

Trust Board meeting (Part 1)		Date:	24 June 2015
Agenda item	Title	Executive Director lead and presenter	Report author
BD/15/074	Quality Account 2014/15	Andrew Dean, Director of Nursing and Quality	Ann Tweedale, Head of Quality Information and Systems
This report is for:			
Decision			X
Discussion			
To Note			
History			
<i>Quality & Standards Committee, April 2015 & Audit & Risk Committee, May 2015</i>			
The following impacts have been identified and assessed within this report			
Equality	None identified.		
Quality	Quality Account considers impacts.		
Privacy	None identified.		
Executive summary of key issues			
<p>The Quality Account 2014/15 is provided (Appendix 1) for Board approval on the recommendations of the Board Committees for Audit and Risk and Quality and Standards</p> <p>The Quality Account will be published on NHS Choices by the close of the 30th June 2015.</p> <p>The final version includes in Appendix A, the external comments and assurances received from the local Healthwatch, local authority Health Overview and Scrutiny Committees and commissioners from across the Trust area.</p> <p>The Quality Account includes a mandatory statement to be signed on behalf of the Board by the Chief Executive and Chair, this is the 'Statement of Directors' Responsibilities' in respect of the Quality Account' as set out in Appendix C of the Quality Account.</p> <p>Appendix A of the Quality Account, contains the limited assurance report received from Grant Thornton the Trust's external auditors. The signed version will be received once we have shared our signed statement of Directors Responsibilities with the external auditors and the Board approved Quality Account and then inserted in to the final Quality Account.</p> <p>The Board is asked to:</p> <ul style="list-style-type: none"> formally delegate to the Trust Chair and Chief Executive the signing of the 'Statement of Directors' Responsibilities' on their behalf approve the final version of the Quality Account 2014/15 for publication by the 30th June 2015. 			
This report addresses these strategic priorities:			
We will deliver the best care			X
We will support and develop our staff			X
We will continually improve what we do			X
We will use our resources wisely			
We will be future focussed			

1 Overview

The Trust is required as a provider of NHS healthcare services to publish their Quality Account by 30 June 2015 in respect of the year 2014/15. The report should be based on priorities that have been identified before year start, with measures and thresholds for success defined and monitored for the year.

Boards are responsible for the accuracy and completeness of their Quality Account, and for compliance with the regulations and guidance. The specific responsibilities are set out in more detail in section 6.2.

The Trust has made good progress with last year's priority areas for improvement, however it is recognised that further work is needed to improve: physical health care, our approach to formulation and reducing avoidable harm.

The Department of Health toolkit guidance 2010/11 and the NHS Quality Accounts Regulations 2010, 2011 and 2012 are used to ensure the content of the Quality Account complies with the legislation to ensure consistency nationally and meets good practice recommendations.

Monitor guidance has been followed to include the additional requirements set for Foundation Trusts.

2 Content

The final report is designed to reflect the organisations overall approach to quality improvement. It describes planned priorities for improvement and key indicators alongside more qualitative information in order to present an overall balanced view of the quality of the Trust's services.

The content remains as consistent as possible with previous years to allow for on-going comparison and to remain in line with legislation and good practice.

The measures reported are those that were in place for the year 2014/15, developed and agreed by Board in April 2014. Additionally a series of national indicators are required to be included as per the 2012 Regulations.

Determining the content of the Trust's IQ indicators involved engagement with external/local stakeholders via discussions with Commissioners regarding the 2014/15 Trust IQ dashboard and the setting of Quality Indicators for the CCG/NHS contract.

The Board can be assured of the accuracy and quality of the data for all quality indicators included in the Quality Account through the application of systems and process as set out in the Trust's Data Quality Management Strategy.

3 Process

The development of the draft Quality Account is managed via the Nursing & Quality Directorate under the leadership of the Head of Quality Information and Systems. The final content of the report relies on a series of key contributors from across the organisation.

Involvement and engagement with service users, carers and Healthwatch has been via existing groups including the Trust wide Involvement Group. Local area Involvement Coordinators and Heads of Profession and Practice are asked to ensure quality improvement is included in the agenda of local service user and carer meetings across the Trust.

The first draft was received by the Board Committee for Quality and Standards for assurance in April 2015 and a further draft is received by the May Audit & Risk Committee for approval.

The Trust is required to publish the Quality Account 2014/15 by the 30th June 2015 and to upload to NHS Choices website.

4 External Assurance and Validation

The Chief Executive is required to make a signed declaration that, to the best of his knowledge, the Quality Account is a true and accurate account of the Trust's quality of services. This is published as Part 1 of the Quality Account the "Chief Executives Statement on Behalf of the Board".

The draft Quality Account 2014/15 has been shared as per legislation with Wiltshire OSC, Wiltshire Healthwatch, Wiltshire Health & Wellbeing Board, North Somerset CCG and the local area team of NHS England in early May for a 30 day statutory period of external assurance. Comments received are set out in Appendix A of the Quality Account.

5 External Auditing

The Trust's external auditors have audited the Trust's arrangements for Quality Accounts during May and early June focussing on:

- A review of the NHS trust's arrangements for satisfying itself that the quality account is fairly stated and in accordance with relevant regulations and directives;
- A test of two national indicators included in the quality account (Crisis Team gatekeeping and 7 day follow up).

The external auditor's limited assurance report is included at Appendix A of the Quality Account and the conclusion of the audit is as follows:

External audit conclusion – draft report

Based on the results of our procedures, nothing has come to our attention that causes us to believe that, for the year ended 31 March 2015

- *the Quality Account is not prepared in all material respects in line with the criteria set out in the Regulations;*
- *the Quality Account is not consistent in all material respects with the sources specified in the Guidance; and*
- *the indicators in the Quality Account subject to limited assurance have not been reasonably stated in all material respects in accordance with the Regulations and the six dimensions of data quality set out in the Guidance.*

The Chair of the Audit Committee was delegated the responsibility to approve the final auditors report for inclusion in the Quality Account.

As part of this process, the Chief Executive and Chair are required to sign and provide a statement on behalf of the Board (at Appendix C) to confirm to the best of their knowledge and belief they have complied with the following requirements in preparing the Quality Account, specifically that Directors have taken steps to satisfy themselves that:

- i. the Quality Account presents a balanced picture of the Trust's performance over the period covered;
- ii. the performance information reported in the Quality Account is reliable and accurate;
- iii. there are proper internal controls over the collection and reporting of the measures of performance included in the Quality Account, and these controls are subject to review to confirm that they are working effectively in practice;

- iv. the data underpinning the measures of performance reported in the Quality Account is robust and reliable, conforms to specified data quality standards and prescribed definitions, is subject to appropriate scrutiny and review;
- v. and the Quality Account has been prepared in accordance with Department of Health guidance.

The specific responsibilities, noted above, have been considered by the Board Committees for Quality and Standards and Audit and Risk.

6 Conclusion

The Department of Health toolkit guidance and the NHS Quality Accounts Regulations 2010, 2011 and 2012 and Monitor guidance have been used to ensure the content of the Quality Account complies with the legislation and requirements for Foundation Trusts. This has been verified by external audit.

The final Quality Account will be published on the Trust website and NHS Choices website and circulated to our key stakeholders on the 30th June 2015.

The Quality Account 2014/15 provides a breadth of information across the three key domains for quality and is believed to present a fair and balanced picture of achievements alongside acknowledgements of areas where more work needs to be done to ensure services are delivered to the best practice standards the Trust aspires to.

7 Recommendation

The Board is asked to:

- formally delegate to the Trust Chair and Chief Executive the signing of the 'Statement of Directors' Responsibilities' on their behalf
- **approve** this final version of the Quality Account 2014/15 for publication by the 30th June 2015.