

CCG Assurance - NHS England Assessment

2016/17 CCG Assurance - The CCG Improvement and Assessment Framework (CCG IAF)

For 2016/17 a new assurance framework, the CCG Improvement and Assessment Framework (CCG IAF), has been introduced. This new framework became effective from the beginning of April 2016, replacing the existing CCG Assurance Framework. The CCG IAF is intended to embed the 'triple aim' of the Five Year Forward View: better health for their local populations, better care for patients and better value for the taxpayer.

Reporting on progress against the requirements of the CCG IAF will be provided to Governing Body and included in this report in coming months as the relevant data becomes available.

Quality Premium

The Quality Premium is intended to reward CCGs for improvements in the quality of the services that they commission and for associated improvements in health outcomes and reducing inequalities. To be eligible for a Quality Premium payment, a CCG must manage within its total resources envelope for the year. A percentage of the Quality Premium will be paid for achievement of each of the agreed improvement measures. The amount paid will be reduced for each relevant NHS Constitution measure not met.

The full Quality Premium guidance can be accessed at: <https://www.england.nhs.uk/resources/resources-for-ccgs/ccg-out-tool/ccg-ois/qual-prem/>

2016/17 Quality Premium: Details of the measures for 2016/17 and current available data is included on page 30 - 31.

Public Health Quarterly Report

As noted previously, the former quarterly Public Health Outcomes Framework (PHOF) dashboard of public health indicators (the value of which is limited by the time-lag in the data) has been replaced with a more timely narrative, structured around key public health topics and/or areas of progress on public health outcomes in the City.

The latest quarterly update, supplied by the Public Health Intelligence Team in Sheffield City Council, is shown in APPENDIX F.

Patient Experience of NHS Trusts: Focussing this month on STHFT

National Inpatient Survey 2015

STHFT performed 'about the same' as most other trusts that took part in the survey, with the exception of 'for not having to share a bathroom or shower area with patients of the opposite sex'; STHFT scored worse than other trusts for this question. Information about action planned in response to the National Inpatient Survey will be provided in future reports to Governing Body.

National Maternity Survey 2015

For all questions in the survey, STHFT performed 'about the same' as most other trusts that took part in the survey:

- 93% of mothers said they were spoken to in a way they could understand
- 96% said partners or someone close was able to be involved as much as they wanted
- 96% said they had a contact telephone number for a midwife or midwifery team
- 96% were asked how they were feeling emotionally

Questions where improvements could be made included:

- being given a choice about where antenatal check-ups would take place
- being given enough information about their own physical recovery after birth
- details of who to contact if they needed advice about any emotional changes they might experience after birth

Maternity Services have produced a detailed action plan covering the areas where improvements can be made.

Friends and Family Test - July update

Although there are no national targets for response rates, STHFT is committed to maintaining good response rates for FFT to ensure feedback data is robust. The Trust has therefore set response rate targets for Inpatients at 30%, and A&E and Maternity Services at 20%. There are no targets for Outpatients or Community Services.

During July 2016, Inpatient areas achieved a response rate of 29.0%, below the 30% target. Both A&E (23.4%) and Maternity (39.5%) achieved the 20% response rate target.

STHFT is undertaking a review to identify the Inpatient wards with the lowest 12 month response rate. These wards will be selected to trial the use of SMS text messaging and Interactive Voice Messaging (IVM) to see if this improves their response rate.

An analysis has been undertaken to identify the services which regularly receive higher negative scores within the Community Directorate. Of the seven services identified, three have been selected for a three-month trial of using postcards, as opposed to SMS text messaging and Interactive Voice Messaging (IVM), to see if the change in method has had any impact on FFT scores. In addition, negative comments will be analysed for the other four services identified to determine where improvements could be made.

Please see overleaf for summary charts of all the STHFT results being published for FFT.

