



# Introducing our Quality Strategy 2018-2021

On behalf of the Board of Directors I'm really pleased to share our refreshed Quality Strategy with you - where we set out our ambitions for the next three years, to support our aim of providing 'outstanding' care and treatment. We intend to continue to focus on ensuring patients<sup>1</sup> are truly respected and valued as individuals, on making sure our services provide informed choice and continuity of care - and that our patient outcomes are better than expected. We will care for our patients in an environment that has strong and comprehensive safety systems; and we will build on our open and honest culture, where there is always opportunity for learning that leads to improvement.

Colleagues across the Trust have worked incredibly hard over the past two years, to make a positive difference to the care and services we provide. We now score in the top 25% for in-patients and day case patients who recommend us for care and treatment.

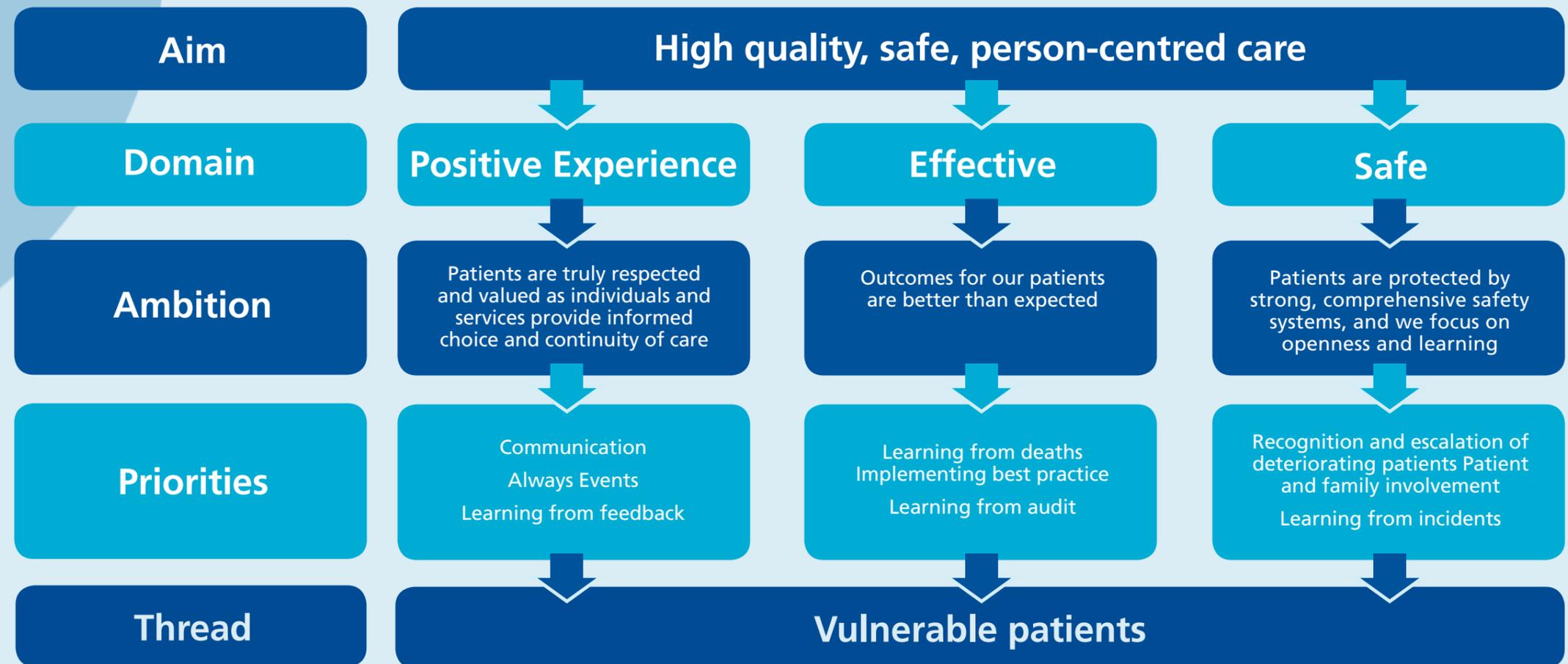


We introduced dignity and respect standards, have fewer incidences of falls on our wards and have been recognised nationally for the support we give to our patients' carers. We've decreased our stillbirth rate thanks to the Savings Babies Lives care bundle; and improved how we care for people with suspected and confirmed Sepsis. All of this progress has helped us to retain an overall rating of GOOD from the Care Quality Commission, with the care domain for End of Life and Child & Adolescent Mental Health considered OUTSTANDING.



This summary shares the key points. You'll find the complete Quality Strategy online (the link is over the page) and I hope you'll take some time to read through it. Your contributions are vital to our success and I hope you're proud of what we've achieved so far. I look forward to continuing to work with you on our journey to outstanding, where high-quality, safe and patient-centred care is at the heart of all we do.

**Lynn Andrews**  
Director of Nursing and Patient Care



<sup>1</sup> The term patient represents all service users, including people important to our patients, such as carers, relatives and friends

# Quality Ambition 1: Positive Patient Experience

To be outstanding we need to ensure our patients are respected, valued and empowered - so we can listen and learn from their experiences

We'll focus on communication training and we'll empower patients with 'Ok to Ask' - and improve how we talk to them about what happens when it's time to leave hospital for home.

We've signed up for NHS England's Always Events® Programme and all our eleven Care Units will develop an Always Event by 2020 - where possible a co-production with staff, patients and carers

We'll respond to all types of feedback to drive improvements in patient experience. We'll use our real-time feedback system, our patient experience committee and care unit improvement plans - alongside a Patient Experience Delivery Plan that sets out expectations

## Communication

Good communication is vital in helping patients to make informed decisions

## Always Events

Aspects of patient experience so important we must aim to perform them consistently for every individual, every time.

## Learning from Feedback

Learning from patient experience feedback is key to improving services

# Quality Ambition 2: Effective

To be outstanding we need to ensure that outcomes for our patients are consistently better than expected

We'll use our learning from deaths policy to review at least 90% of all deaths, increase the number subject to a structured judgement review and use all the data we have at our disposal to capture learning

## Learning from deaths

We'll use our learning from deaths policy to assess at least 90% of all deaths, increase the number of in-depth reviews we undertake and use all the data we have at our disposal to capture learning

We'll strengthen our process to assess and comply with latest national guidance. We'll engage with the Getting it Right First Time programme, which aims to reduce unwarranted variations in quality of care

## Implementing best practice

We need to understand and implement evidence-based best practice

We'll strengthen our clinical audit programme, integrating it within divisional governance, encouraging multi-professional involvement in audit and focusing on priorities informed by our risk register and patient safety intelligence

## Learning & improvement from audits

Audit enables us to find out if care meets standards, what works well and what needs to improve

# Quality Ambition 3: Safe

To be outstanding we need to ensure our patients are protected by strong and comprehensive safety systems that focus on openness and learning

## Recognising & escalating deteriorating patients

We'll support our staff to translate this policy into practice and we'll introduce e-observations using the latest technology to empower staff to act on a patient's condition

We'll adopt the revised National Early Warning Score chart to ensure any deterioration in a patient's condition is recognised quickly and addressed. We'll use simulation training to support help staff translate this policy into practice and we'll introduce e-observations using the latest technology to empower staff to act on a patient's condition

## Patient & family involvement

We are honest when things go wrong and give patients the opportunity and support to be involved in any investigation or review

We'll ensure duty of candour is applied to all incidents where moderate harm (or above) is caused and review previous serious untoward investigations to see how we could improve engagement. We'll allocate a lead contact for investigations who will liaise with the patient throughout the process

## Learning from incidents

We want to be known as a true learning organisation with a culture that promotes, encourages and welcomes incident reporting

We'll make sure we create a positive culture where incident reporting is welcomed, we'll ensure learning is shared across the Trust and check the impact of any actions to make sure effective learning does happen and can be demonstrated after an incident has happened



Discover more: Our Quality Strategy is about all of us working together to improve what we do. This summary gives you an idea of what we're setting out to achieve.

Read the full strategy here: [www.chesterfieldroyal.nhs.uk/about-us/strategies-and-plans](http://www.chesterfieldroyal.nhs.uk/about-us/strategies-and-plans)