



Title of Paper: Quality Improvement and Innovation Update: June 2025

<u>For Decision</u>	<u>For Discussion</u>	<u>For Noting</u>
Requires majority decision prior to implementation or action.	Requires consideration and debate.	Contains information Members should be made aware.

1.0 Background

Since the Quality 4 All Strategy was launched, the Quality Team has been leading and accountable to delivering change at strategic level. Since 2024, the focus has been on three Corporate Improvement Priorities: **Frailty, People and encompass**.

In parallel, the Quality Team is supporting the systemisation of changes made in the previous priorities such as the Home Care Assessment Service, Home Care Service User Guide and Criteria Led Nurse Facilitated Discharge. The team is also developing the innovation framework for the Trust and building partnerships.

2.0 Key Issues

- The **People** Corporate Improvement Priority has a focus on promoting a Just and Open Learning Culture across the Trust led by David Cairnduff, Assistant Director, Organisational Development.
- The **Frailty** work is focusing on the five ongoing work streams of the Frailty Board with the Quality Team working alongside the work stream leads. The Quality Team is partnering with HSC Quality Improvement (HSCQI) to focus on the implementation of Enhanced Patient Care Observations (EPCO) across the Trust.
- The **encompass** work programme is being developed around the opportunities presented by MyCare patient portal and will be aligned to the optimisation phase of work that will advance now the last Trusts have gone live on May 2025.

The **Innovation** pilot Heart Failure at Home has been testing the service design needed and impact of remote monitoring in partnership with external partners (Feebris, British Telecoms and Queens University).

A Learning Event took place on Wednesday 18 June 2025 in QIIC Hub, Trust HQ.

3.0 Resources Implications (including Organisational, Financial, Human)

Discussions are needed to explore the next phase of the remote monitoring at home work in the Trust, how can this work be expanded and what resource would be needed.

4.0 Impact on Safety, Quality and Experience (SQE)

The Frailty work streams are complex and much work is being undertaken to support comprehensive change.

The encompass survey has highlighted opportunities to support staff during this complex period of major organisational change.

The partnership with Royal Free London in being the first Trust to adopt the “*What Matters to Staff*” programme. This has been piloted with the initial teams and being tested further with clinical teams.

Heart Failure at Home is enabling review clinics using the remote monitoring to increase the numbers of patients that can be reviewed with increased clinical time efficiency.

5.0 Key Risks and Proposals to Mitigate

Maximising the Quality Improvement and Innovation capability within Directorates to enable change leadership alongside the corporate sponsors and the core Quality Team who can provide in-depth support across the Trust to enable systemisation of change will be key to strategic success.

The three Corporate Improvement Priorities are extensive and clear leads with dedicated time embedded in the Quality Team will further enhance results. Further work needs to be done to focus the encompass improvement priority plans and resulting actions in next period.

Lead Director: Helen Moore, Director of Planning, Performance & Informatics obo
Clare-Marie Dickson, Director of Primary Care & Older People’s
Services

Date: 17 June 2025