

**EMT  
OVERVIEW AND SCRUTINY COMMITTEE  
20 MAY 2010**

<b>Report of</b>	Bernie Salisbury Director of Nursing and Patient Care Standards
<b>Paper prepared by</b>	Bernie Salisbury Director of Nursing and Patient Care Standards
<b>Subject/Title</b>	Draft Quality Account
<b>Background papers (if relevant)</b>	Quality Account Toolkit (Department of Health)
<b>Purpose of Paper</b>	To give an overview of quality performance in 2009/10 and describe priorities for improvement in 2010/11
<b>Action/Decision required</b>	For the Overview and Scrutiny Committee, PCT and LINKs to consider and offer an opinion to be included on page 20
<b>Identify NHSLA and CQC Standards to which this report relates:</b>	CQC Outcomes 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17 and 21.
<b>Link to:</b> ➤ Trust's Strategic Direction ➤ Corporate Objectives	To continuously improve the patients experience
<b>Resource impact</b>	
<b>You are reminded not to use acronyms or abbreviations wherever possible. However, if they appear in the attached paper, please list them in the adjacent box.</b>	

## **1 PURPOSE OF THE PAPER**

- 1.1 The purpose of this paper is to explain what a 'Quality Account' is.
- 1.2 The Quality Account for 2009/10 is attached and the needs consideration and comment by the Overview and Scrutiny Committee, PCT and LINKs

## **2 INTRODUCTION**

- 2.1 There is a legal requirement under the Health Act 2009 for all bodies who provide NHS Services to produce a Quality Account and for this first Quality Account to be produced by June 2010.
- 2.2 The toolkit issued by the Department of Health provides guidance on the production of a Quality Account and the attached report is based on that guidance.
- 2.3 A Quality Account consists of three separate parts. Part 1 is a statement on quality from the Chief Executive Officer and sign off by the Chairman and Chief Executive Officer on behalf of the Board. Part 2 describes priorities for improvement and Part 3 is a review of 2009/10 in terms of quality performance.

## **3 QUALITY ACCOUNTS – WHAT ARE THEY AND WHAT ARE THEY FOR?**

- 3.1 Quality Accounts are annual reports to the public from providers of NHS healthcare services about the quality of services they provide. The public, patients and others with an interest will use a Quality Account to understand:
  - the organisation's commitment to quality services;
  - what are our priorities for improvement for the coming year;
  - what we are doing well;
  - how we have involved service users, staff and others with an interest in our organization in determining those priorities for improvements.
- 3.2 Quality Accounts aim to enhance accountability to the public and engage the leaders of an organisation in their quality improvement agenda.
- 3.3 A Quality Account must include:
  - a statement from the Chief Executive Officer summarising the quality of NHS services provided;
  - a statement from the board for which the format and information required is set out in regulations;
  - the priorities for quality improvement for the coming financial year;
  - the specific requirements in the statutory instrument relating to audit, commissioning research, data quality, coding and information governance.
  - a review of the quality of services in our organization expressed in terms of the three domains of quality: patient safety, clinical effectiveness and patient experience.

## **4 HOW SHOULD QUALITY ACCOUNTS BE PUBLISHED**

- 4.1 Quality Accounts must be published on the NHS Choices Website by 30<sup>th</sup> June and for future years hard copies of the previous two years Quality Accounts must be made available on request.

## **5 ASSURANCE**

- 5.1 The Trust Board is accountable for the Quality Account, therefore, the members of the Board must assure themselves and state publicly within the document that the information presented is accurate.
- 5.2 The Trust Board will receive a draft copy of the Quality Account for comment after EMT on the 10<sup>th</sup> May.
- 5.3 The Quality Account will be agreed at Safety Quality and Standards Committee on the 25<sup>th</sup> May and finally signed off at the Trust Board meeting of the 27<sup>th</sup> May.
- 5.4 To provide further assurance the lead Primary Care Trust (PCT), Local Involvement Network (LINK) and Overview and Scrutiny Committee must all be offered the opportunity to comment on the report ahead of publication and a statement, if offered, must be presented in the Quality Account.
- 5.5 The National Quality Board has commissioned a piece of work involving the Department of Health and Monitor to consult upon and develop a form of third party assurance of Quality Accounts which subject to consultation will be introduced in 2011.

## **6 QUALITY ACCOUNT 2011/12**

- 6.1 From July 2010 a plan for 2011/12 account will be devised including wider patient, staff and public involvement for priority setting for next year.