Quality Report / Account 2013/14 Dashboard – South Essex Partnership NHS Foundation Trust

(summarises Trust-wide performance against quality priorities)

Quality Accounts Data Set – SEPT 2013/14		
Priority 1: **Effectiveness** **Physical Healthcare** Improving competencies in monitoring, measurement and interpretation of vital signs within elderly mental health inpatient areas.	**Target areas**	**RAG**
	Development of competency framework for clinical staff.	Green
	Baseline audit and % improvement by March 2014.	Green
Priority 2: **Safety** **Pressure Ulcers** To reduce the number of avoidable category 2, 3 and 4 pressure ulcers.	**Target areas**	**RAG**
	To sustain and improve on the work undertaken during 2012/13 in reducing avoidable category 3 and 4 pressure ulcers towards the ambition of no avoidable category 3 and 4 pressure ulcers.	Green * Subject to outcome of 69 root cause analyses currently being undertaken
	To identify a baseline for category 2 avoidable pressure ulcers and achieve reduction by March 2014.	Green

Priority 3:	Target areas	RAG
Priority 3: **Safety** **Falls** Reduce the level of avoidable falls resulting in harm.	To achieve a year on year reduction (compared to 2012/13) in the number of avoidable falls that resulted in severe harm.	Green
	To increase reporting of no/minimal harm falls.	Amber
Priority 4: **Experience** **Carers** To provide better support for carers by mental health and community health services.	**Target areas**	**RAG**
	To increase the number of clinical staff trained to undertake the 3 R's (Recognise, Record and Refer carers to appropriate services).	Green
Priority 5: **Experience** **Improved Patient Experience** To promote continuous reflection and improvement on practice through regular patient feedback mechanisms.	**Target areas**	**RAG**
	To introduce a patient and carer feedback and reporting system (including the NHS Friends and Family Test) across the organisation, enabling staff to receive regular commentary on their service from an end user perspective.	Green

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Quality Accounts Data Set – SEPT 2014/15		
Priority 1: **Effectiveness** **Restrictive Practice** To reduce the number of restrictive practices undertaken across the Trust.	**Target areas** We will have less prone restraints in 2014/15 compared to 2013/14.	**Measurement** Number of prone restraints.
Priority 2: **Safety** **Pressure Ulcers** To further reduce the number of avoidable grade 3 and 4 pressure ulcers acquired in our care.	**Target areas** We will have less avoidable grade 3 and 4 pressure ulcers acquired in our care in 2014/15 compared to 2013/14.	**Measurement** Number of avoidable grade 3 and 4 pressure ulcers acquired in our care.
Priority 3: **Safety** **Falls** To reduce the number of avoidable falls that result in moderate or severe harm within inpatients areas.	**Target areas** We will have less avoidable falls that result in moderate or severe harm in 2014/15 compared to 2013/14.	**Measurement** Number of avoidable falls resulting in moderate or severe harm

Priority 4: **Experience** **Improved patient experience** To improve the overall patient experience.	**Target areas**	**Measurement**
	We will reduce the percentage of negative responders (ie those scoring "extremely unlikely" and "unlikely" to recommend in response to the Friends and Family Test question) in 2014/15 compared to 2013/14.	Percentage of negative responders to the Friends and Family Test question.