

# Introducing our Quality Strategy

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# Our Quality Strategy

- What is it?
- What does it look like?
- What does it say?
- How do I find it?

# What is it?

- Sets out our vision and values as an organisation with quality being at the heart of everything we do
- Identifies how each and everyone of us can make quality improvements in the services we provide
- Demonstrates commitment of the Board in supporting staff to provide high quality services to all patients.

# What does it look like?



# What does it say?

- Four Quality Themes
  - Patient Experience
  - Delivering Care
  - Getting Staffing Right/Improving Staff Experience
  - Measuring Impact
- Quality Objectives
- Quality Goals

# Patient experience

- Objectives
  - Work with patients to improve services
  - Implement patient experience strategy
  - Comments, complaints, compliments
- Quality Goals
  - Patient Shadowing
  - Patient & Staff Quality Groups
  - Patient Stories

# Delivering care

- Objectives
  - CQUIN targets
  - Risk Management
  - Promote patient safety
- Quality Goals
  - Dementia/wound management/end of life care
  - Zero tolerance (Infections/ controlled drugs /information governance)
  - Incident and 'near miss' reporting

# Getting staffing right and improving staff experience

- Objectives
  - Right staff and skills
  - Staff views to inform service delivery
  - Staff views on organisation
- Quality Goals
  - Improve attendance
  - Induction
  - Education and training



# Measuring impact

- Objectives
  - Quality to inform Board decision making
  - Improvements local/national health priorities
  - Continuous improvement
- Quality Goals
  - Quality Account
  - Clinical Audit
  - Productive Community Services

# How do I find it?

- Public Website [www.wirralct.nhs.uk](http://www.wirralct.nhs.uk)
- Click on 'About Us'
- Click on 'Policies & Procedures'
- Click on 'Strategies'
- Click on 'Quality Strategy'.

# And finally...

