



# The Quality Account

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## The Purpose of the Quality Account

- To present an account of the quality of our services for the year 2014 – 2015
- To do that in a way that is transparent – celebrating achievement but being open about where improvement is needed
- To communicate the priorities for 2015 - 2016

# Progress

- Report now in progress
- Time challenges
  - End of year
  - Data periods
- Monitor requirements
- Reader friendly
- Lessons learned



- Consultation
- Inclusive process
- Informed by the Quality Reviews
- Informed by experience in year – activity, finance
- Presenting the narrative as well as the figures and graphs



## Clinical Priorities for 15/16

- Safety culture / SU2S
- Never Events
- Reduction in serious harm
- Records – CQC Concern
- Consent
- Nutrition – CQC Concern
- AKI
- Out of hours work
- 7 day working
- Deteriorating patients - To be defined under Mortality in 15/16
- Equality and Diversity



# Key Questions for Today?

## Format

- What did you like about the Quality Account in 2013/14?
- What did you not like?

## Content

- What would you like to see a further report on?
- Is there anything new you would like to see?
- Is the organisation safe, caring, effective, well led and responsive? Do we reflect that in the report?
- What would you like in the summary document?



Thank you

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