

NHS Leeds CCG Quality Framework

NHS Leeds CCG has a responsibility to ensure that all of the services that it commissions are of the highest quality, and that we have robust mechanisms for the monitoring of quality in providers of care. We commission a wide range of care providers, including Leeds Teaching Hospitals, Leeds and York Partnership Foundation Trust, Leeds Community Healthcare, Spire Hospital, Nuffield Hospital and a wide range of care homes. We are also responsible for the monitoring of quality of care in GP surgeries and medical centres

The CCG Quality Team is responsible for monitoring quality of care and the setting of standards. We work closely with providers, Leeds City Council and the Care Quality Commission (CQC) in the monitoring of providers to ensure that patients receive the best care possible and that where any issues are identified, we work with the provider to agree and monitor an action plan.

What is Quality?

Quality of care and care provision is made up of five separate domains, all of which need to be in place for good quality of care to be provided. The domains on which we monitor providers include:

Clinical effectiveness – quality care is delivered according to the best evidence available that demonstrates the most clinically effective options available that are likely to improve a patient’s health outcomes.

Safety – quality care is delivered in a way that reduces the risk of any avoidable harm and risks to a patient’s safety.

Patient experience – quality care provides the patient (and their carers) with a positive experience of receiving and recovering from the care provided, including being treated according to what the patient (or their representatives) wants or needs, and with compassion, dignity and respect.

Well-led - Commissioning a provider which is well-led and has the right culture and good leadership

Responsive - Ensuring that care providers provide care which is responsive to the needs of patients.

Setting Standards and Monitoring Quality of Care

There are a range of standards of quality of care that providers must adhere to; these may be a national requirement or a locally agreed requirement, and they are set out in the contract that we agree with each provider of care, whether that is a large hospital, a care home or a GP surgery.

We also support improvement of specific aspects of quality through an initiative called Commissioning for Quality and Innovation, or CQUINs as they are commonly known. Providers are incentivised to implement a range of quality initiatives that are determined nationally and in some cases locally at the beginning of the year. Progress is monitored closely and funding allocated according to achievement.

We monitor quality of care through the analysis and cross-checking of a wide range of information. Examples include reports on incidents causing harm, complaints and staffing and Friends and Family

test results. We hold regular meetings with providers where this information is reviewed and appropriate actions agreed.

We also visit providers, either proactively to see for ourselves the quality of care that is provided or reactively where we have identified concerns with care provision.

Working Together

Ensuring that patients receive high quality care relies on a complex set of interconnected roles, responsibilities and relationships between the CCG, professionals, provider organisations, other commissioners, system and professional regulators, local authorities and other national bodies. We work collaboratively and cooperatively with a wide range of other organisations in the support and monitoring of high quality care.

Working proactively

We will share information and intelligence about the quality of care so that we can spot potential problems early, preventing them having a harmful impact and managing risk.

Reacting and responding (working reactively)

In the event of a potential or actual serious quality failure coming to light, we will enable informed judgements about quality and ensure that appropriate and timely responsive actions are implemented. We have developed a quality concerns escalation tool which describes the way in which we monitor quality and the actions that we take when it is identified that quality is not to the standard required.