

'You matter, we care'

Trust Board Meeting (Part 1)	Date: 25 th June 2014
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Title:	Quality Account 2013/14
Item:	BD/14/073

Executive Director lead and presenter	Alan Metherall, Acting Director of Nursing
Report author(s)	Ann Tweedale, Head of Quality Information & Systems

History:	<i>The draft Quality Account was received by the Quality & Standards Committee in April 2014 and the Audit & Risk Committee for final assurance in May 2014</i>
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This report is for:	
Decision	X
Discussion	
To Note	X

The following impacts have been identified and assessed in relation to this report:	
Equality	
Quality	
Privacy	

Executive Summary of key issues
<p>For the Board to approve the Quality Account 2013/14 (Appendix A) on the recommendations of the Board Committees for Audit and Risk and Quality and Standards</p> <p>The report has previously been received and assured by the Trust Quality & Standards Committee and the Trust Audit & Risk Committee on behalf of the Board.</p> <p>The Quality Account will be published on NHS Choices by the close of the 30th June 2014.</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>

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.

Appendix A, contains the draft limited assurance report received from Grant Thornton the Trust's external auditors working under the guidance of the Audit Commission. The final signed version will be received once we have shared our signed statement of Directors Responsibilities with the external auditors.

The Board is asked to:

- **note** the report
- to formally **delegate** to the Trust Chair and Chief Executive the signing of the 'Statement of Directors' Responsibilities' on their behalf
- to **approve** this final version of the Quality Account 2013/14 for publication by the 30th June 2014.

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	X

1. Overview

- 1.1. The Trust is required as a provider of NHS healthcare services to publish their Quality Account by 30 June 2014 in respect of the year 2013/14. 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.
- 1.2. Boards are responsible for the accuracy and completeness of their Quality Account, and for compliance with the regulations and guidance. As set out in the primary legislation, the Care Quality Commission and commissioners, can also ask for errors to be corrected.
- 1.3. The Department of Health toolkit guidance and the NHS Quality Accounts Regulations 2010, 2011 and 2012, have been used to ensure the content of the Quality Account complies with the legislation to ensure consistency nationally.
- 1.4. Monitor guidance has been followed to include the additional requirements set for Foundation Trusts.
- 1.5. 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: carers experience, regular staff supervision and appraisal, staff experience, a reduction in the incidence of delayed transfers of care and the more routine use of the NPSA suicide prevention toolkit for unexpected deaths or attempted suicides.

2. Process for producing the Quality Account

- 2.1 The development of the draft Quality Account has been managed via the Nursing & Quality Directorate. The report has relied on a series of key contributors from across the organisation from Nursing, Medical and Operations Directorates.
- 2.2 The content and planned priorities for improvement have been derived from the triangulation of information and data collected from across the organisation alongside the feedback and views of our stakeholders, service users and carers.
- 2.3 The content remains consistent with previous years and allows for on-going comparison whilst remaining in line with legislation and good practice recommendations. Feedback received on the 2012/13 and draft 2013/14 Quality Account has been used to improve the presentation and content of the document.
- 2.4 Measures reported are existing measures that were in place for the year, 2013/14; developed and agreed by Board in April 2013 in the Trust performance scorecard and quality assurance framework.
- 2.5 The committee can be assured of the accuracy and quality of the data derived from RiO for all performance indicators included in the Quality Account through the application of systems and process as set out in the Trust's Data Quality and Information Management Strategy. The strategy:
 - outlines the principles of good information management
 - details the Trust's key routine information and performance reports
 - sets out the trust's approach to data quality management
 - sets out key roles and responsibilities in managing data quality and acting upon information provided as part of this strategy.

3 External Assurance and Validation

- 3.1 The first stage of this process was completed via the draft Quality Account 2013/14 being circulated to Wiltshire OSC (who take the lead on behalf on the Local Authorities), Wiltshire Healthwatch, North Somerset CCG as the lead commissioning CCG, and the Local Area Team of National Commissioning Board in April for a 30 day statutory period of external assurance. The comments received are contained in Appendix A of the Quality Account.
- 3.2 In addition the Quality Account is subject to an external audit under the guidance of the Audit Commission. The audit has produced a short summary report and a report of limited assurance as set out in Appendix A of the Quality Account. This is compulsory content of the published document. The draft has been received by the Audit & Risk Committee and is included in the Quality Account at Appendix A.
- 3.3 As part of this process the Chief Executive and Chair are required to sign and provide a statement on behalf of the Board to confirm to the best of their knowledge and belief they have complied with the following requirements in preparing the Quality Account. This **Statement of Directors Responsibilities** is included at Appendix C of the Quality Account:

The statement requires Directors to confirm that they have taken steps to satisfy themselves that:

- 3.3.1 the Quality Account presents a balanced picture of the Trust's performance over the period covered;
- 3.3.2 the performance information reported in the Quality Account is reliable and accurate;
- 3.3.3 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;
- 3.3.4 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;
- 3.3.5 the Quality Account has been prepared in accordance with Department of Health guidance.
- 3.4 The specific responsibilities, noted above, have been considered by the Board Committees for Quality and Standards and Audit & Risk.
- 3.5 The external auditors conclusion is as follows:

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 2014:

- *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.]*

4 Conclusion

- 4.1 The Department of Health toolkit guidance, NHS Quality Accounts Regulations 2010, 2011 and 2012 and Monitor guidance have been used to ensure the content of the draft Quality Accounts complies with the legislation and requirements for Foundation Trusts. This has been verified by the external auditors.
- 4.2 The final layout and design work will be carried out during June 2014 for publication on the Trust Website and NHS Choices website and circulation to our key stakeholders and the Secretary of State for Health by the 30th June.
- 4.3 The Quality Account 2013/14 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.

5 Recommendation

The Board is asked to:

- **note** the report
- to formally **delegate** to the Trust Chair and Chief Executive the signing of the 'Statement of Directors' Responsibilities' on their behalf
- to **approve** this final version of the Quality Account 2013/14 for publication by the 30th June 2014.