

## **Royal Berkshire NHS Foundation Trust 2016/17 Quality Account Consultation**

### **Background**

**Quality is at the heart of the services that the Royal Berkshire NHS Foundation Trust provides for patients and service users. The safety of our patients drives how we deliver our services and we are committed to continuously improving quality of care.**

- **Last year we refreshed our quality strategy which highlights our improvement priorities over five years to 2018/19.**
- **We are also developing the key priorities for 2016/17 to be included in our Quality Accounts. We are asking that you let us know which of our priorities you would most like to see reflected in our Quality Account for next year. We will take your views into account in developing the six priorities we will report on publically. These priorities should include at least one from each aspect of quality of care: patient safety, clinical effectiveness and patient experience.**
- **When we have finalised our priorities we will decide on the appropriate metrics that will allow these to be measured and reported, ensuring that we can demonstrate improvement in our goals.**

**In developing our quality improvement goals we have undertaken a Patient Partnership Standing Conference with our Patient Leaders which has helped us capture the quality improvement aspirations, as well as reviewing feedback from incidents, complaints, patient feedback and our local Health watch organisations.**

### **How you can help us**

**We have listed below all of the key quality improvement priorities that we are considering. We would like your views on:**

1. **Whether you feel that these priorities are appropriate and whether there are others that you wish to see included; and**
2. **Which of the indicators you would like us to focus on in 2016/17 as part of our Quality Account (maximum of six, with one from each domain). The proposed measures of quality improvement in the Quality Account should, where possible, be specific and measurable, realistic and achievable within a year.**

**We would like to have your response by 19 February 2016.**

**You may feedback your responses to: [patient.safety@royalberkshire.nhs.uk](mailto:patient.safety@royalberkshire.nhs.uk)**

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<b>Patient Safety</b>	<b>Tick Box</b>	<b>Clinical Effectiveness</b>	<b>Tick Box</b>	<b>Patient Experience</b>	<b>Tick Box</b>
Improve handovers, comprehensive and accurate documentation	x	Reduce waiting times to ensure treatment received at the right time for patients with cancer.	x	Improve signage around the sites, and improve environment through reducing maintenance issues.	
Reduce rate of avoidable grade 2,3 & 4 pressure ulcers		Improve availability and quality of medical records.		In conjunction with patients, carers and patient leaders develop and publish a list of patient experience never events.	
To implement always events		To improve the quality of care and clinical outcomes for patients with Acute Kidney Injury		Improve administration systems (to improve booking processes, reduce cancellations). -CAT	
Improve the safety culture	x	To reduce the hospital readmission rate	x	Improve discharge information	x
Ensuring we have the right numbers of staff with the right skills to meet our patients needs		To improve anti-microbial stewardship		Improving the care with patients with dementia and supporting carers	x
Sepsis				Effective communication- breaking bad news	
				Experience based co design to improve the experience.	

## FEEDBACK from: Reading Borough Council – Jo Hawthorne Head of Wellbeing

Domain	Priority	Comments
<b>Patient safety</b>	Improve handovers, comprehensive and accurate documentation	All of the Patient Safety indicators suggested above are important. However, good quality handovers with comprehensive and accurate documentation are essential to ensure that people being discharged into community safely. As an example people going back into the care home setting are being discharged without either correct medication or no medication at all. The Reading Borough Council therefore feels that this would be a real priority for the Trust to focus on.
<b>Clinical effectiveness</b>	Reduce waiting times to ensure treatment received at the right time for patients with cancer.	Following the recent release of figures on the Cancer waiting times not being met for people with cancer, Reading Borough Council is highlighting this as a priority for RBH to focus on, equally it could have been identified in either this section or Patient experience.
<b>Patient experience</b>	Improve discharge information	We believe that all the Patient experience priorities are important. However improving discharge information would really benefit not only the patient, their carer/s experience, but enhance the integration between Children's, Young People and Adult Social Care systems.

Priorities for 2015-2016

<b>Domain</b>	<b>Priority</b>
<b>Patient Safety</b>	Improving the reporting of patient safety incidents and the systems for learning from them
<b>Patient Safety</b>	Improving the safety of our Maternity Service
<b>Clinical Effectiveness</b>	Improving availability and quality of medical records
<b>Clinical Effectiveness</b>	Reducing waiting times to ensure treatments are received at the right time
<b>Patient Experience</b>	Improving safe and timely discharge of patients
<b>Patient Experience</b>	Improving administration systems to enhance booking processes, reducing cancellations and increasing access to hospital

