

<b>MEETING:</b>	<b>HEALTH SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>20 SEPTEMBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>NHS QUALITY ASSURANCE PROCESSES AND OUTCOMES</b>
<b>REPORT BY:</b>	<b>Director of Quality and Clinical Leadership</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To outline quality assurance systems in place to assure the PCT Board that services commissioned are high quality services.

### **Recommendation**

**THAT: The report be noted, subject to any comment the Committee wishes to make.**

### **Key Points Summary**

- This report provides an outline of robust systematic quality assurance processes as part of the PCT monitoring of commissioned services including independent contractors.
- These processes have been implemented to provide assurance that NHS Herefordshire is commissioning high quality services.
- If processes identify areas where quality may be less than optimum or identify risks then it outlines support and development of action plans to improve quality and eliminate or mitigate risk.
- A process map of key PCT Committees and Groups involved in the quality assurance processes is outlined in Appendix 1.
- These processes have demonstrated this year that appropriate quality services are commissioned by NHS Herefordshire and this is supported by external reviews by Care Quality Commission CQC.
- There have been some areas with room for improvements which have been supported through various means locally and action plans have been agreed with providers which will be monitored closely throughout contract monitoring processes during the coming year.

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Further information on the subject of this report is available from  
Sue Doheny, Director of Quality and Clinical Leadership on 01432 383466

## **Introduction and Background**

- 1 The Darzi Review in 2008 *High Quality Care For All* placed quality at the heart of NHS care under three dimensions of quality ie patient safety, patient experience and clinical effectiveness. The appended report provides an outline of the quality assurance processes under these headings as part of the PCT monitoring of commissioned services including independent contractors. These processes have been implemented to provide assurance that NHS Herefordshire is commissioning high quality services. However should it identify areas where quality may be less than optimum or identify risks then it can support the development of action plans in order to improve quality and eliminate or mitigate risk.

## **Background Papers**

- None identified.