

Statement from Wiltshire Clinical Commissioning Group on Independent Health Group 2018-19 Quality Account

NHS Wiltshire Clinical Commissioning Group (WCCG) has reviewed Independent Health Group's (IHG) 2018-19 Quality Account. In doing so, the CCG reviewed the Account collaboratively with NHS Swindon CCG and NHS BaNES CCG in line with the contractual co-ordinating commissioner arrangement, in light of key intelligence indicators and the assurances sought and given in the quarterly Contract Review Meetings attended by IHG and Commissioners. The CCGs support IHG's identified quality priorities for 2019-20. To the best of our knowledge, the report appears to be factually correct.

It is the view of the CCGs that the Quality Account reflects IHG's on-going commitment to quality improvement and addressing key issues in a focused and innovative way, as well as utilising the nationally set CQUIN schemes to support the achievement of many of the 2018-19 quality priorities.

IHG's priorities for 2018-19 have outlined achievement in:

- Patient engagement in the review of service improvement within hernia repair surgery leading to reductions in the level of pain experienced by patients following discharge home
- Improved efficiency and effectiveness of IT processes and systems to enable staff in the delivery of patient care
- Increased staff engagement in decision making in relation to changes in working practice and effectiveness and communication between staff and senior management
- Increased reporting of incidents compared to 2017/18 which reflects the growing awareness of staff around reporting incidents

The CCGs welcome continued focus on:

- Clinical effectiveness and use of internal reporting for outcome measurements across all specialties to identify areas of improvement
- Incorporation of patient feedback into practice and its use to inform governance and strategy discussions to ensure that the needs of all patients are met. The CCG are keen for patients to have good experiences of care with objectives for improvement including positive feedback regarding the patient's view of care pathways
- Reduction in post-operative pain for hernia patients through continuous process review
- Improving the results of the staff survey reflected in staff engagement and further improvements to learning and development

In addition to the progress against 18/19 priorities, IHG has taken steps to learn from patient safety incidents and monitor this through the Integrated Governance and Risk Management Committee. Of particular relevance are incidents relating to surgical site infections, and IHG is continuing to work with the CCG and embedding the learning to ensure that appropriate actions are taken to avoid reoccurrence.

The CCG notes and commends IHG on the focus on infection prevention and control and for reporting no cases of acquired MRSA bacteraemia, Clostridium Difficile or MSSA during 2018/19.

Wiltshire CCG is committed to ensuring collaborative working with Independent Health Group to achieve continuous improvement for patients in both their experience of care, safety and outcomes.

Yours sincerely

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