

Making the Quality Strategy Happen

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Bringing direction to quality

- Having a strategy we live out
- Having clear quality goals everyone understands.

Measuring Quality

- Why measure?
- How we share our results
- Quality Report
- Quality Dashboards

Quality is personal — and it begins with you!

Publishing our quality performance

- Quality Accounts
- NHS Choices website
- Our website

Knowing how well we are doing

- CQUIN's
- Staff website
- Productive and KHWAD boards

Leadership for quality

- Patient Stories
- Leadership walk-around
- Productive Community Services
- The Productive Team

Safeguarding quality

- Care Quality Commission Registration
- National Patient Safety Agency
- Being Open Policy
- Learning from complaints, claims and incidents
- Frontline Focus
- Raising concerns.

Staying ahead of the game

- Quality Forums
- Refreshing the strategy
- Involving patients
- Journal clubs