

## Trust Board

12 January 2023

<b>Report Title:</b>	Quality Strategy 2022/2027
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<b>Previously considered by:</b>	QPSC

Approval
  Discussion
  Information
  Assurance

### Executive summary

The ESNEFT quality strategy sets out our commitment to improving the quality of care for our patients over the next 5 years and how we will make this a reality.

Our quality strategy provides the overarching framework for the delivery of quality care at ESNEFT. The way in which staff are empowered and enabled to design and deliver the quality objectives is key to our ongoing success, through the QI methodology and approach. We have structured our Quality Strategy to deliver each set of objectives over a 24 month period. This will allow Divisions and staff to be fully engaged in how we plan and deliver our aims over the next 5 years, and enable the Divisions to focus on our Quality Objectives during business planning cycles. Each Division also provides a quarterly update to our Patient Safety Group, Clinical Effectiveness Group and Patient Experience Group which includes progress against the Quality Objectives.

The quality objectives are:

- Safe: Reduce avoidable harm to our patients by improving our safety culture, safety systems and how we learn from past harm
- Effective/responsive: To consistently deliver high quality care that is effective, timely, patient-centred and efficient
- Caring Give compassionate care which reflects our values and enhances the experience of our patients and their families
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Within each of the quality objectives are a number of key priorities and outcomes and their corresponding measures of success and these are detailed within the strategy.

The Quality Strategy has been shared with stakeholders and their feedback has been incorporated into the strategy.

### Action Required of the Board/Committee

For the Board to ratify the draft Quality Strategy as approved by the Quality & Patient Safety Committee and Executive Management Committee.

Link to Strategic Objectives (SO)		Please tick
SO1	Keep people in control of their health	<input checked="" type="checkbox"/>
SO2	Lead the integration of care	<input checked="" type="checkbox"/>
SO3	Develop our centres of excellence	<input checked="" type="checkbox"/>
SO4	Support and develop our staff	<input checked="" type="checkbox"/>
SO5	Drive technology enabled care	<input checked="" type="checkbox"/>

<p><b>Risk Implications for the Trust</b> <i>(including any clinical and financial consequences)</i></p>	<p>There is a risk that patients may come to harm. This is caused by staff not being trained to recognise and report incidents and risks to patient safety and would result in harm or a failure to identify emerging risk, leading to ineffective risk and patient safety improvement activity.</p>
<p><b>Trust Risk Appetite</b></p>	<p>The Board has a cautious view of risk when it comes to patient safety, patient experience or clinical outcomes and places the principle of “no harm” at the heart of every decision it takes. It is prepared to accept some risk if, on balance, the benefits are justifiable and the potential for mitigation actions are strong. When taking decisions involving choices between a wide range of outcomes, it will prioritise the option resulting in the greatest benefit for the most patients.</p>
<p><b>Legal and regulatory implications</b> <i>(including links to CQC outcomes, Monitor, inspections, audits, etc)</i></p>	<p>Implications in relation to CQC Regulation 12: Safe care and treatment (prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm &amp; CQC fundamental standards.</p> <p>The Trust must be able to evidence that it has a Quality Strategy that enshrines the national objectives as outlined in the NHS Patient Safety Strategy (2021)</p>
<p><b>Financial Implications</b></p>	<p>There is a potential for financial implication as a result of the failure to deliver safe services through PHSO, Complaints and litigation routes. The Quality Strategy sets the ambition to enhance consistent high quality care delivery, thereby minimising the risk of this occurring.</p>
<p><b>Equality and Diversity</b></p>	<p>In accordance with the Equality Act 2010 and the Francis Report (2013), and as outlined in the Trust’s Quality Strategy the Patient Safety Specialist will support the Trust to ensure that patient safety is consistently managed with fairness and transparency ensuring that all staff regardless of their protected characteristics are supported and listened to when raising a concern relating to the quality of care and patient safety and that all staff are included in the development of Patient Safety programmes of improvement.</p>