

Trust Board	Item: 13
Date: 07/02/2018	Enclosure: I
Purpose of the Report: To inform the Trust Board on the process of the Quality Priorities for 2018/2019 and propose the two priorities which have been chosen through stakeholder consultation, for final approval by the Board of Directors.	
For: Information <input type="checkbox"/> Assurance <input type="checkbox"/> Discussion and input <input type="checkbox"/> Decision/approval <input checked="" type="checkbox"/>	
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Risk Implications – Link to Assurance Framework or Corporate Risk Register:	The Quality Objectives align and support the Trust Objectives
Legal / Regulatory / Reputation Implications:	
Link to Relevant CQC Domain: Safe <input checked="" type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input checked="" type="checkbox"/> Well Led <input checked="" type="checkbox"/>	
Link to Relevant Corporate Objective:	Links to all Corporate Objectives
Document Previously Considered By:	Quality Assurance Committee, January 2018
Summary: The Quality Priorities were proposed by the Trust for wide stakeholder consultation. The consultation included the Quality Improvement Committee, Quality Assurance Committee, and the Council of Governors. The consultation process requested that out of the three priorities in each of the three sections, two were selected. Once all the selections were collated, the priorities were assessed as to which two of the three in each section should be selected. The selections were then considered by the Executive Management Committee (EMC) for review, recommendation to the Board of Directors, and then to the Board of Directors for final agreement. Recommendation: The EMC has reviewed the shortlisted priorities and outcome of the consultation. The Board is asked to review the Quality Priorities for 2018/19 as presented overleaf, and to approve the selection made.	

Domain	Item	Priority	Rationale
Patient Safety	1	Avoid delays in patient care on the wards.	We want to ensure that patients do not have to experience any unnecessary waits during their in-patient stay. This will ensure that they can go home in the shortest time and early in the day. We know that this is better for patient experience but also reduces harm.
	2	Develop and implement a corporate process to ensure that we spread learning from adverse incidents, complaints and all patient feedback through the Trust.	Building on this year's quality priority about learning from incidents we will now develop our processes to ensure that this learning is shared widely and embedded in practice.
Domain	Item	Priority	Rationale
Patient Experience	1	Improve our patient administration and communication processes in out-patients.	We believe the number of complaints we receive about administration for out-patients could be reduced and this may cause distress and inconvenience to our patients and staff. Improving these processes would also help us make care more efficient for patients and staff.
	3	Increase response rates for Friends and Family Test.	Receiving feedback from our patients at every opportunity helps us to improve the way in which we provide care. Making it easier for patients to give us feedback will increase our chance of learning from every patient's experience.

Domain	Item	Priority	Rationale
Clinical Effectiveness	1	Increase the number of patients having day case surgery whenever it is safe and appropriate to do so.	We know that other providers are able to undertake a greater proportion of procedures as a day case than Kingston Hospital. If we matched best practice we would be using our resources more efficiently and improving patient experience
	2	Increase staff engagement in quality improvement activities in the Trust	There is evidence that outstanding NHS Trusts prioritise staff engagement and that this is linked to their involvement in quality improvement activity. We will roll out a programme of quality improvement initiatives across the Trust.