



Sharing Information

- Quality Surveillance Group.
- Community Partnership.
- Working together e.g. Mental Health Services.
- Responding to the media.
- Commissioning for standards.
- Commissioners articulate the service required, not the provider.

Putting the Patient First

- Providers are asked to comment on how they are monitoring adherence to the constitution.
- Comments complaints and compliments.
- PPGs.
- Governing Body Meetings
- West Kent Health Network
- Lay member involvement.

THE FRANCIS REPORT AND KENT CCGS

'The Patient at the Centre'

Patient Safety

- Chief Nurses are made aware of all Serious Incidents and Never Events; root cause analysis, action plans and lessons learned are monitored.

Promoting the Quality of Services

- The number of complaints to providers are monitored.
- Interrogation of staff surveys, quality visits and clinical work by Chief Nurses.
- Regular Quality Meetings and Quality Accounts