

Collaborative Quality Assurance Visits

Community Health Newham Adult Services

14/12/16 Quality Committee

Charan Saduera – Governance Manager CHN Adults/MHCOP

We care

We respect

We are inclusive

Aim

To establish a process for regular independent review of CHN adult services by Newham CCG and Healthwatch Newham which involves staff and service users/carers, highlighting good practice and informing/supporting service improvement.

We care

We respect

We are inclusive

Process

- One service per month
- Visited by Newham CCG / Healthwatch Newham
- Feedback sent back to service in two weeks
- Service line presentation at CQRM
- Feedback to Newham CCG

We care

We respect

We are inclusive

Planning

- Visit planner (2016 - 2018)
- Visit template
- Feedback templates
- Presentation template

We care

We respect

We are inclusive

So far...

- Visited five services: Continence, Diabetes Cardiac Rehab, Tissue Viability and MSK
- Positive feedback from staff
- Process further improved
- Report template updated

We care

We respect

We are inclusive

Findings - Healthwatch Newham

Tissue Viability

How do you rate the following?

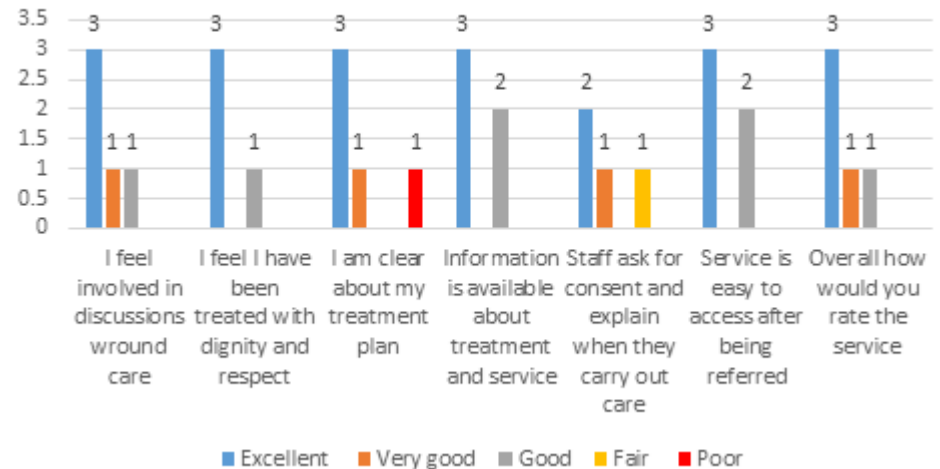


'Staff are polite and respectful, they care about my treatment'

'It's all very easy and friendly, staff know what they are doing'

Cardiac Rehab

How do you rate the following?



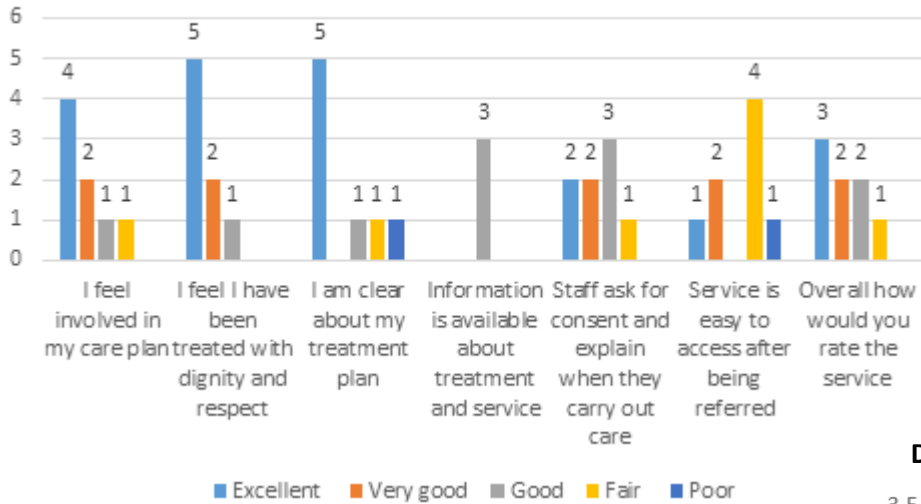
We care

We respect

We are inclusive

Findings – Healthwatch Newham

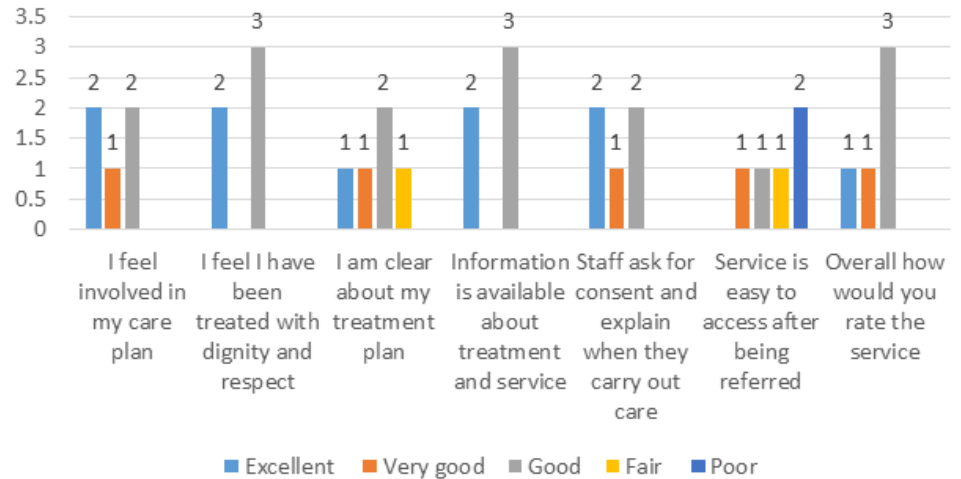
MSK How do you rate the following?



'Really happy with the treatment and how staff communicate'

'Invited to Diabetes group and given leaflets, staff listen to patients'

Diabetes How do you rate the following?



We care

We respect

We are inclusive

Findings – Healthwatch Newham

Continence How do you rate the following?



'Arrangements were made for a home visit for an assessment, so I felt more comfortable'

We care

We respect

We are inclusive

Overall findings - Newham CCG

- ✓ Environment very clean
- ✓ Reception is welcoming
- ✓ Accessible for all
- ✓ Clinical waste safely disposed
- ✓ Staff wear ID badge
- ✓ Appropriate security
- ✓ Equipment stored safely

We care

We respect

We are inclusive

Overall findings – Newham CCG

- ✓ Staff understand whistleblowing process
- ✓ Staff aware of incident reporting
- ✓ Staff use interpreting services where needed
- ✓ Staff feel supported
- ✓ Staff compliant with mandatory training
- ✓ Team meetings include learning
- ✓ Patient feedback is displayed in the waiting area on You Said We Did posters

We care

We respect

We are inclusive

What has changed?

- Notice boards updated
- Posters and leaflets updated
- Equipment storage issue resolved
- Staff identified for investigation training
- Duty of Candour fact sheet developed
- QI project on collecting patient experience in place
- Reviewed use of Language Shop
- QI project on waiting times in Wheelchair Service in place

We care

We respect

We are inclusive