

National Standards

Local action

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A stylized silhouette of a mountain range in a teal color, located at the bottom right of the slide.

Framework of Assessment

Compliance with core standards	Getting the basics right	Annual review and rating
Existing targets		
Use of resources		
Regulatory findings		
New national targets	Making and sustaining progress	
Local targets		
Progress in meeting development standards		

Seven Domains

- ◆ Safety
- ◆ Clinical and Cost Effectiveness
- ◆ Governance
- ◆ Patient Focus
- ◆ Accessible and Responsive Care
- ◆ Care Environment and Amenities
- ◆ Public Health

Safety

Health Care Organisations

Core

- ◆ Protect patients
- ◆ Protect Children
- ◆ Follow NICE guidelines
- ◆ Keep patients, staff and visitors safe

Developmental

- ◆ Continuously/systematically review and improve activities that affect patient safety

Clinical and Cost Effective Health care Organisations

Core

- ◆ Conform to NICE technology appraisals, clinicians; update skills and take part in clinical audit
- ◆ Co-operate with each other

Developmental

- ◆ Patients receive effective treatment and care

Governance

Health Care Organisations

Core

- ◆ Apply the principles of sound clinical and corporate governance
- ◆ Support their staff
- ◆ Systematic/planned approach to records management
- ◆ Undertake employment checks
- ◆ Recruit and train staff appropriately

Developmental

- ◆ Integrated governance arrangements
- ◆ Work together to improve quality
- ◆ Work with social care to meet health needs of the population
- ◆ Effective integrated info technology and systems
- ◆ Adopt best practice HR management

Patient Focus Health Organisations

Core

- ◆ Systems in place to: respect confidentiality, privacy and dignity
- ◆ Deal with complaints
- ◆ Provide a choice and balanced diet
- ◆ Information on services

Developmental

- ◆ Continually improve patient experience
- ◆ Receive timely and suitable info on treatment, care and services
- ◆ Help service users to contribute to planning their care

Accessible and Responsive Care

Core

- ◆ Views of patient/others taken into account in designing services
- ◆ All members of the population access services equally
- ◆ Prompt access for patients with emergency needs

Developmental

- ◆ Plan and deliver health care to reflect needs of the population and maximise choice

Care Environment and Amenities

Core

- ◆ Services are provided in environments which:
- ◆ Promote effective care and optimise health outcomes
- ◆ Well maintained and clean

Developmental

- ◆ Environments promote patient and staff well being

Public Health

Core

- ◆ Work in collaboration to promote, protect and improve health of the population
- ◆ Systematic/managed disease prevention/health promotion programmes
- ◆ Planned response to emergencies/incidents

Developmental

- ◆ Act on significant health problems and inequalities

Progress to date

- ◆ Assessed compliance against standards for 2005-06 draft and final declarations
- ◆ Verification visit by HCC February 2006
- ◆ Internal Audit March 2006
- ◆ Annual declaration April 2006
- ◆ HCC cross checked
- ◆ Reported good quality
- ◆ Now Wiltshire PCT

What now for Chaplin's Service?

- ◆ **Questions**
- ◆ **How do we contribute to compliance with standards?**
- ◆ **Where is our evidence?**
- ◆ **What do we need to do?**
- ◆ **How can we store our evidence?**
- ◆ **Evidence :**
- ◆ **Policies, processes procedures**
- ◆ **Benefits to patients, staff & public**
- ◆ **Key documents papers for meetings**

What about WPCT?

- ◆ Project team
- ◆ Communication
- ◆ Assessing progress
- ◆ Action plans
- ◆ Reporting of current status
- ◆ Regular updates to key Committees
- ◆ Final declaration end of March
- ◆ April Board sign off
- ◆ Publication