

# Sustaining quality improvement in the NHS

Prof. Theresa Murphy

Director of Nursing, The Hillingdon Hospital Foundation Trust

# NHS triple aims



improved health and wellbeing, transformed  
quality of care delivery, and sustainable finances

NHS England, Five-year Forward View

# What does good quality look like?

1. Patient centred
2. Safe
3. Effective
4. Timely
5. Compassionate
6. Measurable
7. Agile/adaptable

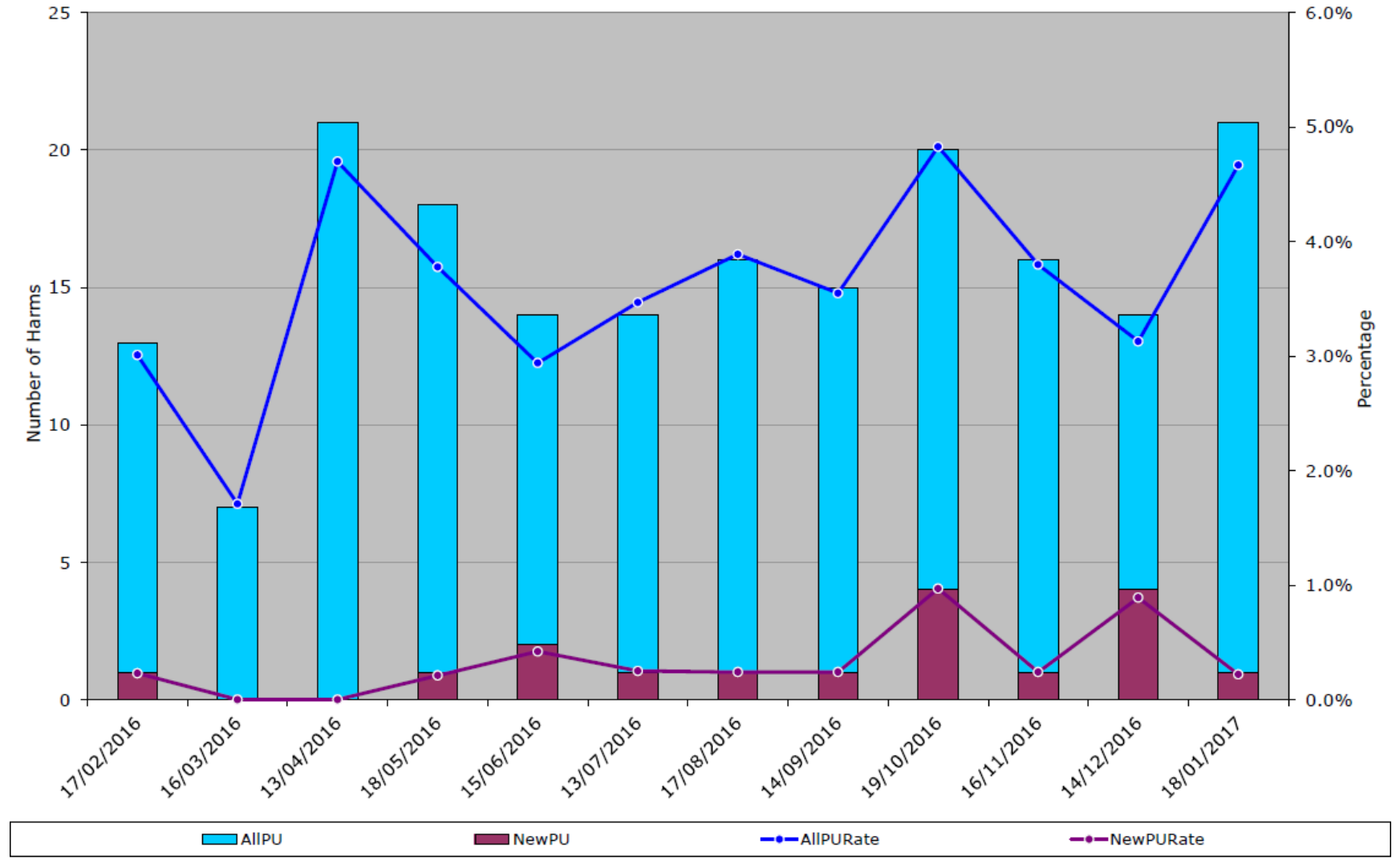


# What can prevent sustained good quality care?

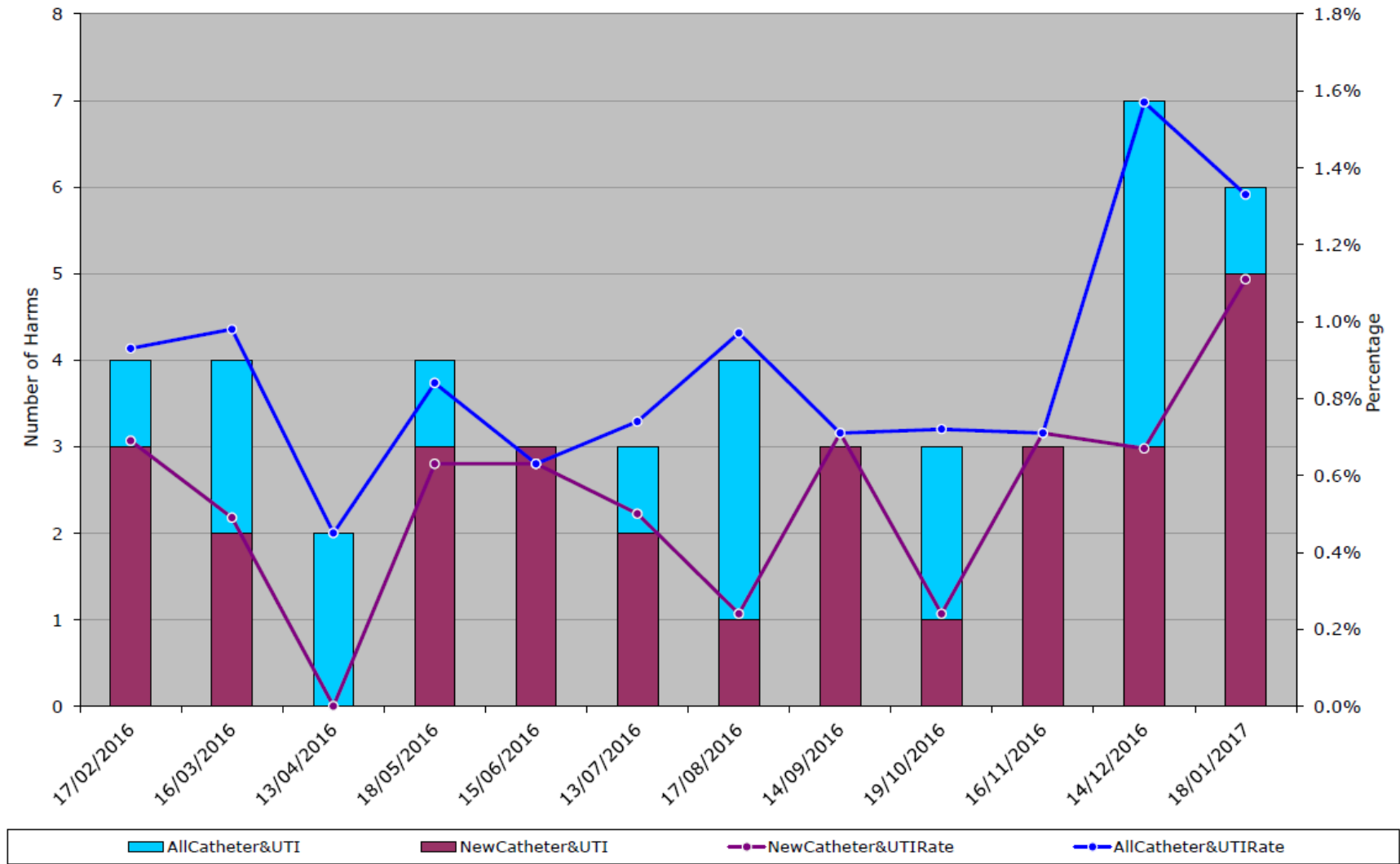
1. Culture
2. Leadership
3. Organisational values
4. Resources
5. Capacity and demand
6. Environment
7. Engagement
8. Attitude



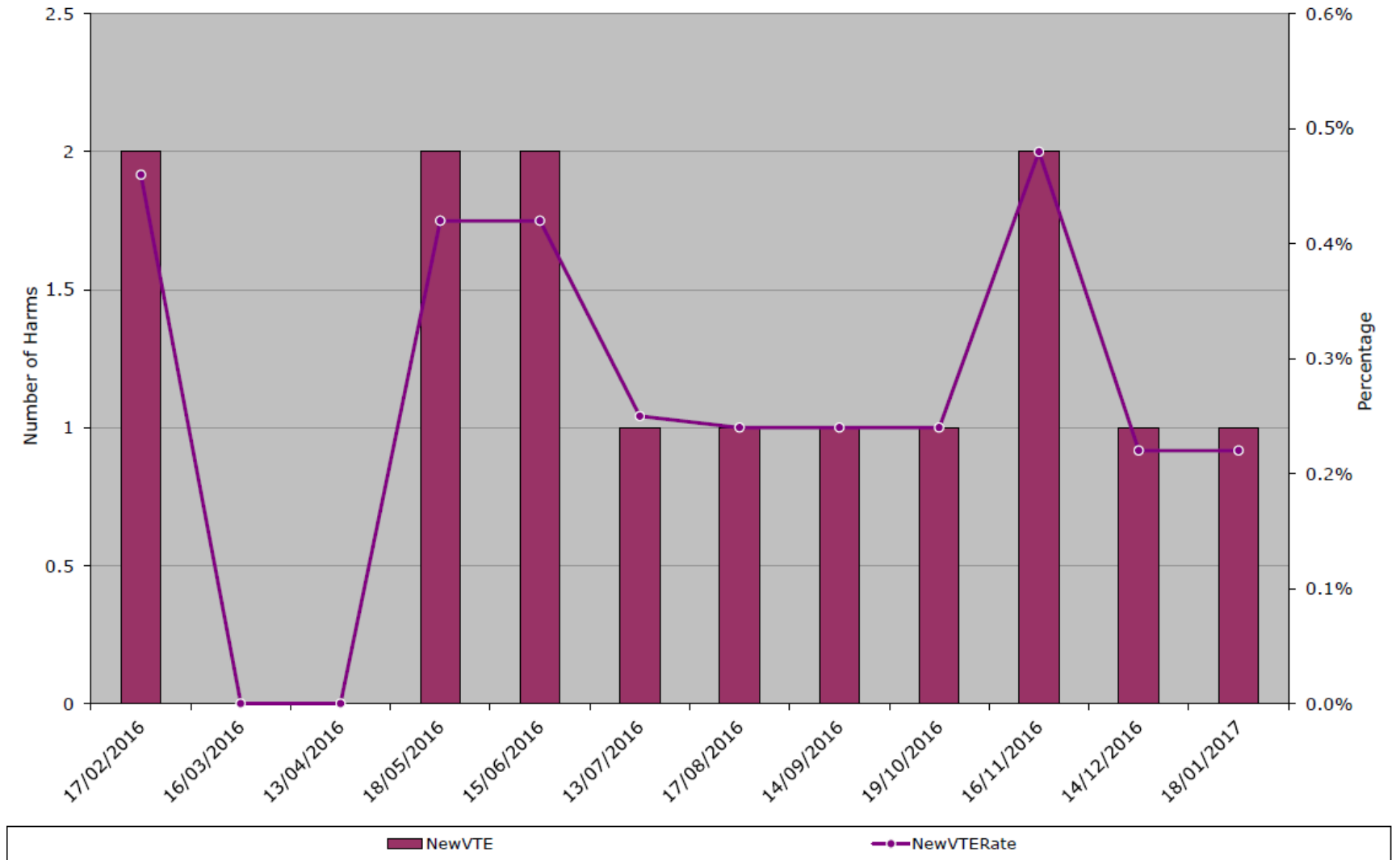
# Harm free care: pressure ulcers



# Harm free care: urinary tract infections



# Harm free care: VTEs



# Board Assurance

## Trust Overview

December-2016

Domain	Ref	Theme	Management Priority		Forecast Status
			Last Month	This Month	
[1] Safe	1.01	HCAI	Minor	On Track	Stable
	1.02	Stroke & TIA	Minor	Minor	Stable
	1.03	FNOF	Minor	Minor	Stable
	1.04	Maternity	Minor	Minor	Improving
	1.05	Falls	Minor	Moderate	At Risk
	1.06	Medication	Excellent	Excellent	Improving
	1.07	VTE	On Track	On Track	Stable
	1.08	Pressure Ulcers	On Track	On Track	Stable
	1.09	Safety Thermometer	On Track	On Track	Stable
	1.10	Serious Incidents	On Track	On Track	Stable
	1.11	Never Events	On Track	Excellent	Stable
	1.12	Patient Safety	On Track	On Track	Stable
	1.13	Mortality	On Track	Minor	Stable
[2] Effective	2.1	Readmissions	On Track	On Track	Improving
	2.2	DNAs	Moderate	Moderate	Improving
	2.3	ASIs	Significant	Significant	Improving
[3] Caring	3.1	FFT (Admitted Care)	Moderate	On Track	Stable
	3.2	FFT (A&E Care)	Moderate	Moderate	At Risk
	3.3	FFT (Maternity Care)	On Track	On Track	Stable
	3.4	Complaints	Minor	Moderate	Improving
	3.5	PALS	Minor	Minor	Stable
[4] Responsive	4.1	Accident & Emergency	Significant	Significant	At Risk
	4.2	RTT	On Track	On Track	Stable
	4.3	Cancer	Excellent	Excellent	Stable
	4.4	Mixed Sex Accommodation	Excellent	Excellent	Stable
[5] Well Led	5.1	PDR, Medical Appraisal & STAM	On Track	On Track	Improving
	5.2	Sickness	Minor	Minor	Stable
	5.3	LTR, Vacancy, LoS & TtR	Minor	Minor	Stable
	5.4	Employee Relations	On Track	On Track	Stable
	5.5	Establishment	On Track	On Track	Stable



# Drivers for sustaining high quality care

- Safe staffing: Maternity and A & E with no nursing vacancies
- Embed patient representatives in all committees
- Implement patient safety champions
- Create a Ward to Board culture of positive improvement
- Recognise and reward caring values and behaviours
- Focus on reducing complaints and capturing feedback
- Develop system leadership to deliver quality through collaboration
- Evolve new and better models of care
- Establish a philosophy of continuous learning
- Learning from mistakes
- Promote great team working

“It’s all about  
teamwork”

# Questions

