

South Tees Keys

Quality priorities for 2015 / 2016

The key driver for the trust's strategic objectives and the supporting annual plan is continuing quality improvement. Our quality priorities for each year are described in the quality account, which is part of the trust's annual report.

Every year, after consultation with a range of stakeholders, we have to identify quality improvement plans for a small number of priority areas and these have now become the framework for South Tees keys and list our three quality domains - sign up to safety; right care, right place, right time; and at the heart of the matter).

For 2015/2016, the quality priorities put forward by the Quality Assurance Committee and approved by the Board of Directors are:



Sign up to safety

Patient safety

Reducing avoidable harm by 50% over three years with a specific focus on:

- Reducing pressure ulcers,
- Reducing harm from falls
- Reducing HCAI
- Reducing incidents of missed diagnosis/misdiagnosis



Right care, right place, right time

Clinical effectiveness

- Identification and management of deterioration in condition
- Improve the experience of services users with dementia



At the heart of the matter

Patient experience

- Listening and learning - improving how we respond to complaints and patient feedback including a focus on improving communication

There are other areas which were highlighted and are reported under the overall quality of services we provide include nutrition, mortality and reducing waiting and cancellations and these are covered under part 3 of the quality account.