



Quality Account 2022 (draft) Launch of Consultation

Lisa Quinn – Executive Director of Commissioning & Quality Assurance

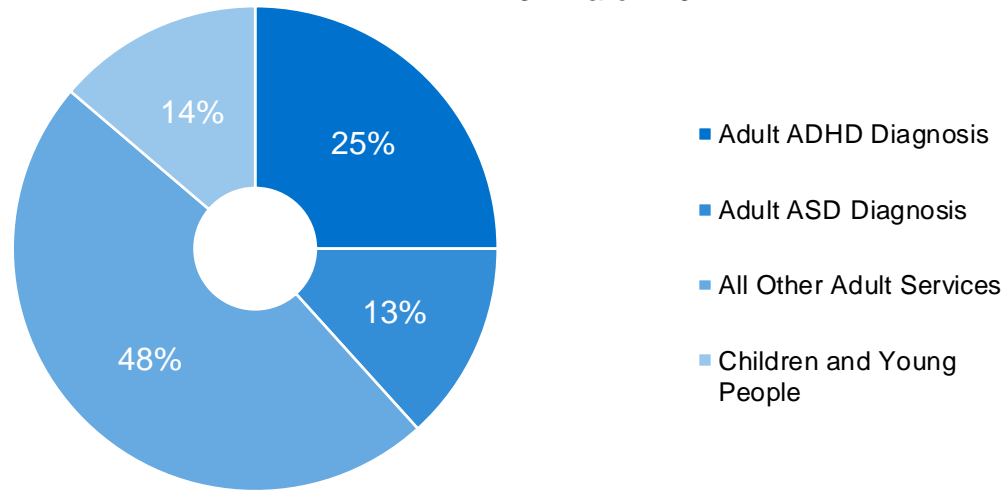
Paul Sams – Feedback & Outcomes Lead, Commissioning & Quality Assurance



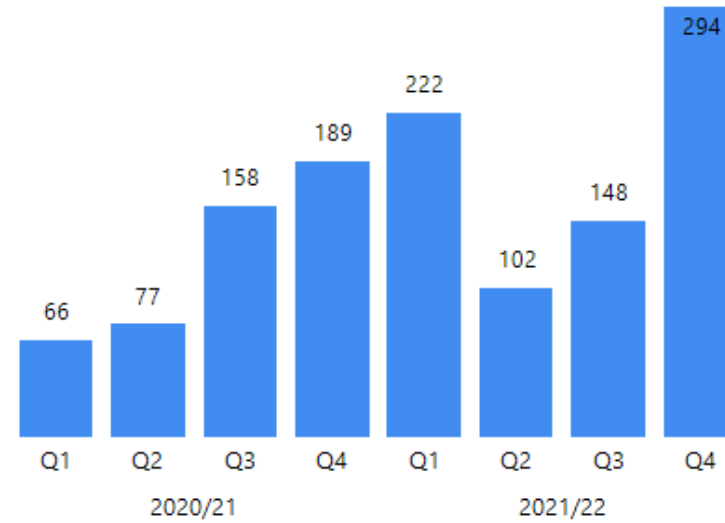
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The year in numbers

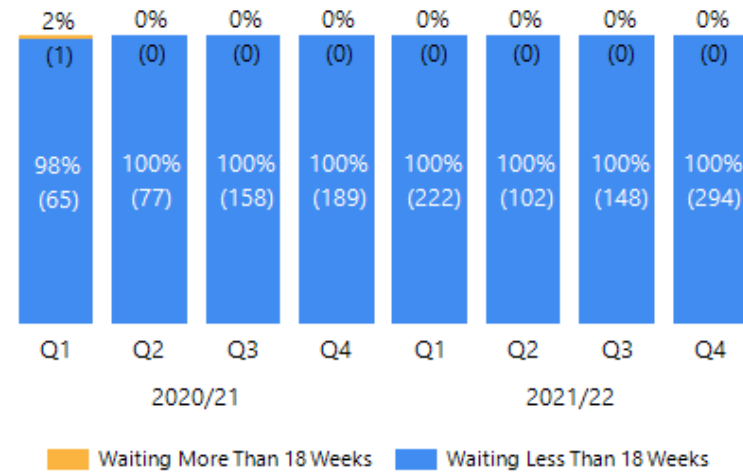
Northumberland Waiting List as at 31 March 2022



NORTHUMBERLAND CYPS waiting list size at financial quarter end

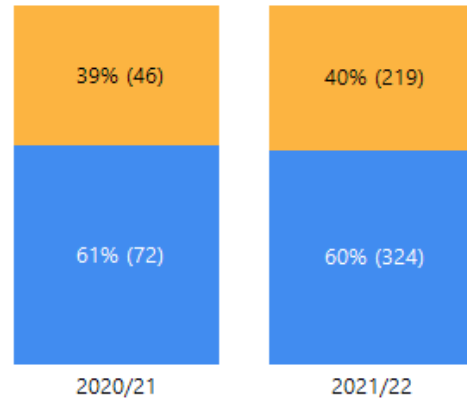


NORTHUMBERLAND CYPS % and number waiting more and less than 18 weeks at financial quarter end



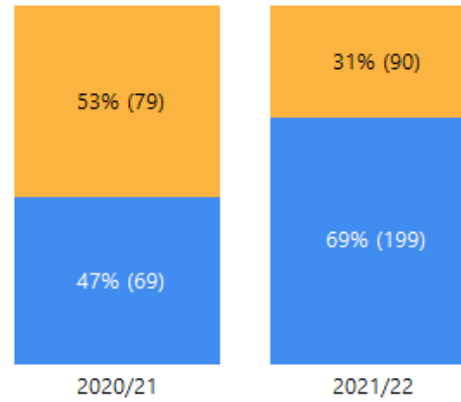
The year in numbers continued

NORTHUMBERLAND Adult ADHD Diagnosis % and number waiting more and less than 18 weeks at financial year end



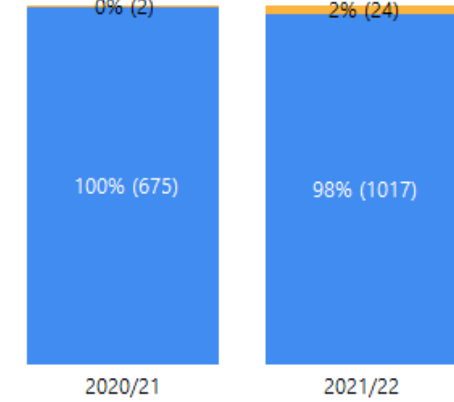
Waiting More Than 18 Weeks | Waiting Less Than 18 Weeks

NORTHUMBERLAND Adult ASD Diagnosis % and number waiting more and less than 18 weeks at financial year end



Waiting More Than 18 Weeks | Waiting Less Than 18 Weeks

NORTHUMBERLAND All Other Adult Services % and number waiting more and less than 18 weeks at financial year end



Waiting More Than 18 Weeks | Waiting Less Than 18 Weeks



Looking Back: Our Quality Priorities for Improvement during 2021-22



Our 2021-22 Quality Priorities and how we did:

- Coronavirus pressure on staffing and service delivery meant progress was made to support all Quality Priorities, however all have been given the status of 'Partially Completed'
- 3 of our Quality Priorities will continue into the new financial year with robust milestone plans
- Our new priority has been adapted (discussed in look forward section), however lots of baseline work done during the year is transferable to the new priority focus
- The progress across the year is set out in Section 2b of the Quality Account



Looking Ahead: Our Quality Priorities for Improvement in 2022-23

Consultation with service users, carers, staff and stakeholders helped us shape our Quality Priorities for the coming year.

Quality Priorities reflect the greatest pressures that the organisation is currently facing as well as what service users and carers have told us through feedback in the previous year.

We have agreed to continue with three of our Quality Priorities and adapt one to reflect a key theme evident in 3,422 'Points of You' feedback forms (November 1st 2020 to October 31st 2021)



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Our 2022-23 Quality Priorities and how they fit with our Quality Goals



What to expect from our Quality Priorities in 2022-23

Quality Priority 1 – Improving the inpatient experience

Improving the inpatient experience by removing barriers to admission and discharge, and improving the therapeutic offer during treatment, through:

- Embedding new ways of working relating to admission and discharge process
- Improved inpatient ward quality standards
- Ensuring the purpose of admission and therapeutic offer add value to patient care

Quality Priority 2 – Improving waiting times

Improving waiting times in areas where demand currently exceeds capacity through:

- Working in partnership with Primary Care to enable better support for patients and carers sooner
- A review of Adult Autism Diagnostic Service (AADS) and Adult Attention Deficit Hyperactivity Disorder Service (AADHDS) pathways
- Gender – Increase capacity through recruitment and retention of staff, developing a community programme with peer support workers and the 3rd sector and develop a clinical model for a Primary Care Trans Health Service with key stakeholders (inc NHSE and GPs)



What to expect from our Quality Priorities in 2022-23 continued

Quality Priority 3 – Support service users and carers to be heard

Support service users and carers to be heard by improving processes and promoting person-centred approaches through:

- Promoting an inclusive approach to positive patient engagement and responsiveness
- Co-production of refreshed digital enablers for patients and carers
- Monitor and respond to feedback themes

Quality Priority 4 – Equality, Diversity, Inclusion and Human Rights (in relation to the core values of Fairness, Respect, Equality, Dignity and Autonomy (FREDA))

Implement a Trustwide approach working across Locality Groups. The Equality & Diversity Lead, CNTW Academy, Chaplaincy, Commissioning & Quality Assurance, Accessible Information Standard Group and Communications and Staff Networks through:

- Improving workforce Race Equality Standard metrics particularly in terms of ‘appointment after shortlisting’
- Reducing disciplinary/grievance cases relating to bullying and harassment
- Reduction in restrictive practices through the EMPOWER program





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