Open and Honest Care: Driving Improvement

Board Compact

Version 3.2
The guidance sets out the Open and Honest Care Board Compact for all Trusts.

**Contact Details for further information**

Hazel Richards, Regional Deputy Chief Nurse  
NHS England (North)  
3 Piccadilly Place  
Manchester  
M1 3BN  
(0113) 825 5397  
http://www.england.nhs.uk/ourwork/pe/ohc/

**Document Status**

This is a controlled document. Whilst this document may be printed, the electronic version posted on the intranet is the controlled copy. Any printed copies of this document are not controlled. As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the intranet. **NB:** The National Health Service Commissioning Board was established on 1 October 2012 as an executive non-departmental public body. Since 1 April 2013, the National Health Service Commissioning Board has used the name NHS England for operational purposes.
Open and Honest Care: Driving Improvement Programme

Board Compact

Version number: 3.2

First published: June 2015

Updated: N/A

Prepared by: NHS England (North)

Classification: OFFICIAL

The National Health Service Commissioning Board was established on 1 October 2012 as an executive non-departmental public body. Since 1 April 2013, the National Health Service Commissioning Board has used the name NHS England for operational purposes.
Contents

1 Document Management .................................................................................................................. 5
  1.1 Revision History ...................................................................................................................... 5
  1.2 Reviewers ............................................................................................................................... 5
  1.3 Approved by ............................................................................................................................ 5
  1.4 Related Documents .................................................................................................................. 5
2 Introduction .................................................................................................................................... 6
3 Background ...................................................................................................................................... 6
4 The Board Compact ....................................................................................................................... 6
5 The Six Principles of the Board Compact ...................................................................................... 7
6 List of Trusts who will provide support to new organisations who wish to join the programme .............................................................................................................................................. 7
1 Document Management

1.1 Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Summary of changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Oct 2013</td>
<td>Document created</td>
</tr>
<tr>
<td>2.0</td>
<td>Aug 2014</td>
<td>Minor Amendments</td>
</tr>
<tr>
<td>3.0</td>
<td>Jan 2015</td>
<td>Minor Amendments</td>
</tr>
<tr>
<td>3.1</td>
<td>Apr 2015</td>
<td>Minor Amendments in line with transition arrangements</td>
</tr>
<tr>
<td>3.2</td>
<td>May 2015</td>
<td>Reformatted document to new NHS England Identity Guidelines</td>
</tr>
</tbody>
</table>

1.2 Reviewers

This document must be reviewed by the following people

<table>
<thead>
<tr>
<th>Reviewer Name</th>
<th>Title/Responsibility</th>
<th>Date</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazel Richards</td>
<td>Deputy Chief Nurse</td>
<td>Apr 2015</td>
<td>3.1</td>
</tr>
<tr>
<td>Hazel Richards</td>
<td>Deputy Chief Nurse</td>
<td>May 2015</td>
<td>3.2</td>
</tr>
</tbody>
</table>

1.3 Approved by

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Title</th>
<th>Date</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazel Richards</td>
<td></td>
<td>Deputy Chief Nurse</td>
<td>Apr 2015</td>
<td>3.1</td>
</tr>
<tr>
<td>Hazel Richards</td>
<td></td>
<td>Deputy Chief Nurse</td>
<td>May 2015</td>
<td>3.2</td>
</tr>
</tbody>
</table>

1.4 Related Documents

<table>
<thead>
<tr>
<th>Name</th>
<th>Owner</th>
<th>Title</th>
</tr>
</thead>
</table>
### 2 Introduction

There is a strong link between high quality healthcare and an excellent reporting culture where issues are highlighted early and discussed openly in order for lessons to be learnt and improvements made. The Open and Honest Care: Driving Improvement Programme promotes this belief by encouraging organisations to publish existing safety, experience and improvement data that may be reported singularly in other publications together in the one report, with an overall aim of improving patient experience, improving practice and creating a culture of safe compassionate care that staff and organisations can be proud of.

### 3 Background

In November 2012 the National Nursing Strategy: Compassion in Practice was launched and as part of Action Area 3 the Open and Honest Care: Driving Improvement Programme was created. From November 2013 NHS England North began supporting 23 Acute Trusts in the North of England to start voluntarily publishing monthly Open and Honest Care reports. This was the beginning of a significant culture change which was evident in an organisation’s commitment to supporting the Open and Honest care programme. Consequently the programme developed as more organisations engaged, the reports were developed to include acute, community, maternity and mental health metrics and National scale and spread of the programme commenced. An interim evaluation report of the programme was published in July 2014 and an independent evaluation of the programme carried out by Edge Hill University was completed in January 2015. From April 2015 NHS England (North) restructured the programme and created a product that was made available to all organisations wishing to play a role in the Open and Honest Care: Driving Improvement programme. The product enables organisations to participate in the programme autonomously.

### 4 The Board Compact

When a Trusts Board of Directors signs up to the Open and Honest Care: Driving Improvement Programme, they are endorsing their organisation’s involvement and making a commitment to transparency, openness and demonstration of improvement as a result of the data published. They are agreeing to the monthly publication of a standard report which will be published on the organisation’s internet and intranet with a link to the NHS England website. In addition, they are also committing to ALL of the six principles of the Board Compact below.
5 The Six Principles of the Board Compact

1. The utilisation of common data definitions, a Standard Operating Procedure and a standardised reporting template to be completed and published monthly.
2. Incorporate a review of the Open and Honest Care: Driving Improvement programme, data and reports at monthly Board level meetings or appropriate sub-board committees.
3. The proactive sharing of their published data and Open and Honest reports internally and externally.
4. The creation and maintenance of a culture of openness and honesty within their organisation and across local partners.
5. To focus on the capacity and capability of improvement, not to apportion blame.
6. To develop and agree further relevant metrics where indicated.

Please ensure that the Trust Board of Directors has agreed and endorsed the Board Compact prior to the publication of any reports.

6 List of Trusts who will provide support to new organisations who wish to join the programme

There are a number of Trusts in the North who have volunteered to provide help and support to organisations wishing to join the programme and/or organisations in the early stages of the publication:

<table>
<thead>
<tr>
<th>Trust</th>
<th>Type of report currently publishing</th>
<th>Contact Name &amp; Details</th>
</tr>
</thead>
</table>
| Aintree University Hospital NHS Trust | Acute                               | June Taft  
june.taft@aintree.nhs.uk                                                        |
| Blackpool Teaching Hospitals NHS Trust | Integrated/Maternity                | Tracy Burrell  
Tracy.Burrell@bfwhospitals.nhs.uk                                                    |
| Bolton NHS Trust                     | Integrated                          | Nashaba.Ellahi  
Nashaba.Ellahi@boltonft.nhs.uk                                                       |
| Bridgewater Community Healthcare Trust | Community                           | Dot Keates  
Dot.keates@bridgewater.nhs.uk                                                        |
| Leeds Teaching Hospitals NHS Trust   | Acute                               | Jackie Whittle  
Jackie.whittle@leedsth.nhs.uk                                                        |
| Pennine Acute Hospitals NHS Trust    | Acute                               | Geoff Smith  
geoff.smith@pat.nhs.uk                                                        |
<table>
<thead>
<tr>
<th>Trust</th>
<th>Type of report currently publishing</th>
<th>Contact Name &amp; Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southport and Ormskirk Hospital NHS Trust</td>
<td>Integrated</td>
<td>Sue Johnson <a href="mailto:s.johnson12@nhs.net">s.johnson12@nhs.net</a></td>
</tr>
</tbody>
</table>