

How do we improve services?

Are you a service user or carer who would like to know more about this?

Then this is the information leaflet for you!

Specialist Mental Health Services
Learning Disabilities (LD)
Older Age Psychiatry (OAP)
Substance Misuse Services
Prison Healthcare
Child & Adolescent Mental Health Service (CAMHS)



How do we go about continuously improving services for service users and carers?

We do this through a process called “Clinical Governance” a very formal sounding phrase which basically means:

“a **system** through which NHS organisations are **accountable** for continuously **monitoring and improving** the quality of their care and services and **safeguarding high standards** of care and services.”

This process is most easily recognizable in three areas:

- **Clinical Effectiveness:** the **right** person, doing the **right** thing, in the **right** way, at the **right** time, in the **right** place and, with the **right** result
- **Risk Management:** **reducing** as far as possible the risk of an adverse incident happening
- **Patient Focus and Public Involvement:** What is the **patient experience** and is the care **safe and effective?**

How does this work? - There are a number of ways we can ensure the areas above are happening, such as audits, evaluation work, improvement work, risk registers, patient experience work and evaluating our services against national guidelines, standards or strategies.

Quality Dimensions

NHS Scotland recently defined six dimensions of quality, these are:

- Effective
- Efficient
- Safe
- Timely
- Patient Centred
- Equitable



In May 2010 NHS Scotland launched its Quality Improvement Strategy which will give health boards a framework which they can work towards. If you wish to read more information about the dimensions of quality and the quality strategy please visit: <http://www.scotland.gov.uk> and type “Healthcare Quality Strategy” into the search box, this will take you to the appropriate page.

How does this apply within the five care groups? (e.g. Specialist Mental Health, Community Alcohol and Drugs Service, Child & Adolescent Mental Health, Learning Disabilities, Prison Healthcare and Old Age Psychiatry)

Each care group has developed or is in the process of developing a clinical governance work plan which includes priorities set out at a national level as well as areas for work which have been identified locally.

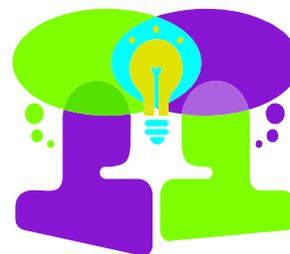
The work plans will be reported on monthly and continuously updated and amended as priorities shift and change.

The five care groups in NHS Forth Valley are keen to ensure they learn from and share good practice on an ongoing basis.

In order to ensure this happens there is a twice yearly “Learning And Sharing” network event where teams / areas submit abstracts of where they have improved practice.



The event allows this information to be shared across the care groups and spread the learning. The first of these events is due to be held in December 2009 and will be shaped by the feedback received on the day.



Ideas!

Do you have an idea about how we could improve services?

Want to know more or be more involved?

If you would like to be involved in helping to evaluate the services the five care groups provide, or would just like to know more about clinical governance in general, feel free to contact us, details are below.

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Accessing Further Information

To access further information on Clinical Governance in the NHS and what it means there are two main national websites which would be helpful and relevant:

National Clinical Governance Website

<http://www.clinicalgovernance.scot.nhs.uk/>

NHS Quality Improvement Scotland (NHS QIS)

Clinical Governance Unit

<http://www.nhshealthquality.org/nhsqis/2057.html>

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