

## Healthcare Commission's Clinical Governance Review

### Recommendations

What are the key areas of action that the PCT needs to address to improve its clinical governance systems?

- ① The PCT needs to continue developing systems and processes to ensure patients receive good quality care. It needs to ensure these systems are integrated across all primary and community healthcare services including those provided by GPs, dentists, optometrists and pharmacists.
- ② The Professional Executive Committee, the committee that involves clinicians in strategic decision making, needs to get better involved in making sure systems and processes exist to ensure patients receive good quality care.
- ③ Action needs to be taken to develop a coordinated approach to carrying out audits of clinical work. Clinical audit systems and processes need to be linked to other clinical governance systems and processes, such as those for risk management and staff management.
- ④ Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.
- ⑤ The PCT needs to continue to develop and incorporate quality indicators into its service level agreements with acute trusts so that it can monitor the quality of services that the acute trust provides to patients living in the PCT's area.
- ⑥ The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.

What areas of the patient experience should the PCT consider?

- The PCT needs to continue working with GPs to improve waiting times to see a GP. ②
- The PCT should continue working with local health community to ensure patients can access NHS dentists. ②

### What areas of patient involvement should the PCT consider.

- 1-6
- The PCT needs to continue implementing the action plan for patient and public involvement and embed patient and public involvement at all levels of the organisation.
  - ① • The PCT needs to support to GPs dentists, optometrists and pharmacists to develop systems for patient and public involvement.
  - Action needs to be taken to ensure that learning from complaints is shared and influences service development across the organisation. ④

### What areas of risk management should the PCT consider?

- ① • Action needs to be taken to ensure there is a clear mechanism for clinical risks to be included in the risk register.
- ② • , The PCT should continue to develop the adverse incident form and encourage staff in primary and community care to use it to ensure a consistent approach to risk management in primary and community care.
- ① • The PCT needs to support staff in primary care to share information about risk management activity with the PCT.
- ① • Action needs to be taken to develop mechanisms for sharing learning from incidents across primary and community care.

### What areas of clinical audit should the PCT consider?

- ③ • The PCT needs to continue developing a coherent and systematic approach for planning, monitoring and reporting audit, to enable it to prioritise and ensure the audit cycle is completed.
- ③ • The PCT needs to continue working to integrate audit activity in other components of clinical governance.
- ③ • The current list of audits for 2002/2004 needs to be reviewed and updated.
- ③ • Action needs to be taken to develop systems for disseminating results from audits to ensure learning takes place and good practice is shared across primary and community care.
- ③ • The PCT needs to ensure there is sufficient support for staff wishing to undertake clinical audit.
- ③ • The PCT needs to promote training in audit skills for relevant staff.

### What areas of clinical effectiveness should the PCT consider?

- The PCT needs to develop and implement a clinical effectiveness strategy.
- Action needs to be taken to ensure there is a clear process for implementing, monitoring and sharing evidence-based practice.
- The PCT needs to implement clinical effectiveness work and link it to the audit programme to ensure it is evaluated.
- The PCT needs to ensure there is a systematic and coordinated approach to guideline development, approval and implementation, and that staff are aware of this.
- Action needs to be taken to promote training in developing evidence-based practice and critical appraisal skills.

### What areas of staffing and management should the PCT consider?

- ④ • The PCT needs to ensure there are mechanisms for clear communication between the HR sub-groups.
- ② • The PCT needs to continue developing its workforce planning to support future service developments
- ④ • Action needs to be taken to ensure that staff are aware of the process for checking renewing of registration.
- ① • The PCT needs to continue implementing the GP appraisal scheme.
- ① • The PCT needs to continue to work with staff to ensure they feel supported and protected against bullying and harassment, and monitor the impact of interventions.
- ① • The PCT should continue working to improve safety for all staff.

### What areas of education and training should the PCT consider?

- ② • The PCT needs to develop an education strategy and an annual training plan and ensure they are linked to workforce planning, relevant areas of clinical governance and PCT priorities.
- ① • Mechanisms for coordinating and planning education and training need to be strengthened.
- ① • The PCT should continue to develop and support training and education opportunities for GPs, dentists, optometrists and pharmacists.

4  
3

- The PCT needs to ensure staff attend mandatory training
- Further work is required to improve the systems for evaluating the effectiveness training and education

### What areas of using information should the PCT consider?

- The PCT needs to approve and develop an action plan to implement the ICT strategy.
- Action needs to be taken to improve the use and quality of information to inform the development of services.
- Action needs to be taken to address the variability of staff access to information technology.
- The PCT needs to ensure staff attend training on confidentiality and data protection.