



Forth Valley NHS Board

30 March 2010

**This report relates to
Item 9 on the Agenda**

NHS Scotland Quality Strategy

(Paper presented by Ms Fiona Mackenzie, Chief Executive)

For Noting

1. NHS SCOTLAND QUALITY STRATEGY.

2. PURPOSE OF PAPER

This paper details an abridged version of the Stage 1 guidance on Implementation of the NHSScotland Quality Strategy and the approach within NHS Forth Valley.

3. KEY ISSUES

The key purpose of Stage 1 is for each Board to engage with everyone who delivers or supports healthcare in NHSScotland and to ensure that they know what the Quality Strategy means for them as an individual and what it will mean for patients, carers and for local services. Boards are requested to engage with their workforce, working in all care settings, in a way that enables all staff to be actively involved in: shaping the process; having an understanding and ownership of the priorities for delivery; and to support the monitoring of the outcomes.

Boards require to action:

- A Board-wide *engagement programme* to ensure that the key messages about the Quality Strategy are shared widely and all staff have the opportunity to contribute their ideas.
- Obtain *commitments to new individual and Board level changes* that reflect the national quality ambition and identify a small varied selection of 10-20 *examples of these commitments* that they would like to share nationally as progress is made over the year/s ahead.
- Identify and share *existing exemplars* of high quality healthcare or quality improvement approaches within the Board.
- Identify *key measures of quality* currently used locally or which are under development and which Boards consider are appropriate to support and report on quality improvement

Quality Champions have been identified by the Scottish Government Health Department (SGHD) as the Chair Area Clinical Forum and a key lead drawn from Cohort 4 of 'Delivering the Future' programme: within NHS Forth Valley these are Dr Allan Bridges and Dr Stuart Cumming.

During 2010/2011, to evidence how the Quality Strategy approach is being taken forward, Boards will be asked for feedback on the impact of quality actions at personal, team and system levels. The Cabinet Secretary has expressed a desire to select examples of where these actions are resulting in demonstrable improvements in quality for showcasing publicly through 2010/11 and beyond. Both NHS Education for Scotland and NHS Quality Improvement Scotland will be developing web-based resources that support the Quality Strategy approach.

Approach in NHS Forth Valley

The Integrated Healthcare Strategy and associated Change and Improvement Plan set the context for a comprehensive approach to continuous quality improvement in Forth Valley. In light of the complex implementation of the Healthcare Strategy and detailed transition planning already underway, we require to take a pragmatic view to implementing the NHS Scotland Quality Strategy.

Local Actions

The Integrated Healthcare Strategy encompasses our vision and way forward in Forth Valley. In responding to how we deliver the Quality Strategy we require to consider the

relevant components of our Integrated Strategy and cross link these to the dimensions of quality. Some of this work has been started within the NHS Forth Valley Priority Framework and is nearing completion. The outcome of this work will be a shared understanding and a single local measurement framework consistent with both our local priorities and the requirements contained within the Quality Strategy. Discussions are underway on the adoption of a Balanced Scorecard acknowledging the Quality Strategy, Change and Improvement and Efficiency and Productivity themes of work. This will all assist in ensuring the Quality Strategy is taken forward in the Forth Valley context and aid effective communication and engagement reaffirming that this is not something 'new' to consider on top of the many other activities.

In order to take forward the required actions detailed above and support our identified Quality Champions a small co-coordinating group has been established. A pragmatic approach is being taken to staff engagement during a significant time of change in Forth Valley. The Area Clinical Forum are sponsoring an evening event on the 14th April providing an opportunity to showcase work already underway and importantly to put the Quality Strategy in the context of Forth Valley.

4. FINANCIAL IMPLICATIONS

No anticipated impact as implementing the Quality Strategy will be interlinked with the Integrated Strategy there should be no cost over and above that planned.

5. WORKFORCE IMPLICATIONS

Considering the workforce is central to the Quality Strategy in terms of being 'patient centred'. Implications may exist relating to role redesign but these will also be entirely in line with the Integrated Strategy.

6. RISK ASSESSMENT AND IMPLICATIONS

The main risk is around fully engaging all staff in a sensible way about the content of the Quality Strategy as Forth Valley implements the Healthcare Strategy. Quality requires to be integral to our overall approach.

7. RELEVANCE TO STRATEGIC PRIORITIES

This is core to NHS Forth Valley's Strategic Objectives and is a key component of the Priority Framework.

8. RELEVANCE TO DIVERSITY AND / OR EQUALITY ISSUES

Equality and Diversity are integral to the Quality Strategy.

9. CONSULTATION PROCESS

Engagement is an overall part of the required action with a plan in development. Key communications have been circulated to staff.

10. RECOMMENDATION(S) FOR DECISION

The Forth Valley NHS Board is asked to: -

- Note the required actions
- Note the planned approach in Forth Valley

11. AUTHOR OF PAPER/REPORT:

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