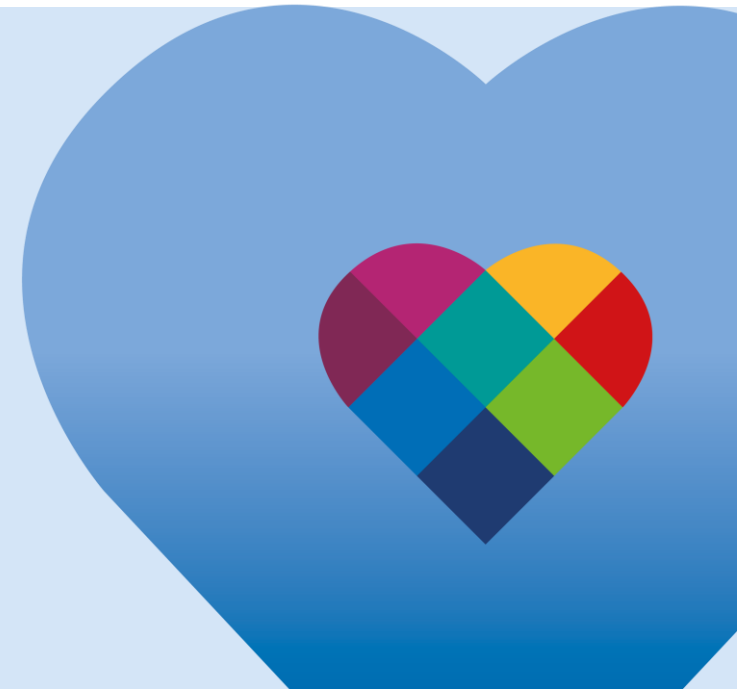


Quality Strategy 2024/25

Together we will deliver the best quality and
safest care to the communities we serve



Work in partnership with patients, carers, communities and key partners to design, shape and coproduce initiatives which improve the quality of personalised care experienced at CHFT

We Put People First

Improving understanding of quality and safety, and how they are defined, measured and assured by drawing intelligence from multiple sources

We Go See

Designing and supporting programmes that deliver effective and sustainable change for quality and safety

We Work Together to Get Results

Improve shared understanding of quality and safety and how integral they are to all that we do at CHFT by introducing clear definitions of both concepts

We Do the Must Dos



Quality and Safety Strategy Key Priorities

- ❖ Improving understanding of quality and safety, and how they are defined, measured and assured by drawing intelligence from multiple sources.
- ❖ Work in partnership with patients, carers, communities and key partners to design, shape and coproduce initiatives which improve the quality of personalised care experienced at CHFT.
- ❖ Designing and supporting programmes that deliver effective and sustainable change for quality and safety.
- ❖ Improve shared understanding of quality and safety and how integral they are to all that we do at CHFT by introducing clear definitions of both concepts.

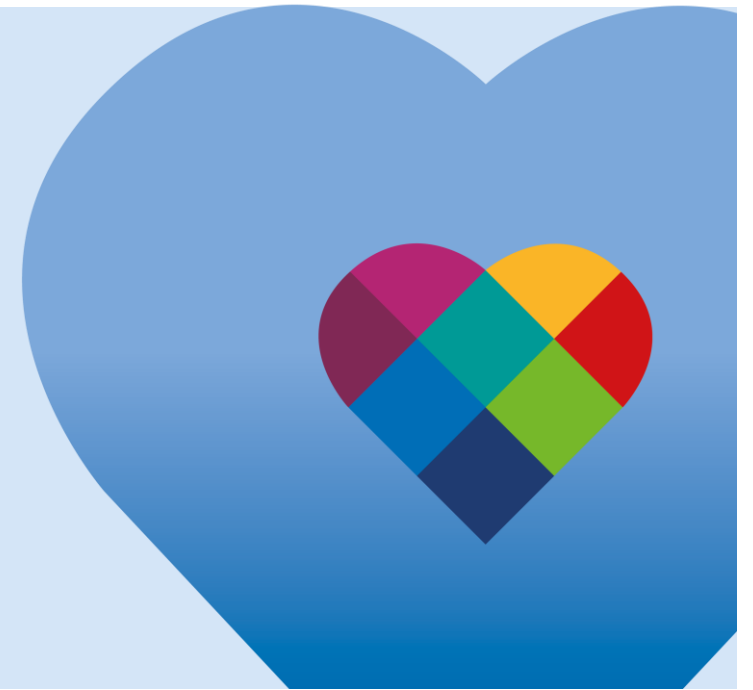
Quality Definition

“Clinically effective services that are delivered in line with research based best practice to achieve the best outcomes, with patient wishes at the heart of all decision making.”

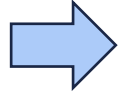


Safety Definition

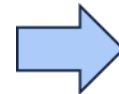
“Care that is delivered without physical or psychological harm facilitated by a culture of support, openness and honesty.”



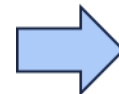
Improving understanding of quality and safety, and how they are defined, measured and assured by drawing intelligence from multiple sources



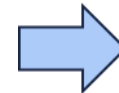
Improve the visibility of outcome measures, clinical audit findings, and our quality improvement programmes including Journey 2 Outstanding, learning from deaths ,Well Organised Ward and Quality Assurance Programmes to identify priority areas for improvement with clarity in relation to measurement and accountability.



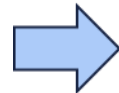
Understanding of relevant legislation in relation to safety, quality and experience and its implications for our practice by ensuring that recommendations that relate to current services are carefully considered and that we continue to engage fully with regulatory bodies.



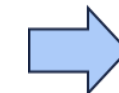
Prioritise and support learning opportunities through clear leadership and governance frameworks, assuring the triangulation of insight sources with patient lived experience to drive transformation and improvement of care.



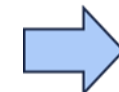
Implement a systematic approach to continuous improvement aligned to the NHS Improvement approach to build improvement capacity and capability by applying the principles of NHS IMPACT (Improving Patient Care Together), supported by a refresh of improvement collaboratives and leadership responsibilities with a revised training offer.



Develop a lessons learnt forum to gain assurance on improving clinical outcomes for priority areas.

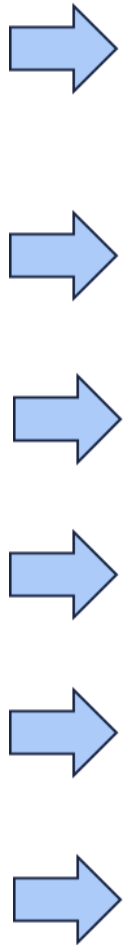


Embed a Quality Management System through implementation of InPhase incident reporting platform to offer enhanced functionality, improved user experience, improved oversight and triangulation and better integration with existing systems.



Embed processes to ensure continued systematic assessment against clinical recommendations from national and professional bodies.

Work in partnership with patients, carers, communities and key partners to design, shape and coproduce initiatives which improve the quality of personalised care experienced at CHFT



Design Services in partnership with the people who use them, co-design skills and practices will become a routine part of how we transform services, ensuring a strong patient voice in any major service redesign activity. Encourage local conversations about safety and engage in regional and national conversations.

Maintain One Culture of Care, continue to create an organisation that is known for one culture of care meaning we care for colleagues in the same way we care for our patients ensuring that colleagues are able to develop as professionals throughout their career at the Trust.

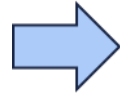
Drive a 'just culture' through organisational frameworks and wellbeing processes to promote psychological safety of our people so that we may prioritise learning and improvement in our journey to outstanding care.

Introduction of Patient Safety Partners (PSP) to support activities to improve patient safety at CHFT. PSPs will represent the voice of the patient, ensuring they are at the heart of everything we do, by challenging us when things go wrong and helping us to make improvements.

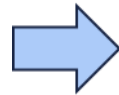
Embed clear and consistent messages about quality at key touchpoints for teams throughout CHFT, with a culture that empowers people to act upon opportunities to innovate and improve the ways in which care is delivered and raise concerns about quality and safety.

Design and implement a ward accreditation programme to reduce unwarranted variation by providing an evidence-based, standardised approach to supporting the delivery of excellence in nursing and midwifery care and improving quality.

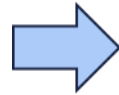
Design and support programmes that deliver effective and sustainable change for quality and safety, reducing unwanted variation in the quality and safety of services.



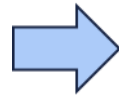
Set annual quality priorities based on Trust areas for improvement co-produced with clinicians and service users, aligning quality with annual activity and financial planning to ensure the delivery of safe and effective care to our patients.



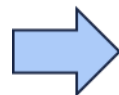
Ensure the sustainability of quality and safety through robust measurement, data quality, improvement and assurance processes.



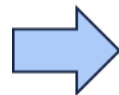
Co-design initiatives to improve the impact of health inequalities at the level of neighbourhood, Place, ICB- regional and national.



Define, develop and embed our approach to organisational learning by committing to take time to learn the lessons from what doesn't go well and what does and encouraging colleagues at all levels to engage in lifelong learning.



Maintain the Trusts innovative approach in its use of digital technology, to deliver consistent care, improve access to clinical records by both health care professionals and patients and improve patient outcomes.



Fully implement the Patient Safety Incident Response Framework, working across the system to enhance learning in relation to this, ensuring engagement with key stakeholders such as HM coroner, patients and their families and other groups. This will support to listen and act promptly to safety concerns.