



» Dr C I Okocha  
Medical Director and  
Trust Board Lead for Quality



*improving lives*

# How is high quality care defined?

- Care which is “clinically effective, personal and safe” — Lord Darzi, NHS Next Stage Review
- 3 strands: effectiveness of care; safety of that care; and the experience of the user.



# Evidence of quality of care

- Feedback from patients through surveys
  - national
  - local
- Feedback from other sources eg Care Quality Commission, GPs, complaints, incidents etc
- Audits of practice and care against guidelines
  - national
  - local
- Quality Report 2010/11

# Quality improvement goals 2010/11

- Focus still on our four 'must do' areas:
  - Increasing support to families and carers
  - Providing better information to our patients and their carers
  - Enhancing assessment and care planning
  - Improving the way we relate to patients and their carers.



# Our promise to you

Each time you use our services, we will...



Listen to your views on the help you need, talk with you about your care plan, and give you a copy.



Talk with you about your treatment, including any medicines you take, and give you information.



Tell you the name of your care coordinator and how to get help out of hours.



Listen to your relatives and carers and, if you wish, involve them in your care.



Talk with you about your next appointment and ask if you want to bring someone with you.

*improving lives*

*improving lives*

Oxleas **NHS**  
MS Foundation Trust

Oxleas **NHS**  
Foundation Trust

# Quality improvement goals 2010/11

## Patient experience priorities – mental health

- Increase the number of carers who have been offered a carers' assessment by 50%  
(Increasing support)
- Undertake an inpatient experience survey on medication, side effects and involvement in care  
(Providing better information)
- Ensure more than 95% of patients on CPA have a crisis plan  
(Improve care planning)
- Reduce the number of complaints relating to staff attitude by 5%  
(Improving the way we relate to service users and carers)



# Quality improvement goals 2010/11

## Patient Experience Survey – Intermediate Care Unit

- Treated with dignity and respect and provided assistance as required  
(Increasing support)
- Given information about care and treatment and choice of food  
(Providing better information)
- Involvement in decisions about your care and improve quality of life  
(Improve care planning)
- Asked if they will be happy to come back to the unit  
(Improving the way we relate to service users and carers)

# Quality Report 2010/11

Bexley Bromley and Greenwich LINKs, Overview and Scrutiny Committees (OSCs) and Primary Care Trusts (PCTs) were required to comment.

- All 3 PCTs:

“...pleased with the quality improvements ... QSIP and CQUINs for 10/11, creating solid building blocks for quality and informing quality improvement for the development of the 2011/12 QSIP and CQUINs.”

- All 3 LINKs:

“...pleased with progress against 3 priority areas of quality and welcomed the 9 quality themes identified by Oxleas’ stakeholders”

- Greenwich OSC:

“... welcomes the trust’s improved performance against its quality priorities especially in terms of increasing support for families and carers, providing better information and assessment and care planning.”



# Focus group themes - January 2011

Service Users:	Partners:	Staff:
<ul style="list-style-type: none"> <li>▪ Listening to service users</li> <li>▪ Availability of staff</li> <li>▪ Speed/access to services</li> <li>▪ Social prescribing and inclusion</li> <li>▪ Physical health checks</li> <li>▪ Accessible and meaningful information</li> <li>▪ Service users as experts</li> </ul>	<ul style="list-style-type: none"> <li>▪ GPs understanding of our services and gaining support from us on how to commission services</li> <li>▪ Improvements in communication of clinical information</li> <li>▪ Outreach including faith groups</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increasing staff skills and knowledge about therapies, medication and side effects</li> <li>▪ Staff being proactive</li> <li>▪ Improving staff attitude (customer relations)</li> </ul>
Carers:	Social Inclusion:	Therapies
<ul style="list-style-type: none"> <li>▪ Involvement</li> <li>▪ Support               <ul style="list-style-type: none"> <li>○ Groups</li> <li>○ Social clubs</li> <li>○ Outings etc</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Use of more volunteers</li> <li>▪ Funding of groups/projects</li> <li>▪ Social prescribing</li> <li>▪ Oxleas social network for users</li> <li>▪ Employment, volunteering, <u>buddying</u> etc</li> </ul>	<ul style="list-style-type: none"> <li>▪ Psychological               <ul style="list-style-type: none"> <li>○ Availability</li> <li>○ Waiting time</li> </ul> </li> <li>▪ Occupational</li> <li>▪ More to enhance recovery</li> </ul>
CAMHS:	Health Promotion:	Data and New Technologies:
<ul style="list-style-type: none"> <li>▪ Access</li> <li>▪ Waiting time for tiers 2 &amp; 3</li> <li>▪ Better communication with schools</li> </ul>	<ul style="list-style-type: none"> <li>• Prevention</li> <li>• Physical health</li> <li>• Early detection</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improved collection and use of data</li> <li>▪ Text and email</li> <li>▪ On line forum</li> </ul>

# Quality plans for 2011/12

- Continue to focus on our 4 priority areas across mental and community health services
- Incorporate themes from Bexley Bromley and Greenwich (BBG) focus groups into annual plan and work plan of quality groups
- Focus on NHS London and local BBG commissioners' quality targets under Commissioning for Quality & Innovation (CQUIN)



*improving lives*