

Quality Strategy 2024/25

Our vision:

Together with partners we will deliver outstanding compassionate care to the communities we serve.

Our values and behaviors:

- We put patients and people first
- We go see
- We work together to get results
- We do the 'must dos'
- We care for ourselves and each other in the same way we care for our patients through 'one culture of care'

Definitions of Quality and Safety

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

Our goals and results:

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

Understanding of relevant legislation in relation to safety, quality and experience and its implications for our practice

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

Develop a lessons learnt forum

Embed a Quality Management System through implementation of InPhase

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.

Maintain One Culture of Care

Drive a 'just culture' through organisational frameworks and wellbeing processes to promote psychological safety of our people.

Introduction of Patient Safety Partners (PSP) to support activities to improve patient safety at CHFT

Embed clear and consistent messages about quality at key touchpoints for teams throughout CHFT

Design and implement a ward accreditation programme to reduce unwarranted variation

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

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 Trust's 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