITY AND DIVERSITY ISSUES	None identified.
LEGAL ISSUES	None identified.
The Trust Board is asked to:	Review the paper, discuss the contents and approve the framework proposal.
Submitted by:	Sarah Johnston Head of Quality and Integrated Governance on behalf of Suzanne Rankin Chief Nurse.
Date:	20 January 2011.
Decision:	For Approval.

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Quality Account 2010/2011

1. Overview

The Trust is required to publish an annual Quality Account (QA). The main purpose of the QA is to support Trust accountability to its stakeholders. The Trust should identify, jointly with stakeholders, where the Trust needs to improve. This will not include each and every target that the Trust is working towards, but a core group of targets that have been jointly agreed to be of most importance to stakeholders and the Trust.

The QA must be presented in a prescribed format as per Department of Health guidelines. This includes information on the previous year, where we would expect to demonstrate what we have achieved for those priorities set in 2010, targets set for the coming year, and a range of prescribed information including compliance with national audits and confidential enquiries, progress against CQUIN targets, and information relating to data quality.

LINKs (Local Involvement Networks) will be asked to contribute a statement on how they believe the Trust is moving forward and the PCT will review the document and provide a statement on accuracy of the report and whether all required items are identified.

2. Framework Proposal

The framework should be delivered via engagement with stakeholders, and is a review of achievements of the previous year together with identification of areas of poor performance that are to be addressed in the coming year. Priorities will be based on analysis of the review of last year set against the Trust's Quality Strategy and our stakeholder's views.

The QA is an iterative document that will mature as the organisation strengthens its approach to engagement and quality delivery.

Stakeholder Engagement

Quality Account stakeholder engagement will take place during January and February as part of the wider plan for delivery of the Annual Report and Accounts. This will include the Patient Panel, LINKs and the Council of Governors and will be supported by the Chief Nurse and the Quality Department. The Council of Governors will be a key stakeholder group and as a new Foundation Trust we will look at ways to engage with our public and membership through this group. We will aim to incorporate their views and comments in identifying our key priorities.

Local Service Provider (LSP) groups, key GPs and PCTs will be informed through the current information sharing processes and staff will be engaged through Aspire and the matron and ward sister forums.

Setting Priorities

Priorities for next year will be shaped by the NHS Outcomes Framework and its five domains, and build on the Trust's previous achievements and areas for improvement around patient experience, safety and effectiveness. Stakeholder engagement will enable the sharing of information of progress thus far and assist stakeholders to make informed decisions on their view of priority setting for the forthcoming year. The Trust's Quality Strategy will be reflected in the QA ensuring greater cohesion between the two documents and iteration between them to ensure they remain aligned.

NHS Outcomes Framework

The NHS Outcomes framework sets out a vision for the NHS which includes a shift in how the NHS defines its priorities. This is described as a relentless focus on delivering the outcomes that matter most to people. The QA will be a key tool to enable the Trust to demonstrate this approach.

The framework sets out five domains

1. Preventing people from dying prematurely
2. Enhancing quality of life for people with long term conditions
3. Helping people recover from episodes of illness or injury
4. Ensuring people have apposite experience of care
5. Treating and caring for people in a safe environment and protecting them from harm.

Within these domains a range of indicators and improvement areas have been identified or will be developed, these indicators build on current indicators which aim to improve patient outcomes and experience, some of which are already built into the Trust's Quality Strategy and QA.

Producing the Quality Account

During March the text will be produced for the QA and circulated for comment. This circulation will include staff and stakeholders. The draft text will be sent to the Trust Board for approval April 2011. The production and design of the QA will be led by the Communications Department in conjunction with production of the Annual Report and Annual Review.

Timeline for Production of Quality Account

Stakeholder Engagement	January and February 2011
Draft text produced following final guidance from Department of Health and circulation for comments including Board members	March 2011
Final text provided to Trust Board for approval	April 2011
Text provided to PCT for review and sign off	May 2011
Final production of Quality Account	May 2011
Publication	June 2011

Audit of Quality Account

There is a requirement for the Trust to audit the QA. The Audit Committee have commissioned this activity; the process by which the Trust creates the QA together with the content will be audited and recommendations fed back to the Audit Committee.

Submitted by: Suzanne Rankin Chief Nurse

Date: 20 January 2011