

Quality Impact Assessment Guidance

Please use the following guidance and risk calculator to correctly complete the QIAs.

<p>Patient Safety</p>	<ul style="list-style-type: none"> - Clinical risk to patient - Health and safety risk to patient - Hazards which may impact upon patient safety - Environmental hazards for patients - Potential distress to patient - Infection Prevention and Control 	<p>Clinical Effectiveness</p>	<ul style="list-style-type: none"> - Risk to outcomes for patient - Impact on pathway of care and best practice treatment - Readmission rates to acute provider - Mortality rate
<p>Patient Experience</p>	<ul style="list-style-type: none"> - Access (equality and diversity) - Communication - Impact of location or service change on experience as perceived by service user - Staff experience impacting on patient experience - Perceived reputation of trust from service users (public) - Length of stay for patient 	<p>Staff Experience</p>	<ul style="list-style-type: none"> - Likely impact on workload - Will working conditions or environment for staff be affected significantly - Have staff been engaged in the development of the plan - How will impact on staff of the change be monitored - How will this change affect staff morale, engagement and experience of working in the team? - Will staff be at risk of redundancy? - Will this impact of the staff's ability to deliver high quality care to patients?
<p>Mitigations</p>	<p>Actions to address staff and patient quality and safety experience,</p>		

Double click on the QIA calculator (on the right) to enter your scores. The calculator will automatically tell you your overall QIA score for each scheme. Transfer your scoring on to the following QIA Detail slide(s)



QIA calculator.xlsx

Quality Impact Assessment Detail 2018/19

Scheme	Patient Safety	Clinical Effectiveness	Patient Experience	Staff Experience	Overall Score	Mitigations	Quality Indicators	Confirmed?
To change provider of Wheelchair Services as requested by HOSC	<p>Consequence =1 Likelihood = 3 Total risk =3</p> <p>Detail:</p> <p>The current provider Millbrook has identified a significant inherited back log. They have a process in place to ensure that high risks patients are assessed in a timely manner</p>	<p>Consequence = 1 Likelihood = 3 Total risk =3</p> <p>Detail:</p> <p>Risk around procurement distracting existing provider from addressing high risks</p> <p>Risk that new provider will not be able to recruit competent staff. Millbrook have undertaken a</p>	<p>Consequence =3 Likelihood = 1 Total risk = 3</p> <p>Detail:</p> <p>The experience for patients currently is poor. Both Thanet CCG and Millbrook recognise this. Risk of poorer experience if procurement process undertaken. Destabilising</p>	<p>Consequence =3 Likelihood = 1 Total risk = 3</p> <p>Detail:</p> <p>Clinical Leads have expressed that poor staff experience currently. The waiting list, financial pressures and poor patient experience have contributed to a poor staff experience</p>	3	Local quality , IPC and Safeguarding requirements been shared with Millbrook and are reported to CCG monthly Monthly contract meetings Quality Visit demonstrated no harm to patients Millbrook have clinical harm assessment in place and are	N/A	

	<p>and that as an outcome of the waiting list patients are not being harmed. There is a risk that if another provider took over the services that the waits would increase. Risk that staff may not TUPE over and that there would be a delay through procurement and mobilisation of new contract</p> <p>Recruitment and retention of staff into the service could increase as a risk</p>	<p>huge amount of workforce training to ensure that all members of staff are competent in delivering services</p>	<p>staff at Millbrook and increasing risk that in period of change staff will leave therefore increasing wait for patients.</p>	<p>Staff are aware that CCG and Millbrook are working together to resolve issues and there is an agreement around funding and an improvement action plan to address existing waits</p> <p>Recruitment and retention of staff into the service could increase as a risk</p>		<p>reviewing patients Competent staff who have been trained to deliver service.</p>		
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