Our Quality Account

What is a Quality Account?

- A Quality Account is a report about the quality of services offered by an NHS healthcare provider.

- The Department of Health requires every NHS healthcare provider to produce an annual Quality Account and to make this report available to members of the public via NHS Choices as outlined in the Health Act 2009.

Writing a Quality Account provides the opportunity for HCT to:

- assess the quality of the care we give

- demonstrate what we have done well

- acknowledge where improvement is needed

- show how we have gathered and responded to feedback from patients and the public about the services we provide

- involve external agencies, including our commissioners, Healthwatch and Health Scrutiny Committees, in scrutinising our report

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What does a Quality Account contain?

- In the Health Act 2009, the Department of Health set out a framework for all healthcare providers to follow when producing their Quality Accounts.
- HCT follows this framework in setting out its Quality Account in three parts:
- Part 1: CEO and Board Statements
- Part 2: Quality Priorities for the next year and mandatory statements regarding performance
- Part 3: Summary of the previous years' progress against Quality Priorities, achievements and service improvements, lessons learned and actions taken

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How is the Health Scrutiny Committee important in the scrutiny of HCT's Quality Account?

External scrutiny from the Health Scrutiny Committee, Clinical Commissioning Groups and Healthwatch provides HCT with:

- assurance around the accuracy of our Quality Account
- challenge where content is believed to be incorrect or an unbalanced view has been presented
- constructive comment to support effective working going forward

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NHS Outcomes Framework: The Five Domains

Domain 1: Preventing people from dying prematurely

- For example: Mortality reviews and learning from patient deaths / preventing risky behaviours / using National Early Warning System (NEWS) to identify deteriorating patients

Domain 2: Enhancing quality of life for people with long-term conditions

- For example: HomeFirst / promoting self-management / dementia champions / diabetes partnership working / 'Health for Kids' and 'Health for Teens' websites

Domain 3: Helping people to recover from episodes of ill health or following injury

- For example: Early Supported Discharge / Discharge to Assess / cardiac and pulmonary rehabilitation

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Domain 4: Ensuring that people have a positive experience of care

- For example: Increasing FFT response rates / making changes as a result of feedback / PLACE / patient experience surveys / Purple Star - Learning Disabilities / Carer's Strategy

Domain 5: Treating and caring for people in a safe environment and protecting them from avoidable harm

- For example: falls prevention / working with care homes to raise awareness of pressure ulcers / review and learning from medication incidents / management of HCAIs / monitoring of Safety Thermometer survey elements