

## **Driving Improvement: Responding to the CQC's case studies from eight NHS Trusts.**

In June 2017 the Care Quality Commission published a report identifying some of the key factors in the improvement journeys of eight NHS Trusts who had significantly improved their overall CQC rating.

The report provides specific examples of the steps these Trusts took and the methods by which they became well-led.

([http://www.cqc.org.uk/sites/default/files/20170614\\_drivingimprovement.pdf](http://www.cqc.org.uk/sites/default/files/20170614_drivingimprovement.pdf))

Below are a series of questions which all NHS Trusts should ask themselves in light of the report to ensure they are on the road to achieving or maintaining an 'Outstanding' rating. Hopefully they will generate discussion amongst senior staff and Board members.

### **Governance**

- How can your Board demonstrate that it is 'connected' to the organisation?
- How meaningful and useful is your Board Assurance Framework?
- What is the evidence that your risk management framework operates at all levels of the organisation?
- How do the Board Assurance framework and the Risk Register(s) align and interact?
- How do you ensure that staff throughout the organisation recognise Board members?
- Would you describe your organisation as clinically led?
- How do you use your Internal Audit service to strengthen and complement your internal 'improvement identification methodologies'?

### **Staff Engagement**

- Are you confident that all staff understand the vision, strategy and direction of travel?

- Do you know what staff would say if you asked them “If you could change one thing what would it be?”?
- Do staff feel they are measuring/monitoring to aid improvement or to tick a box?
- Can staff easily access ‘management information’ and are they encouraged to do so?
- What processes do you use to gauge staff satisfaction and morale in an ongoing, real-time way?
- How do you use internal communication & social media to promote staff involvement and engagement?
- How do you ‘advertise’ and promote improvement and success both internally and externally?

### **Patient & Public Engagement**

- How timely and personal is your response to any concerns raised by patients or families, however trivial the concern may seem?
- Do you have the necessary mechanisms to allow patients and families to communicate in their chosen language?
- How much pro-active public engagement work do you undertake?

### **Looking Outwards**

- How often do you pro-actively contact/meet with Healthwatch, CCGs, Health Overview & Scrutiny Committees, CQC inspectors etc?
- How do you use external/independent reviews to strengthen and complement your internal ‘improvement identification methodologies’?

**360 Assurance** is able to provide independent assessment and assurance in relation to these questions and support your organisation to ensure it is in a position where all of these questions can be answered and evidenced robustly.

Please contact our specialist **Elaine Dower** on 07342 081522 to discuss further.