

Quality Report: Priorities for Improvement 2020/21 & External Audit

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NHS Improvement Guidance

- 2019/20 Quality Report and external assurance guidance issued
- Plan to refocus Parts 2 and 3 of the Quality Report

Required Content

Part 1: Statement on quality from the Chief Executive

Part 2: Priorities for improvement and statements of assurance from the board

- **at least three priorities for improvement** (agreed by the NHS foundation trust's board)
- progress made since publication of the 2018/19 quality report
- how progress to achieve these priorities will be monitored, measured and reported

Part 3: Other information and two annexes:

- An overview of the quality of care based on performance against indicators selected by the board in consultation with stakeholders. **At least three indicators for patient safety, clinical effectiveness and patient experience.**
- statements from NHS England or relevant clinical commissioning groups, local Healthwatch organisations, and overview and scrutiny committees
- a statement of directors' responsibilities for the quality report.

2019/20 Priorities for Improvement

- **Priority 1:** Reducing category 2 trust-acquired pressure ulcers
- **Priority 2:** Improving patient experience and satisfaction
- **Priority 3:** Timely and complete observations including pain assessment
- **Priority 4:** Reducing missed doses
- **Priority 5:** Reducing number of falls
- **Priority 6:** Timely treatment for sepsis

2020/21: Improvement Topics

Topic	Indicators	In QR	Detail
Nursing	Reducing grade 2 pressure ulcers	Yes	Needs review
	Reducing falls and associated harm	Yes	Needs review
	Patient experience: complaints, PALS and surveys	Yes	Needs review
	Timely completion of risk assessments	No	On Clinical Dashboard
	Timely observations and pain assessment	Yes	On Clinical Dashboard
Patient review	Consultant review within 14 hours of admission	No	New – needs validating
	Daily medical review	No	New – needs validating
	Twice daily completion of nursing care plans	No	New – needs developing
Missed doses	Reducing missed antibiotics	Yes	Needs developing for H, G & S
	Reducing missed IV antibiotics	No	New – needs developing
	Reducing missed non-antibiotics	Yes	Needs developing for H, G & S
Pain	Timely response to high pain scores	Yes	Needs review

2020/21: Improvement Topics

Topic	Indicators	In QR	Detail
VTE	VTE risk assessment completion	No	Previously in QR, needs review
	Enoxaparin prescribed (%)	No	Previously in QR, needs review
	Enoxaparin administered (%)	No	Previously in QR, needs review
	Administration of anti-embolism stockings	No	Previously in QR, needs review
	Timely completion of mini RCA for all HATs	No	Needs review
Sepsis	Sepsis screening with raised early warning scores	Yes	Based on KPI
	Antibiotics within 1 hour of diagnosis of sepsis	Yes	Based on KPI
Diabetes	Management of hypoglycaemic episodes	No	New – needs developing
	Frequency of blood glucose testing for diabetics	No	New – needs developing
	Blood glucose test on admission	No	Needs review
Freedom to Speak Up	Patient safety culture – staff survey questions	No	New – needs developing

2019/20 External Assurance

- Trusts' external auditors required to audit 3 indicators in the 2019/20 Quality Report:
 - Percentage of patients with a total time in A&E of four hours or less
 - Percentage of incomplete pathways within 18 weeks
 - Locally indicator selected by the Council of Governors

Local Indicator Selection

- Focus of the audit is on data quality
- To get maximum value, it would be sensible to request Deloitte to audit an indicator which:
 - has not been audited before (unless the indicator has changed or issues were identified previously)
 - is a genuine marker of high quality care or patient experience and
 - affects a large number of patients.

Local Indicators Previously Audited

2018/19	(SHMI) Summary Hospital-level Mortality Indicator (Mandated)
2017/18	Reducing grade 2 pressure ulcers
2016/17	Reducing harm from falls
2015/16	Reducing grade 2 pressure ulcers
2014/15	1) Completeness of observations and pain assessment 2) Timeliness of analgesia administration

Suggested Local Indicators

- Request Deloitte to audit one of two new/updated Trust-wide indicators:
 - Diabetes: Blood glucose test on admission
 - Medication: Reducing missed antibiotics