

HEALTHCARE COMMISSION CLINICAL GOVERNANCE REVIEW

FAREHAM AND GOSPORT PCT

ACTION PLANNING WORKSHOP 8TH JULY 2004

FACILITATORS GUIDE

Dear

Thank you for agreeing to facilitate group Attached is an outline programme for the workshop, a list of group members and the format for the action plan. In addition there is a list of 'points to consider', taken from the report which may help to focus some of the groups' discussion.

The overall aim of the workshop is to identify the actions the PCT needs to take to comply with the recommendations in the report, including the means by which the PCT will measure its progress against the identified actions.

It will be important to keep the group focused on the elements of the recommendation, where these are specific to ensure the group achieves its objective in the time available.

During the first group session the group should

- Look at the recommendation and clarify any questions re meaning (5 mins)
- Decide what things will look like when the recommendation has been achieved (25 mins) *this area / done*
- Identify gaps in terms of where the PCT is now (30 mins).

The second group session will concentrate on identifying the actions required to close the gap (1 hour).

I would be grateful if those of you facilitating groups would collate your groups responses on the formatted flip chart provided.

Each facilitator will then be asked to feedback the **top** three ^{or} ~~of~~ four actions required to achieve the recommendation and indicate both timescales and accountability where this is possible/appropriate.

GROUP 1

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

RECOMMENDATION 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.

RECOMMENDATION 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.

Key Areas For Action

- Development of systems and processes to ensure patients receive good quality care.
- Integration of these systems across community and contractor services.
- Involvement of the PEC in

You may also want to consider the following points when developing actions.

- 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.
- 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.
- The PCT needs to support staff in primary care to share information about risk management activity with the PCT.
- Action needs to be taken to develop mechanisms for sharing learning from incidents across primary and community care.
- The PCT should continue to develop and support training and education opportunities for dentists, optometrists and pharmacists.
- The PCT needs to support to GPs dentists, optometrists and pharmacists to develop systems for patient and public involvement.
- 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.
- The PCT should continue working to improve safety for all staff.
- Mechanisms for coordinating and planning education and training need to be strengthened and 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.
- The PCT needs to continue working with GPs to improve waiting times to see a GP.
- The PCT needs to continue developing its workforce planning to support future service developments.

GROUP 2

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

RECOMMENDATION 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.

Key areas for action

- Coordination of audit of clinical work
- Audit linked to other clinical governance systems and processes.

You may also want to consider the following points when developing actions.

- 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.
- The PCT needs to continue working to integrate audit activity in other components of clinical governance.
- The current list of audits for 2002/2004 needs to be reviewed and updated.
- 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.
- The PCT needs to ensure there is sufficient support for staff wishing to undertake clinical audit.
- The PCT needs to promote training in audit skills for relevant staff.
- 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.
- Further work is required to improve the systems for evaluating the effectiveness training and education

GROUP 1

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

RECOMMENDATION 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.

RECOMMENDATION 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.

Key Areas For Action

- Development of systems and processes to ensure patients receive good quality care.
- Integration of these systems across community and contractor services.
- Involvement of the PEC in

You may also want to consider the following points when developing actions.

- 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.
- 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.
- The PCT needs to support staff in primary care to share information about risk management activity with the PCT.
- Action needs to be taken to develop mechanisms for sharing learning from incidents across primary and community care.
- The PCT should continue to develop and support training and education opportunities for dentists, optometrists and pharmacists.
- The PCT needs to support to GPs dentists, optometrists and pharmacists to develop systems for patient and public involvement.
- 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.
- The PCT should continue working to improve safety for all staff.
- Mechanisms for coordinating and planning education and training need to be strengthened and 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.
- The PCT needs to continue working with GPs to improve waiting times to see a GP.
- The PCT needs to continue developing its workforce planning to support future service developments.

GROUP 3

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

RECOMMENDATION 4

Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.

Key Areas for Action:

- Improve information systems and use to develop service.
- Improve information systems and use to support good quality care.

You may also want to consider the following points when developing actions.

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.

GROUP 4

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

RECOMMENDATION 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.

Key areas for action:

- Develop quality indicators for acute providers.
- Develop monitoring mechanism.
- Need to be PAN PCT.

You may also want

- 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.

GROUP 5

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

RECOMMENDATION 6

The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.

Key Areas for Action

- Continue to develop Medicines Management & Strategy
- Continue to develop Prescribing, Monitoring and Framework.

You may also want

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.

Send -

as per email

HEALTHCARE COMMISSION CLINICAL GOVERNANCE REVIEW

FAREHAM AND GOSPORT PCT

ACTION PLANNING WORKSHOP 8TH JULY 2004

FACILITATORS GUIDE

Dear

a lot of all six rec's;

Thank you for agreeing to facilitate group Attached is an outline programme for the workshop, a list of group members and the format for the action plan. In addition there is a list of 'points to consider', taken from the report which may help to focus some of the groups' discussion.

The overall aim of the workshop is to identify the actions the PCT needs to take to comply with the recommendations in the report, including the means by which the PCT will measure its progress against the identified actions.

It will be important to keep the group focused on the elements of the recommendation, where these are specific, to ensure the group achieves its objective in the time available.

During the first group session the group should

- Look at the recommendation and clarify any questions re meaning (5 mins)
- Decide what success in meeting this recommendation would look like. (25 mins)
- Identify gaps in terms of where the PCT is now (30 mins).

The second group session should

- Concentrate on identifying the actions required to close the gap (1 hour).

I would be grateful if those of you facilitating groups would collate your groups responses on the formatted flip chart provided using one page per action point.

Each facilitator will then be asked to feedback the **top three or four** actions identified to achieve the recommendation and indicate both timescales and accountability where this is possible/appropriate.

font
style.

GROUP 1

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

RECOMMENDATION 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.

RECOMMENDATION 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.

Key areas for action

- Development of systems and processes to ensure patients receive good quality care.
- Integration of these systems across community and contractor services.
- Involvement of the PEC in 77

You may also want to consider the following points when developing actions.

- 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.
- 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.
- The PCT needs to support staff in primary care to share information about risk management activity with the PCT.
- Action needs to be taken to develop mechanisms for sharing learning from incidents across primary and community care.
- The PCT should continue to develop and support training and education opportunities for dentists, optometrists and pharmacists.
- The PCT needs to support to GPs dentists, optometrists and pharmacists to develop systems for patient and public involvement.
- 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.
- The PCT should continue working to improve safety for all staff.
- Mechanisms for coordinating and planning education and training need to be strengthened and 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.
- The PCT needs to continue working with GPs to improve waiting times to see a GP.
- The PCT needs to continue developing its workforce planning to support future service developments

GROUP 2

font / style.

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

RECOMMENDATION 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.

Key areas for action

- Coordination of audit of clinical work
- Audit linked to other clinical governance systems and processes.

You may also want to consider the following points when developing actions.

- 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.
- The PCT needs to continue working to integrate audit activity in other components of clinical governance.
- The current list of audits for 2002/2004 needs to be reviewed and updated.
- 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.
- The PCT needs to ensure there is sufficient support for staff wishing to undertake clinical audit.
- The PCT needs to promote training in audit skills for relevant staff.
- 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.
- Further work is required to improve the systems for evaluating the effectiveness training and education

GROUP 3

font/style.

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

RECOMMENDATION 4

Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.

key areas for action.

- ^{improve} ~~Develop~~ info systems + use to develop service
- improve info systems + use to support good quality care

You may also want to consider the following points when developing actions.

- 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.

GROUP 4font
stuff.

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

RECOMMENDATION 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.

Key areas for action

- Develop quality indicators for acute providers
- ~~identify~~ ^{develop} monitoring mechanism
- Need to be part of PCT.

You may also want
Points to consider

- 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.

Group 5

font/
style

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

RECOMMENDATION 6

The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.

Key areas for action .

- continue to develop
- " " " "

Medicines Mgt Strat
prescribing
monitoring
framework

~~What next~~

You may also want
Points to consider

- 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.

HEALTHCARE COMMISSION CLINICAL GOVERNANCE REVIEW

FAREHAM AND GOSPORT PCT

ACTION PLANNING WORKSHOP 8TH JULY 2004

FACILITATORS GUIDE

Dear

Thank you for agreeing to facilitate group Attached is a list of all six recommendations, an outline programme for the workshop, a list of group members and the format for the action plan. In addition there is a list of 'points to consider', taken from the report which may help to focus some of the groups' discussion.

The overall aim of the workshop is to identify the actions the PCT needs to take to comply with the recommendations in the report, including the means by which the PCT will measure its progress against the identified actions.

It will be important to keep the group focused on the elements of the recommendation, where these are specific, to ensure the group achieves its objective in the time available.

During the first group session the group should
Look at the recommendation and clarify any questions re meaning (5 mins)
Decide what success in meeting this recommendation would look like. (25 mins)
Identify gaps in terms of where the PCT is now (30 mins).

The second group session should
Concentrate on identifying the actions required to close the gap (1 hour).

I would be grateful if those of you facilitating groups would collate your groups responses on the formatted flip chart provided using one page per action point.

Each facilitator will then be asked to feedback the **top three or four** actions identified to achieve the recommendation and indicate both timescales and accountability where this is possible/appropriate.

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?

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.

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.

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.

Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.

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.

The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.

GROUP 1

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

RECOMMENDATION 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.

RECOMMENDATION 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.

Key Areas For Action

- Development of systems and processes to ensure patients receive good quality care.
- Integration of these systems across community and contractor services.
- Involvement of the PEC in

You may also want to consider the following points when developing actions.

- 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.
- 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.
- The PCT needs to support staff in primary care to share information about risk management activity with the PCT.
- Action needs to be taken to develop mechanisms for sharing learning from incidents across primary and community care.
- The PCT should continue to develop and support training and education opportunities for dentists, optometrists and pharmacists.
- The PCT needs to support to GPs dentists, optometrists and pharmacists to develop systems for patient and public involvement.
- 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.
- The PCT should continue working to improve safety for all staff.
- Mechanisms for coordinating and planning education and training need to be strengthened and 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.
- The PCT needs to continue working with GPs to improve waiting times to see a GP.
- The PCT needs to continue developing its workforce planning to support future service developments.

GROUP 1

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

RECOMMENDATION 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.

RECOMMENDATION 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.

Key Areas For Action

- Development of systems and processes to ensure patients receive good quality care.
- Integration of these systems across community and contractor services.
- Involvement of the PEC in

GROUP 2

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

RECOMMENDATION 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.

Key areas for action

- Coordination of audit of clinical work
- Audit linked to other clinical governance systems and processes.

You may also want to consider the following points when developing actions.

- 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.
- The PCT needs to continue working to integrate audit activity in other components of clinical governance.
- The current list of audits for 2002/2004 needs to be reviewed and updated.
- 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.
- The PCT needs to ensure there is sufficient support for staff wishing to undertake clinical audit.
- The PCT needs to promote training in audit skills for relevant staff.
- 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.
- Further work is required to improve the systems for evaluating the effectiveness training and education

GROUP 2

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

RECOMMENDATION 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.

Key areas for action

- Coordination of audit of clinical work
- Audit linked to other clinical governance systems and processes.

GROUP 3

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

RECOMMENDATION 4

Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.

Key Areas for Action:

- Improve information systems and use to develop service.
- Improve information systems and use to support good quality care.

You may also want to consider the following points when developing actions.

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.

GROUP 3

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

RECOMMENDATION 4

Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.

Key Areas for Action:

- Improve information systems and use to develop service.
- Improve information systems and use to support good quality care.

GROUP 4

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

RECOMMENDATION 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.

Key areas for action:

- Develop quality indicators for acute providers.
- Develop monitoring mechanism.
- Need to be PAN PCT.

You may also want

- to consider the following points when developing actions.*
- 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.

GROUP 4

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

RECOMMENDATION 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.

Key areas for action:

- Develop quality indicators for acute providers.
- Develop monitoring mechanism.
- Need to be PAN PCT.

GROUP 5

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

RECOMMENDATION 6

The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.

Key Areas for Action

- Continue to develop Medicines Management & Strategy
- Continue to develop Prescribing, Monitoring and Framework.

You may also want

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.

GROUP 5

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

RECOMMENDATION 6

The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.

Key Areas for Action

- Continue to develop Medicines Management & Strategy
- Continue to develop Prescribing, Monitoring and Framework.