

## SECTION B PART 11 - SERVICE DEVELOPMENT AND IMPROVEMENT PLAN

### Service Development and Improvement Plan

Description of Scheme	Milestones	Timescales	Expected Benefit	Consequence of Achievement/ Breach
[insert as defined locally]	[insert as defined locally]	[insert as defined locally]	[insert as defined locally]	Subject to Clause 47 (Contract Management)
<p>In line with national guidance it has been agreed locally to support the implementation of the NHS Right Care Shared Decision Making programme. All GP practices are encouraged to use the published Patient Decisions Aids (PDAs) and Shared Decision Making Sheets available at <a href="http://sdm.rightcare.nhs.uk/">http://sdm.rightcare.nhs.uk/</a></p> <p>If patients have not been afforded the opportunity to take part in Shared Decision Making before arriving at your services then we require you, under the Terms of this contract, to offer the patient/service user access to the relevant PDA and decision support services.</p>	<p>The milestones will be reviewed annually across the life of this contract. In this the first year of the contract the milestones shall be a quarterly audit of patients identified as being eligible to have accessed Shared Decision Making PDAs. The purpose of these audits will be to track the number of patients offered access to the PDAs, where this was offered and was the outcome adhered to across services.</p>	<p>Quarterly review</p>	<p>Improved patient experience and an outcome aligned to their individual wishes, as expressed through their choices made within the Shared Decision Making process. Additionally this will measure service compliance with an SDM approach.</p>	<p>Failure to comply with the audit process will be deemed a breach in year 1. The consequence will be reviewed in each contract year. In year 1 the consequence, Subject to Clause 47 (Contract Management), will be the production of a report prepared by an Executive Board member of the Provider setting out the reasons why the audit requirement was not met and what remedial action is being put in place internally to comply with future requirements.</p>