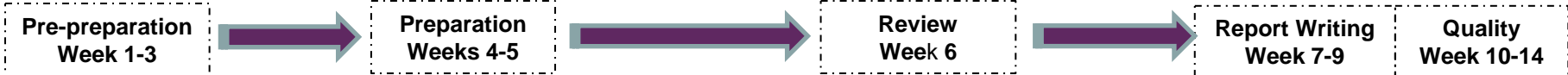


Local system review timeline



Weeks 1-2

- Letter
- Contact request.
- System Overview Information Return (SOIR) sent out.
- Discharge Information flow
- Case tracking
- Call for evidence from inspectors.
- Call for evidence from local stakeholders
- Agree review schedules

Week 2

- Relational audit.

Week 3

Review leads:

- Meet senior staff/ run through local context
- Attend local events with people living in the area
- Meeting with other local partners
- Cross-directorate inspectors focus group

Weeks 4-5

- SOIR returned
- Analysis of documents.
- Analysis of qualitative and quantitative data.
- Data profile
- Liaison with statutory bodies and others (e.g. NHS England, NHS Improvement, Health Education England, Sustainability and Transformation Partnerships, regional leads).
- Agree escalation process if required.

People's experience, quality and access

Single shared view of quality

(Days should include out-of-hours)

Day 1: Focus groups

- Commissioning staff.
- Provider staff (across broad groups).
- Social workers and occupational therapists.
- People using services, carers and families.
- VCSE sector.

Day 2-3: Interface pathway interviews

- Focus on individuals' journey through the interface through services (with scenarios) and case tracking/dip sampling

Day 4: Well-led interviews

- Senior leaders
- Sense check with nominated people from key partners

Day 5: Final interviews, mop up and feedback.

Team – 4-5 CQC/ 3-4 SpA

- Drafting
- Quality assurance
- Editorial
- Focused report / letter with advice for the area Health and Wellbeing Board (cc other partners)
- Factual accuracy
- Local summit (with improvement partners)
- Publication