

# The Quality Account – A summary



  
Hertfordshire Community  
NHS Trust

Quality Account  
2016 - 2017

*We will maintain and improve the health and wellbeing of the people  
of Hertfordshire and other areas served by the Trust*



 Care    Respect    Quality    Confidence    Improve   *Proud to  care for you*

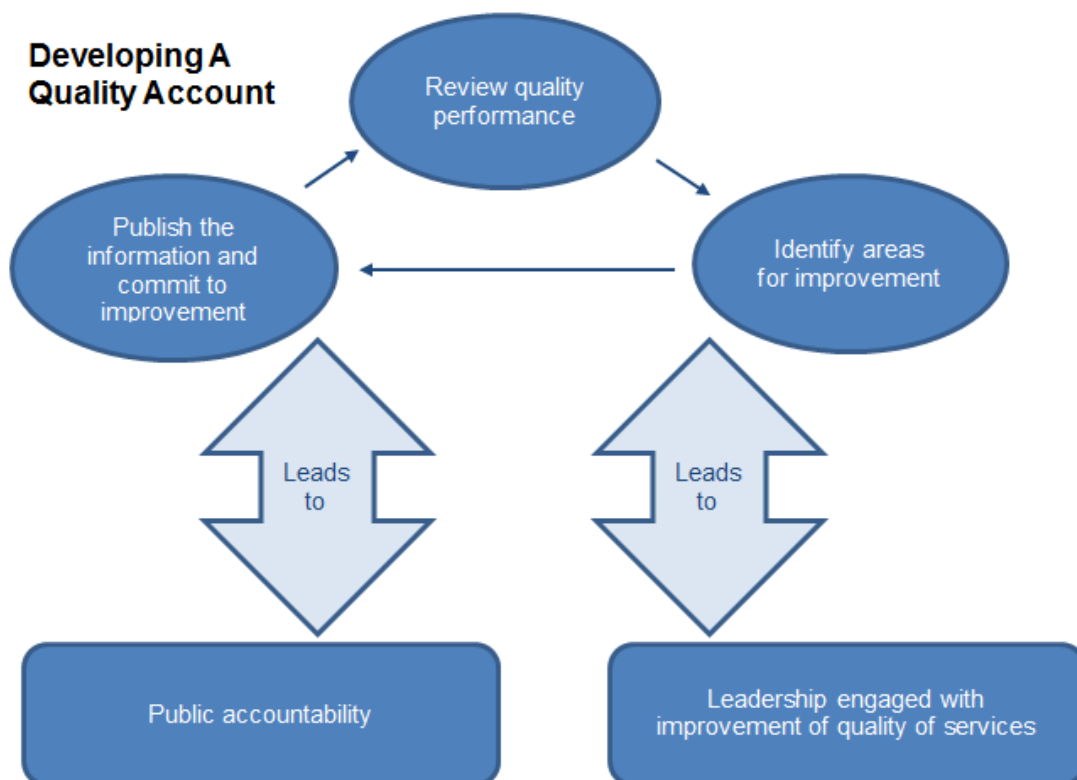
## What is a Quality Account?

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

The Department of Health requires every 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 a healthcare provider to:

- assess the quality of the care they give
- demonstrate what they have done well
- acknowledge where improvement is needed
- show how they have gathered and responded to feedback from patients and the public about the services they provide
- involve external agencies, including commissioners, Healthwatch and Health Scrutiny Committees, in scrutinising their report



## What does a Quality Account contain?

In the Health Act 2009, the Department of Health set out a framework for all NHS healthcare providers to follow when producing their Quality Accounts. This has resulted in consistent reporting across both NHS organisations.

### A Quality Account is laid out in three parts:

#### Part 1

This section contains a statement on quality from the organisation's Chief Executive Officer and a statement from the organisation's senior officers, declaring they have seen the Quality Account and are happy with the accuracy of the information reported.

#### Part 2

In this section the organisation should outline the areas of improvement they intend to focus on during the year ahead – their 'Quality Priorities'.

HCT's Quality Priorities are developed:

- after seeking feedback from patients, other service users and staff and learning from complaints, incidents and best practice, for example supporting breastfeeding
- following identification of emerging themes and trends over the year i.e. increase in pressure ulcers across the health system
- in partnership with commissioners and other external agencies
- following consideration of national and local requirements such as Commissioning for Quality Improvement Schemes (CQUINs), for example supporting people to return home from hospital early through HCT's Discharge To Assess services

Quality Priorities are agreed by HCT's Board each year.



Part 2 also includes a series of mandatory statements:

- review of HCT services and how they have performed
- data relating to participation in local/national clinical audit and research
- How HCT uses the CQUIN payment framework to improve the quality of services
- information about Care Quality Commission (CQC) registration and any reviews or investigations undertaken
- assurance of that the data HCT has provided throughout the year has been validated to ensure it is accurate
- the result of self-assessment against the Information Governance Toolkit

"It is good to learn about the audits taking place, which helps to promote discussion and ideas within my service and to identify areas to audit."


*Highly Specialist Neurological Occupational Therapist  
HCT Neurological Service*

### **Part 3**

This section of the Quality Account is where the organisation can demonstrate that it has reviewed the quality of its services.

This section can include:

- a summary of the progress the organisation has made in achieving the Quality Priorities it set out the previous year
- recognition of achievements during the year
- lessons learned from complaints, incidents, and changes made as a result to improve patient outcomes and experience
- an opportunity to detail planned actions where the organisation has identified areas for further improvement.



Since 2013, HCT has undertaken work to improve breastfeeding rates, leading to full accreditation for Level 3 of the UNICEF Baby Friendly award, which we achieved in March 2017.

The organisation can also choose to include information about:

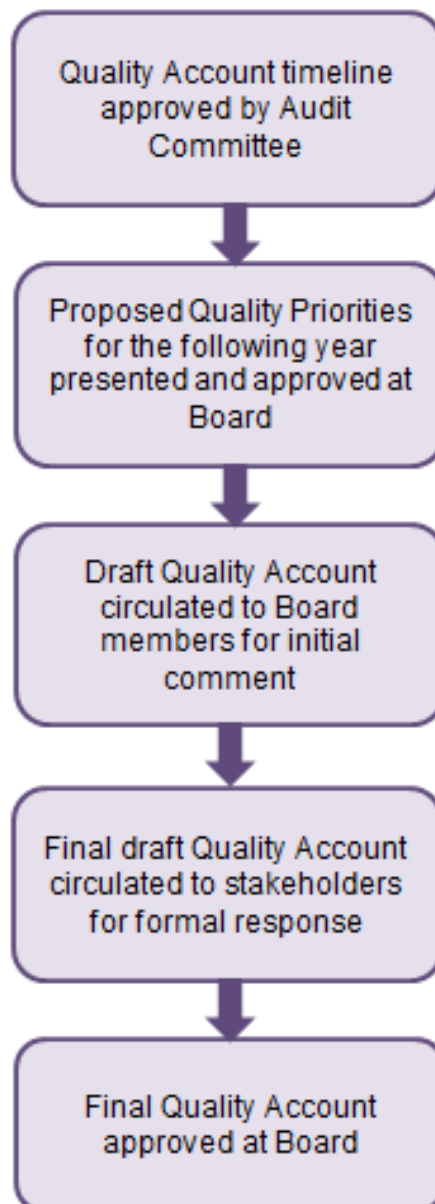
- patient experience, including working with hard to reach groups
- patient safety, including learning from patient deaths
- clinical effectiveness to improve outcomes for patients
- working in partnership with other health and social care providers, and voluntary organisations, to provide responsive, joined up care to patients and to share learning
- internal and external reviews carried out by CQC, Commissioners and NHS Improvement
- supporting and developing the workforce i.e. leadership training



## HCT's Quality Account Governance Programme

As a community healthcare provider, HCT is not required to have its Quality Account externally audited. However, a robust governance programme is undertaken to provide assurance that due process has been followed in the production of the Quality Account.

As part of this programme HCT's stakeholders – Clinical Commissioning Groups, HealthWatch Hertfordshire and Hertfordshire's Health Scrutiny Committee - are invited to provide a formal response to HCT's Quality Account. These formal responses are included in the Quality Account which is made available to the public.



## Examples of how HCT works towards the NHS Outcome Framework Five Domains

In its 'NHS Outcomes Framework 2016-2017' the Department of Health set out a list of outcomes which NHS organisations should be demonstrating. These are set out in five domains:

### Domain 1: Preventing people from dying prematurely

Some examples of how HCT demonstrates meeting these outcomes:

- Mortality reviews and learning from patient deaths
- Preventing risky behaviours
- Using the National Early Warning System (NEWS) in community hospital wards to identify deteriorating patients

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

Some examples of how HCT demonstrates meeting these outcomes:

- HomeFirst
- Promoting self-management
- Dementia champions
- Working with partners to improve diabetes care and education
- 'Health for Kids' and 'Health for Teens' websites

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

Some examples of how HCT demonstrates meeting these outcomes:

- Early Supported Discharge
- Discharge to Assess
- Cardiac and pulmonary rehabilitation

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

Some examples of how HCT demonstrates meeting these outcomes:

- Increasing FFT response rates
- Making changes as a result of patient feedback
- Patient-Led Assessment of the Care Environment (PLACE)
- Patient experience surveys
- Purple Star - Learning Disabilities
- Carer's Strategy in partnership with Carers in Herts

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

Some examples of how HCT demonstrates meeting these outcomes:

- Preventing falls
- Working with care homes to raise awareness of pressure ulcers
- Learning from medication incidents
- Management of healthcare acquired infections (HCAIs) including *C.difficile*
- Monitoring of Safety Thermometer survey elements

**Some examples of patient feedback published in  
HCT's Quality Account 2016/17**

Minor Injuries Unit: "Minor injuries is an invaluable service. We were seen very quick [sic] and the nurses were lovely. There is nothing they could have done better, although a weekend Minor Injuries would be very beneficial."

*Patient comment taken from  
HCT comment card*

Diabetic Retinopathy Service: "A very pleasant, thorough and professional service. How refreshing to visit and be greeted by such a friendly, helpful receptionist."

*Patient comment taken from  
HCT comment card*

Podiatry Service: "I was treated as an individual and not just a pair of feet."

*Patient comment taken from  
Patient Experience Survey*

Lymphoedema Service: "Staff always very helpful and informative."

*Patient comment taken from  
HCT comment card*

Potters Bar Community Hospital: "It was fantastic to have a TV in the room but for people with hearing loss it would be an advantage to have subtitles please."

*Patient comment taken from  
Community Hospital Inpatient Survey*

Specialist Care Dental Service: "A great friendly team who do an awesome job."

*Patient comment taken from  
Patient Experience Survey*