

Trust Board Meeting**ITEM: 9**
DOC: 6**DATE:** 28 March 2012**TITLE:** Draft Quality Strategy and draft Quality Account 2011/2012**SPONSOR: Celia Ingham Clark.**
Executive Medical Director**REPORT FROM:** Senga Steel. Assistant
Director of Research, Innovation and
Quality.**PURPOSE OF REPORT: Agreement on the selection of quality objectives for the organisational quality strategy and the Quality Account 2011/2012 for Whittington Health****EXECUTIVE SUMMARY:**

1. This report presents both the first draft of the Quality Account for 2011/2012 and the draft quality strategy. The quality strategy sets out Whittington Health's approach to quality improvement and prioritises the objectives for the coming 5 years. It reflects the national requirements of quality and safety standards taken from the NHS Outcomes Frameworks 2012, feedback obtained from the staff quality survey, (attached for information) feedback from complaints and incidents and reflects the priority areas suggested during initial consultation with external stakeholders. The attached draft strategy provides a range of quality objectives derived from these sources and are presented in the 5 quality domains of the NHS Outcomes Framework

These objectives need to be prioritised and agreed and although a number of them will be externally monitored anyway, the organisation will need to select which objectives should be the focus of this strategy.

2. The first draft of the Quality Account is also presented. Performance against quality achievements are reported and have been drawn from ICO data and consultation with our staff and external stakeholders. Quality objectives are suggested as the 'top three' quality priorities for the coming year and performance is reported against areas selected last year.

The format and outline of the Quality Account is largely predetermined by the DOH. Some data will not be available until the end of the financial year and therefore there are some gaps evident in the attached draft. These will be updated prior to publication for completeness and accuracy.

The proposed quality objectives for the Quality Account for the coming year have been taken from the quality strategy that has emerged in synergy with this Quality Account, external stakeholder consultation and the staff quality survey.

PROPOSED ACTION: Approval of quality goals in both quality account and quality strategy

APPENDICES: Staff quality survey

DECLARATION

In completing this report, I confirm that the implications associated with the proposed action shown above have been considered – any exceptions are reported in the Supporting Information:

Implications for the NHS Constitution, CQC registration
Financial, regulatory and legal implications of proposed action
Risk management, Annual Plan/IBP
Moving Ahead – how does this report support any of the Trust's 5 Strategic Goals

Supporting Information

The Quality strategy is a requirement by Monitor for FT status. The Quality Account is also a mandatory requirement for all NHS organisations.

The quality strategy supports the trust's 5 key goals and all the quality objectives within the draft document directly support the trust's objectives.