

## The Quality Improvement Plan Update

### 1. Introduction

The Trust's Quality Improvement Plan was written in June 2013 in response to the findings and recommendations of the Rapid Review Team that visited in May 2013.

The Plan is being monitored internally on a monthly basis by the Quality Committee and externally by the Local NHS England Area Team via a Sub Committee of their Quality Surveillance Committee. Monitor also report progress monthly directly to the Secretary of State.

This report updates on the:

- Quality Improvement Plan
- NHS Choices Special Measure Report.

### 2. The Quality Improvement Plan

The Quality Improvement Plan (QIP) (Appendix One) is attached. The achievement of the Improvement Plan remains a binding agreement with Monitor as an undertaking on the Trusts licence. The plan is over 95% complete or on track to deliver.

The Deputy Director of Multi Professional Training and Education started on the 21st July 2014. The introduction of multidisciplinary education – supported by the new deputy director post – will include joint training in the important day to day issues that were described in the Keogh action plan.

The Interim medical assessment unit proposals have been agreed, with planned opening at the end of September 2014. Works for the paediatric ED are to commence at the beginning August 2014.

The Trust continues to promote Friends and Family across the ward areas. Maternity have gone back to using postcards for ladies to offer feedback instead of texting and ED have some extra support from the Governance team to help staff understand the feedback. They are working with Healthcare Communications to help improve response rates.

As part of special measures the Trust are obliged to submit an update to NHS choices on the Quality Improvement Plan, monthly – by the 11th of the month. A copy of the August update is attached (Appendix Two). The Quality Assurance Committee (QAC) is asked to sign of this update

prior to submission to Monitor and the Trust's Improvement Director. However, from September, the dates for the QAC meetings will not enable sign off for the documents to meet this deadline. It is suggested that the QIP and NHS Choices Upload document is circulated to the QAC members for comment / approval via email the week before the 11th.

From September we are required to change the report template and content:

#### Approach to be adopted

The updated action plan should incorporate:

- (a) Any outstanding items from the current action plan (carry forward); and
- (b) Any material additional actions required as a result of the re-inspection reports/CQC recommendations.

If appropriate, we may wish to consider grouping items under the "summary of main concerns" column by main CQC domain headings (e.g. safe, effective, caring, responsive and well led) in order to be more overtly aligned to the CQC re-inspection regime/outputs.

At this point (i.e. for September and going forward) it is suggested it would be appropriate for someone involved in the new CQC action plan to lead on this report.

### **3. Conclusion**

The Quality Improvement Plan is being implemented with 95% of milestones delivered or on track to be delivered.

The remaining themes from the Quality Improvement Plan will be incorporated into the Trust's action plan in response to the Trust's recent CQC inspection.

This strategy incorporates the outstanding actions within the QIP and builds on the initial recommendations within the Keogh report.