



To: National Quality Board

For meeting on: 13 July 2016

Report author: NQB Secretariat

Report for:

Decision	Discussion	Information
X	X	

TITLE: Developing the “Shared Commitment to Quality”

Summary:

The purpose of this paper is to:

- reflect back the key themes and feedback from the NQB workshop session on 8 June 2016;
- clarify the “purpose” and “intended audience” for the document;
- share the latest draft of the “Shared Commitment to Quality” document (Annex A); and
- generate a discussion with members in respect of engagement with both internal and external stakeholders.

Actions requested:

The NQB are to:

- a) note the latest draft of the “Shared Commitment to Quality” (Annex A);
- b) confirm if they agree with the stated purpose of the document and intended audience (Slide 3)
- c) advise if any key stakeholders are missing from those already highlighted (Slide 5)
- d) discuss and agree how far could / should NQB members lead future engagement with the stakeholder / groups identified (Slide 5)

ALB Involvement in development and sign-off of paper:

X	X	X	X	X	X	X

ADDENDUM

The *Shared Commitment to Quality - from the National Quality Board* was published by the National Quality Board in December 2016. To access this, please click on the following [link](#).



Developing the Shared Commitment to Quality

National Quality Board
13 July 2016

Feedback from Workshop session on 8 June 2016

The NQB considered the *Shared Commitment to Quality* at its Workshop on 8 June 2016. Members considered how ALBs could translate the ambitions of any such document into concrete change in the way ALBs work together, with providers and with commissioners to safeguard and improve quality.

We heard some recurrent themes:

- It is critical to establish a **single shared view of quality** across the system.
- This **alignment needs to happen at several levels** – national, regional and local – and with a nuanced understanding of the implications for social care and public health.
- ALBs and DH need to communicate **consistent messages** about what is expected of providers and commissioners.
- And our **actions should be consistent with those messages**.
- **Collectively**, we must **achieve and maintain and improve** quality.
- Lots of things need to be aligned – expectations, measurement, risk-analysis, improvement – but we should focus on a small number of changes at any one time.

And some concrete ideas about what might need to change:

- **Definitions and characteristics** – e.g. shared understanding of what quality is and how we will know it when we see it
- **Measurement** – e.g. a single set of measures to measure x or y element of quality
- **Reconfigure the balance of hard and soft levers** – e.g. do more to recognise and reward outstanding quality
- **Leadership and workforce** – e.g. invest in local leaders to build the culture and skills for improvement (NLDI)

Purpose and intended audience

Purpose: what do we want to achieve?

1. To **re-state our continued commitment to quality** – *to reassure local partners that quality still matters.*
2. To build a consensus and a practical framework for **improving and aligning the way national partners work together for quality** – *so that we are more effective and coherent in supporting providers and commissioners to achieve and maintain quality.*

Audience: who is it for?

1. **Local and regional** – *a message to commissioners, provider managers and clinical leaders that quality still matters and we will work hard to help make quality an easier goal for you.*
2. **National** – *an agreement between ALBs and DH that we need to align ourselves around a shared view of quality, and that means changing the way we work.*
3. **Ministers** – *to be used as part of induction material for any incoming Ministers.*

QUESTION: Do NQB members agree with the purpose and intended audience?

We need to identify the best levers for change

Individually and collectively, NQB members need to consider:

1. Does your organisation's CEO or Exec Team have an appetite for this work?
2. What would need to change within your organisation to make this a reality?
3. When and what are the opportunities to make those changes?
4. From your perspective, is there anything that that couldn't or shouldn't change, which might affect implementation?

Working and engaging with others to translate this work into reality

As the document is developed further, engagement with the following groups will be crucial:

- Clinical Commissioning Groups (CCGs) / NHS Clinical Commissioners;
- Patient, Service User and Public Voice representatives (e.g. the Voluntary and Community Sector Strategic Partners);
- NHS Providers;
- Health and Wellbeing Boards;
- Local Government;
- HSCIC;
- NHS Employers;
- Other FYFV Boards (e.g. People and Communities Board, National Leadership Development and Improvement Board));
- NHS Confederation; and
- Professional and Staff representatives (e.g. Royal Colleges)

QUESTION: Does the NQB think any key groups are missing from the list above ?

QUESTION: How far could / should NQB members lead engagement with these groups?

NQB Secretariat is currently exploring opportunities for directly engaging with representatives from the groups listed above. For example, a session has been scheduled with the **Quality and Outcomes Working Group (QWG)** on 8 September 2016. The QWG has a membership of 30+ senior CCG commissioning and quality leads. The purpose of the group is to influence national policy initiatives and develop and share practical tools to support the quality agenda at a local and national level.

Proposed next steps

- **Secretariat** to continue to further **develop and strengthen the content and drafting** of the Shared Commitment to Quality document and welcome your detailed drafting comments
- **Secretariat** to develop a **programme of engagement** with a range of partners as described on Slide 5.
- **NQB members** to engage with own organisation's senior leadership teams to test appetite for this work.

Key milestones

- **Next iteration** to be shared with members by **mid-late August 2016**
- **Final draft** to be shared at the NQB meeting on **20 September 2016**
- **Publication Autumn 2016** (date to be aligned with publication of NLDI strategic framework)