

Quality and Safety Action Plan 2018-19

Aim		Examples of Success measures	Lead	Timescale	Progress	
1.0	To review the capacity and capability within the team to enable a cohesive approach to quality monitoring of all providers	<ul style="list-style-type: none"> We will have a skilled, dynamic, visible team capable of delivering our quality and safety objectives. . 	DoN	Sept 18	Review of team planned by the end of June 2018	Yellow
		<ul style="list-style-type: none"> Our CCG website pages will be up-to-date. 	HoS/HoQPS	Sept 18		Yellow
		<ul style="list-style-type: none"> We will be reporting assurance and identifying any risks to quality and to the Governing Body 	Q&PS team & QSC members	Complete	This process is embedded within the function of the Quality and Safety Committee	Green
2.0	To provide expert leadership and promote a culture of quality within the CCG	<ul style="list-style-type: none"> The organisation will be aware of the quality strategy and the role of the quality & safety team 	HoQPS	March 18	Awaiting final approval before launch. Strategy ratified at GB on 30 th January 2018	Yellow
3.0	To continue to work across organisational boundaries to ensure improvement of the healthcare services commissioned on behalf of Sunderland residents working effectively as a	<ul style="list-style-type: none"> Procurement processes will actively involve members of the quality & safety team 	Q&S team	Complete	Q&S team involved in processes.	Green
		<ul style="list-style-type: none"> Quality Impact Assessments (QIAs) will inform all commissioning decisions 	Q&S team	Complete	Policy approved and launched in October 2017	Green
		<ul style="list-style-type: none"> Review success of QIA policy and Standard Operating Procedure and report findings to QSC. 	Q&S team	June 18		Yellow

strategic commissioner at every level within the STP - (to support whole system transformation).	<ul style="list-style-type: none"> A reduction in healthcare acquired infections: C Difficile 	DoN	October 18	HCAIs reviewed and monitored at the HCAI Improvement Group	
	<ul style="list-style-type: none"> A reduction in healthcare acquired infections: Gram negative bacteraemia 	DoN	October 18	HCAIs reviewed and monitored at the HCAI Improvement Group	
	<ul style="list-style-type: none"> An increase in incident reporting accompanied by a reduction in serious incidents and never events 	HoQ&PS	April 2019	Incident Reporting monitored at the QRG meeting. SIs reviewed at the SI panel and the QRG.	
	<ul style="list-style-type: none"> A reduction in grade 3 and 4 pressure ulcers 	DoN/CQO	April 19	Multi-agency research project underway - PROACT	
	<ul style="list-style-type: none"> Appropriate representation at the local statutory safeguarding fora 	HoSafe	Complete		
	<ul style="list-style-type: none"> Ensure collaborative and joint arrangements are strengthened with other commissioners 	Q&PS team/ Joint Commissioning team	Sept 18		
	<ul style="list-style-type: none"> Ensure effective quality assurance mechanisms during the development of novel contracts (Multi speciality community provider –MCP) and changes to the provider landscape 	HoQ&PS/ CQO	April 19		
	<ul style="list-style-type: none"> Support the development of a primary care dashboard 	Q&PS team/ BI team	Sept 18	First iteration presented at Local Quality Group. The dashboard will evolve as further data is available	

		<ul style="list-style-type: none"> Oversight of quality issues impacting upon our GP practices 	Q&PS team	Sept 18		
		<ul style="list-style-type: none"> Increased incident reporting in general medical care services 	Q&PS team	Dec 2018	Incident reporting discussed at the practice managers' session at TITO	
		<ul style="list-style-type: none"> Joint quality monitoring and reporting of assurance for those services commissioned on our behalf by Sunderland City Council 	CQO	September18	Process in place to undertake joint monitoring visits, where appropriate	
4.0	To support providers to identify and implement improvements in the quality of services provided	<ul style="list-style-type: none"> Develop and monitor the national commissioning for quality and innovation schemes, in collaboration with providers 	HoQ&PS	March 19	Current CQUIN scheme covers 2017-19.	
		<ul style="list-style-type: none"> Supported the development and implementation of quality premiums 	Q&PS team	April 19		
		<ul style="list-style-type: none"> A culture of evidence informed commissioning/reforms 	Head of Strategy, Planning and Reform	April 19		
		<ul style="list-style-type: none"> Services which are informed by patient feedback 	Patient experience team	April 19		
5.0	To develop processes for monitoring quality within all provider organisations (ensuring focus upon any changes to organisational form and patient pathways e.g. Path	<ul style="list-style-type: none"> We will have data and information which provides assurance regarding the quality of services and care focussing on patient safety, clinical effectiveness and patient experience. 	HoQPS/HoS	June 18	Robust data is currently available for almost all of the CCG's providers.	
		<ul style="list-style-type: none"> We will have a sound understanding of any quality issues within all provider organisations and remedial action 	HoQPS/HoS	Complete	Processes in place to identify quality issues and to monitor improvement	

	to Excellence).	plans in place where significant issues are identified			through QRGs	
6.0	To support providers to develop a culture where learning from patient safety incidents and from patient experience is embedded in everyday practice.	<ul style="list-style-type: none"> An increased reporting culture will be evident across all commissioned services 	DoN /Ho QPS	April 19	Both CHSFT and STFT's position on the NRLS report has deteriorated recently. The reports are regularly monitored at QRG meetings.	
		<ul style="list-style-type: none"> An improved learning from incidents culture 	DoN /Ho QPS	April 19		
		<ul style="list-style-type: none"> Less patient harm 	DoN /Ho QPS	April 19	Reviewed within NRLS report	