



Bristol
Community
Health

NHS

Quality Accounts

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CIC

What are they ?

This is our annual report to the public on the quality of our services. It's a learning document looking at where we have done well and where we want to continue to improve.

We want all our stakeholders to have a say in which priorities are chosen for this year.

Quality Account Priorities for 2013/14

Shared
Decision
Making

Improving
Information
for Patients

Improving
Patient
Experience
at End of
Life

Using the
SSKIN
Bundle for
patients

Early Warning
Tool

- Shared Decision Making – 400 questionnaires. 90% of patients felt listened to and able to discuss what was important to them
- Improving Information – patient information audit – 300 documents needed updating, made accessible and easy to read
- End of Life Care – 105 patients enabled to die in the place of their choice
- SSKIN (pressure ulcer prevention) – champions in every team, all teams trained and using tool. Training offered free to home care and nursing homes
- Early Warning Tool – Dashboard developed with commissioners to review all warning signs of poor care

Choosing Priorities for 2014/15

We should have a minimum of three. One for patient experience, patient safety and clinical effectiveness.

How will they be chosen ?

- Consultation with partners, patients and carers, stakeholders
- Patient surveys
- Areas identified that need improvement
- Senior team, Board and staff council

SSKIN –
reduce
numbers of
pressure
ulcers

Patient
information
– how to
contact
services

Shared
Decision
Making

Carers –
improve
assessment
and support

We wanted to inform OSC of our impending consultation and ask for supporting statement – draft available Mid April 2014