Resources to support Quality activities portal

Your Library & Knowledge Service can help you to undertake quality related activities in lots of ways.

We can help you to:

- find good evidence on your topic
- critique the evidence once you have found it
- benchmark your topic or service

If you are involved with Quality Improvement at WUTH you have access to **BMJ Quality**, a system that allows you to plan, record and publish your Quality Improvement projects. BMJ Quality supports and guides you using bespoke workbooks, learning modules, webinars, videos and other resources, before generating a quality improvement project report which you can submit for publication to the BMJ Quality Improvement Reports, an open access, peer reviewed journal. Whether your quality improvement project is currently just a bright idea in your head, a project that you're just embarking on, or is finished and ready for publication, you can use BMJ Quality to support your work. To find out more and create your account please contact the McArdle Library mcardle.library@nhs.net ext. 8610.

Here are some links to organisations, websites and documents relating to Quality in the National Health Service (NHS)

Organisations
Academic Health Science Networks (AHSN) enables and catalyses change through collaboration and the spread of innovation and best practice regionally **http://www.ahsnnetwork.com/**
The AHSN Atlas of Solutions in Healthcare a platform for the very best examples, from across the Academic Health Science Networks, of how to spread high impact innovation across the health and care system. **http://atlas.ahsnnetwork.com/**
The Academy of Fabulous NHS Stuff Best practice examples, ideas and service solutions from the NHS available to all, includes Emergency Care Intensive Support Team (ECIST) Network A networked community that will share, learn, test, encourage, support and implement great urgent and emergency care practice with patients at the centre of everything. Vanguards: Case studies from four of the vanguard workstreams: integrated primary and acute care systems; enhanced health in care homes; multispecialty community provider; urgent/emergency care **http://fabnhsstuff.net/**
Academy of Medical Royal Colleges Quality improvement: training for better outcomes A programme for clinicians to learn and develop skills in quality improvement and put these skills into practice. Resources include: interactive map of available quality improvement resources in England quality improvement training case studies **http://www.aomrc.org.uk/**

Advancing Quality Alliance (AQuA)   an NHS health and care quality improvement organisation at the forefront of transforming the safety and quality of healthcare. Based in the North West and work with over 70 member organisations. Undertake a number of consultancy based projects across the UK with both health and care organisations.   **https://www.aquanw.nhs.uk/**
Beautiful Information   Beautiful Information provides real-time information to NHS trusts to help them plan and resource clinical services to help meet hourly fluctuations in patient demand. Through a range of software tools and apps, staff can access data relating to emergency departments, inpatient performance, hospital waiting time and clinical need.   http://beautifulinformation.org/
Best practice tariff (BPT)   is a national tariff that has been structured and priced to incentivise and adequately reimburse care that is high-quality and cost effective with the aim of reducing unexplained variation in clinical quality and universalise best practice   **https://improvement.nhs.uk/resources/national-tariff-1719/**
Better Care Exchange   Collaborative network and learning hub for health and social care professionals to enable knowledge sharing on delivering better integrated care and implementing Better Care Fund plans.   **https://bettercare.tibbr.com/tibbr/web/login** (login required)
BMJ Quality   Tools and resources to help clinicians publish work on quality improvement in the BMJ Quality Improvement Reports journal.   **https://quality.bmj.com/**   **For WUTH staff only** To find out more, create your account or access the access code please contact the McArdle Library mcardle.library@nhs.net ext. 8610.
Care Improvement Works   Care improvement and workforce resources from Social Care Institute for Excellence (SCIE), Skills for Care and National Institute for Health and Care Excellence (NICE), aligned to the Care Quality Commission (CQC) inspection process.   **www.careimprovementworks.org.uk**
Care Quality Commission   The Care Quality Commission (CQC) is the independent regulator of quality for health and adult social care in England. It provides assurance and encourages improvement by registering providers, monitoring, inspecting and rating their quality, taking enforcement action and using its independent voice to share information and insight   www.cqc.org.uk
Care Quality Commission Inspection reports and ratings   assess the quality of individual providers. Providers delivering the best quality services are recognised through CQC inspection reports and, for rated services, an 'Outstanding rating'.   **http://www.cqc.org.uk/content/inspection-reports**   **http://www.cqc.org.uk/content/ratings**
Care Quality Commission Key lines of enquiry   Are they safe?   Are they effective?   Are they caring?   Are they responsive to people's needs?   Are they well-led?   **http://www.cqc.org.uk/content/five-key-questions-we-ask**

Clinicial Commissioning Group Improvement and Assessment Framework considers how local commissioners contribute to quality **https://www.england.nhs.uk/commissioning/ccg-assess/**
Clinical Senates provide evidence-based clinical advice to commissioners and providers on major service changes **https://www.england.nhs.uk/ourwork/part-rel/cs/**
Commissioning Handbook Includes useful resources for commissioners on best practice and innovation, benchmarking existing services and influencing service redesign. **commissioning.libraryservices.nhs.uk**
CQUIN: Commissioning for Quality and Innovation enables commissioners of services to reward excellence **https://www.england.nhs.uk/nhs-standard-contract/cquin/cquin-17-19/**
Department of Health The Department of Health helps people to live better for longer. It leads, shapes and funds health and care in England, making sure people have the support, care and treatment they need, with the compassion, respect and dignity they deserve **www.gov.uk/government/organisations/departmentof-health**
ECL Sensory Service Specialist support delivering needs-led and person-centred services to people with sight, hearing and dual sensory impaired people, their families, carers and the wider community. Services focus on prevention, early intervention and maximising independence, with the goal of improving outcomes for people with sensory impairments. **www.eclsensoryservice.org**
The Edge A free social platform committed to finding, sharing, curating and creating the boldest and most innovative new ideas in health and care, brought to you by the Horizons Group in NHS England. Aims to support colleagues in health and care to think differently about how effective change practice can lead to better outcomes for patients. **theedge.nhsiq.nhs.uk**
EIDO Healthcare Library of informed consent-specific patient information to support both clinicians and patients during the informed consent process. **http://www.eidohealthcare.com/**
Emergency Care Improvement Programme (ECIP) ECIP is a clinically led programme that offers intensive practical help and support to urgent and emergency care systems. The resources section contains a wide range of tools, documents, webinars and video to support your local emergency care improvement programme. **http://www.ecip.nhs.uk/Tools-and-Resources**
Ergsy A not-for-profit organisation, providing free videos on subjects relevant to the over 60s including health. This is a developing project and you can contact Ergsy if you would like to offer help and support. **http://www.ergsy.com/home**
Every Birth a Safe Birth – QI resources A list of resources to support the continuous improvement of quality in maternity and healthcare services. Every Birth a Safe Birth blog A series of blogs helping to support maternity units to continuously improve clinical quality. **http://www.everybirthasafebirth.org/quality-improvement**
Foundations of Improvement Science in Healthcare (FISH) An online course introducing the core techniques and tools of healthcare improvement. **http://www.saasoft.com/fish/**

Future Focused Finance
An initiative aiming to ensure everyone connected with NHS finance has access to the relevant skills, methods and opportunities to influence decision making in support of the provision of high-quality patient services.
Best possible value
As part of the Future-Focused Finance programme, this work-stream provides practical tools and resources to support NHS finance business partners and NHS organisations in delivering the best possible value for patients and the public.
http://www.futurefocusedfinance.nhs.uk/

Health Education England
has responsibility for providing national leadership and strategic direction for high quality education, training, and workforce development, and to ensure that a nationally coherent system is in place for a sustainable workforce for now and the future. Health Education England
e-Learning for Healthcare (e-LfH)
National, quality-assured online training content for the healthcare profession in partnership with medical Royal Colleges and other professional healthcare organisations.
Recipe for Workforce Planning
An easy-to-use online tool driven by a dynamic process map; users click on each stage of the process to access resources and view the activities needed to complete that stage. The 'Recipe' is a repository for best practice and facilitates peer support through a discussion forum.
www.hee.nhs.uk

Health Education England: Quality Framework
sets out the quality domains and standards expected from placement providers to demonstrate a high-quality clinical learning environment for all education and training.
https://hee.nhs.uk/sites/default/files/documents/HEE_J000584_QualityFramework_FINAL_WEB.pdf

Health for Kids
Developed by Hertfordshire Community NHS Trust and Leicester Partnership NHS Trust, Health for Kids is a fun and exciting website to help children to think about how they can stay healthy and look after their health. Health experts have written the content in a way they hope children will find interesting. The website also features three very different but entertaining games to making learning about health even more fun.
http://www.healthforkids.co.uk/hertfordshire/

The Health Foundation
Independent charity committed to bringing about better health and health care for people in the UK.
Improvement projects, tools and resources
Ideas and inspiration on quality improvement, value, patient safety, person-centred care, Q initiative, winter pressures, QualityWatch, the Star approach (socio-technical allocation of resources), communications in healthcare improvement, and improvement science.
http://www.health.org.uk/

The Health Foundation: The Q initiative
Q is an initiative connecting people with improvement expertise across the UK, led by the Health Foundation and supported and co-funded by NHS Improvement. Q's mission is to foster continuous and sustainable improvement in health and care. We're creating opportunities for people to come together as an improvement community – sharing ideas, enhancing skills and collaborating to make health and care better. We are creating Q for the long term to support individuals and their existing improvement work, to benefit members' organisations and the populations they serve. It is designed to complement and help connect other initiatives and networks.
http://www.health.org.uk/programmes/the-q-initiative

Healthcare Complaints Analysis Tool: a manual

This manual provides instructions on how to use the Healthcare Complaints Analysis Tool (HCAT) to analyse complaints from patients and families regarding poor healthcare experiences. HCAT enables organisational listening through aggregating individual healthcare complaints so that patient concerns can facilitate service monitoring and organisational learning. It was developed by the London School of Economics and is free to use. Also available - open access journal article on the tool

http://qualitysafety.bmj.com

Healthcare Improvement Scotland

one organisation with many parts and one purpose – to drive improvements that support the highest possible quality of care for the people of Scotland. We work with services and the public to make seven key contributions to health and social care:

1. Supporting people to have a meaningful say in how services are designed, delivered and experienced.
2. Providing independent quality assurance that gives people confidence in the quality of services and helps providers to improve.
3. Supporting providers to redesign services so that people in Scotland are able to live longer, healthier lives at home or a homely setting.
4. Supporting services to reduce harm, waste and unnecessary variation in practice and outcomes.
5. Providing evidence and knowledge that enables people to get the best out of the services that they use and helps services to improve.
6. Supporting the use of data and information, alongside bespoke support, to help services to improve.
7. Supporting leaders to create the conditions where quality will flourish.

Our broad work programme supports health and social care services to improve.

http://www.healthcareimprovementscotland.org/

Healthcare Quality Improvement Partnership (HQIP)

Resources and support to help measure and improve healthcare services, especially in the areas of national clinical audit and quality improvement.

http://www.hqip.org.uk/

Healthcare Inspectorate Wales

Healthcare Inspectorate Wales is the independent inspectorate and regulator of healthcare in Wales

http://hiw.org.uk/?skip=1&lang=en

Healthcare UK

Healthcare UK is a joint initiative of the Department of Health, the Department for International Trade and NHS England which helps UK healthcare providers to do more business overseas. Healthcare UK works with the NHS and public sector bodies to strengthen their capacity to operate and succeed internationally. Enhancing the NHS through international engagement

Using best practice from healthcare exporters, this resource will assist NHS organisations to develop an international strategy in order to generate a successful and sustainable international revenue stream which can used for innovation and improvement in UK patient care. **www.gov.uk/healthcareuk**

Implementing Recovery through Organisational Change (ImROC)

Supports local NHS and independent mental health service providers and their partners to become more 'recovery orientated'.

https://imroc.org/

The King's Fund

is an independent charity working to improve health and care in England.

https://www.kingsfund.org.uk/topics/quality-care

Kissing it Better

shares simple ideas of quick changes that can be made to improve the experiences of patients and NHS staff.

http://www.kissingitbetter.co.uk/

Knowledge 4 Commissioning Interface between NHS knowledge specialists, commissioners and public health. Showcases case studies which illustrate the contribution of knowledge specialists to commissioners. **http://www.knowledge4commissioning.nhs.uk/**
The Learning Environment is an online space where CCGs can share good practice and access offers of commissioning support from a range of providers **https://www.learnenv.england.nhs.uk/**
Life A health and social care quality improvement platform that helps healthcare professionals collaborate and manage QI projects (subscription based). **www.lifeqisystem.com**
Local Government Association (LGA) Sector-led improvement, includes Resources to help local authorities help each other to continuously improve and contribute to the improvement of local government as a whole. Resources and shared learning to help councils planning, undertaking or evaluating transformative approaches in their services or across the whole organisation. **http://www.local.gov.uk/**
Local Safeguarding Children Boards (LSCBs) improves the overall wellbeing of children in the local area. The boards are made up of representatives from around the area who have a role to play in the welfare of children. Members include representatives from the local authority, and others who have a strategic role in child welfare within their organisation. Statutory members represent organisations who will carry out the functions of the board. For instance, police and fire chiefs, representatives from district councils, NHS Trusts, and others. **https://www.gov.uk/government/publications/working-together-to-safeguard-children--2**
Managing Care Home Closures acts as a good practice guide for Local Authorities, CCGs and national bodies **http://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/1577_QuickGuide-CareHomes_9.pdf**
Maternal Mental Health - Everyone's Business Examples of excellent models for establishing perinatal mental health services in your area, and links to key guidance and practical tools. **everyonesbusiness.org.uk**
The Medicines and Healthcare products Regulatory Agency (MHRA) MHRA regulates medicines, medical devices and blood components for transfusion in the UK. MHRA is an executive agency, sponsored by the Department of Health. Toolkit on the risks of valproate medicines in female patients. Information about the toolkit to ensure female patients are better informed about the risks of taking valproate medicines during pregnancy. Valproate and of risk of abnormal pregnancy outcomes: communication materials Children exposed to valproate in utero are at high risk of developmental disorders and congenital malformations. These resources can be used to discuss these risks with patients **www.gov.uk/government/organisations/medicines-and-healthcare-products-regulatory-agency**
Mental Health First Aid England An educational course which teaches people how to identify, understand and help a person who may be developing a mental health issue. In the same way as we learn physical first aid, mental health first aid teaches you how to recognise those crucial warning signs of mental ill health. **https://mhfaengland.org/**
Mental Health Foundation Prevention resources and tools to provide the right information, guidance and support to reduce the chances that individuals will develop mental health problems in their lifetime. **https://www.mentalhealth.org.uk/**

MINDSet

MINDSet is a quality improvement toolkit for people involved in providing and commissioning services for people with mental health problems. It has been designed with the involvement of a range of organisations with the aim of making continuous improvement in mental health easier. The toolkit provides a range of improvement tools and handy summaries of national policy and guidance.

http://mindsetqi.net/quality-improvement/

MyNHS

a transparency web tool that allows the public, organisations and professionals to compare the performance of services across health and care, over a range of measures, and on local and national level

https://www.nhs.uk/service-search/performance/search

National Collaborating Centre for Mental Health (NCCMH)

Products to support achieving better access, including a workforce calculator, quality improvement and assessment network and programmes, and an implementation guide for commissioners of mental health services to help them deliver timely access to NICE-recommended care.

http://www.centreformentalhealth.org.uk/

National Improvement and Leadership Development Board

is the body that produced **Developing People: Improving Care**

a framework from the National Improvement and Leadership Development Board Adult Social Care Quality Strategy: which is currently being developed to support quality across the wider adult social care system.

https://improvement.nhs.uk/uploads/documents/Developing_People-Improving_Care-010216.pdf

National Institute for Health and Care Excellence (NICE)

NICE improves outcomes for people using the NHS and other public health and social care services by Producing evidence based guidance and advice for health, public health and social care practitioners. Developing quality standards and performance metrics for those providing and commissioning services. Providing a range of information across the health and social care system.

Support to put guidance into practice and resources to help save money and make productivity gains, including a savings and productivity collection (cost saving and improvement resources) and indicators for quality improvement. NHS Core Content Journals and Databases. Quick access to reliable information for health and social care professionals. Search journals, databases, e-books and specialist evidence.

NICE Evidence Search - Provides access to selected and authoritative evidence in health, social care and public health; it contains over 300,000 records from over 800 sources.

www.nice.org.uk

National Institute for Health and Care Excellence Guidelines

https://www.nice.org.uk/guidance

National Institute for Health and Care Excellence Indicators

measure outcomes that reflect the quality of care, or processes linked, by evidence, to improved outcomes. Our single indicator menu is made up of 3 types of indicator:

- QOF – general practice quality and outcomes framework
- General practice for quality improvement
- CCG – clinical commissioning group

Use them to:

- Identify where improvements are needed
- Set priorities for quality improvement and support
- Create local performance dashboards
- Benchmark performance against national data
- Support local quality improvement schemes
- Demonstrate progress that local health systems are making on outcomes.

https://www.nice.org.uk/standards-and-indicators

National Institute for Health and Care Excellence Pathways Everything NICE says on a topic in an interactive flowchart. This tool helps you find our guidance and advice for health and social care quickly and easily. **http://pathways.nice.org.uk/**
National Institute for Health and Care Excellence Quality Standards Quality standards set out the priority areas for quality improvement in health and social care. They cover areas where there is variation in care. Each standard gives you: a set of statements to help you improve quality information on how to measure progress. Developmental Quality Statements set out an emergent area of cutting-edge service delivery or technology currently found in a minority of providers and indicating outstanding performance nationally **https://www.nice.org.uk/standards-and-indicators**
National Institute for Health and Care Excellence Savings and Productivity Collection NICE's cost saving and improvement resources in one place. Search the collection by keyword or filter by content type. **https://www.nice.org.uk/about/What-we-do/Our-Programmes/Savings-And-Productivity-Collection**
National Institute for Health Research funds health and care research and translates discoveries into practical products, treatments, devices and procedures, involving patients and the public in all our work. ensure the NHS is able to support the research of other funders to encourage broader investment in, and economic growth from, health research work with charities and the life sciences industry to help patients gain earlier access to breakthrough treatments, train and develop researchers to keep the nation at the forefront of international research **http://www.nihr.ac.uk/**
National Joint Registry for England, Wales, Northern Ireland and the Isle of Man (NJR) Resources, data and analyses on hip, knee, ankle, elbow and shoulder joint replacement surgery. This information can be used to support decision-making in patient safety, standards in quality of care and cost effectiveness. **http://www.njrreports.org.uk/**
National Quality Board Provides coordinated leadership for quality on behalf of the national bodies. **www.england.nhs.uk/ourwork/part-rel/nqb/**
National tariff is a set of prices and rules to help local CCGs work with providers to identify which healthcare services provide best value to their patients **https://improvement.nhs.uk/resources/national-tariff-1719/**
National Voices National Voices is the coalition of charities and their allies that stands for people being in control of their health and care. Narrative for person-centred coordinated care: This document underpins all of the work on person-centred care in the past three years. The Department of Health and all arm's-length bodies published a public commitment to delivering it and the document is used by providers, planners and national bodies as the definition of what 'good' integration and co-ordination looks like. Six principles for engaging people and communities. Developed by the People and Communities Board with the New Care Models Team, this document sets out six principles for developing and implementing service redesign and improvement. For example, every STP must show how they have considered each of the six principles. **http://www.nationalvoices.org.uk/**

NHS Atlases of Variation in Health and Health Care
Online, interactive interrogation of routinely available data that relate to investment, activity and outcomes for the whole population in need and not just those who happen to make contact with a particular service.
http://fingertips.phe.org.uk/profile/atlas-of-variation

NHS Clinical Commissioners
is the membership organisation of clinical commissioning groups. Their job is to help you get the best healthcare and health outcomes for your communities and patients.
Giving you a strong, influencing voice from the frontline to the wider NHS, national bodies, government, parliament and the media and building new networks where you can share experience.
https://www.nhscc.org/

NHS Confederation
is the authentic voice of NHS leadership and is the only membership body that brings together, and speaks on behalf of, the whole health and care system.
http://www.nhsconfed.org/

NHS Digital
Access high-quality information and data on health and social care to help inform evidence-based decision-making.
http://content.digital.nhs.uk/

NHS England provides national leadership in commissioning NHS services. It oversees the planning, budget and operation of the NHS commissioning system with a view to improving the health and care outcomes for people in England. It is also the commissioner of primary care, offender healthcare, some services for the armed forces and specialised services. Supports CCGs to address concerns about commissioning quality through the CCG Special Measures regime.
https://www.england.nhs.uk/

NHS England Sustainable Improvement Team
The Sustainable Improvement Team (formerly NHS Improving Quality) is one of the driving forces for improvement across the NHS.
The team brings together a wealth of knowledge, expertise and experience from across the NHS. It works to improve quality of care by achieving large-scale transformational improvement and change
https://www.england.nhs.uk/ourwork/qual-clin-lead/nhsiq/

NHS Improvement
Better healthcare, transformed care delivery and sustainable finances. Supports foundation trusts and NHS trusts to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. Where there are significant concerns about the quality of care an NHS Trust or Foundation Trust is delivering, it can be put into Special Measures by NHS Improvement. NHS Improvement provides strategic leadership and practical help to the provider sector, supporting and holding providers to account to achieve a single definition of success
https://improvement.nhs.uk/

NHS Improving Quality
Improvement resources include a selection of improvement tools and case studies, as well as a published 2015 directory of improvement bodies.
https://www.england.nhs.uk/ourwork/qual-clin-lead/nhsiq/

NHS Leadership Academy
Leadership development resources for individuals and organisations in the NHS, including the healthcare leadership model, a talent management conversation tool and coaching register.
http://www.leadershipacademy.nhs.uk/

NHS Networks
An online network of over 115,000 members across the NHS to share ideas, discuss issues and connect with people with similar interests to improve the health service for all those who work in and use it.
https://www.networks.nhs.uk/

NHS Providers
is the membership organisation and trade association for the NHS acute, ambulance, community and mental health services that treat patients and service users in the NHS
https://www.nhsproviders.org/
NHS RightCare
supports CCGs to identify priority programmes which offer the best opportunities to improve healthcare for populations, improve the value that patients receive from their healthcare and improve the value that populations receive from investment in their local health system
https://www.england.nhs.uk/rightcare/
NHS Scotland Quality Improvement Hub
is a national collaboration among special health boards and Scottish Government Health Directorates which aims to support NHS boards with implementation of the Healthcare Quality Strategy through effective partnership working between the collaborating organisations which are. Healthcare Improvement Scotland; NHS Education for Scotland; Information Services Division, NHS National Services Scotland; NHS Health Scotland; Quality and Efficiency Support Team at The Scottish Government. This partnership approach, working together to support NHS boards with implementation of the Quality Strategy, is an excellent opportunity to align and integrate quality improvement activities across NHSScotland.
http://www.qihub.scot.nhs.uk/default.aspx
North East Transformation System
The North East Transformation System (NETS) is a "lean based" methodology developed by an improvement collaborative in North East England. Training and coaching for healthcare professionals in their lean improvement methodology. LeanApp. A quality improvement app developed in partnership with the NETS team which collects and analyses data to show how patients use services (£).
http://www.nelean.nhs.uk/
Nuffield Trust
The Nuffield Trust is an independent health charity. We aim to improve the quality of health care in the UK by providing evidence-based research and policy analysis and informing and generating debate.
https://www.nuffieldtrust.org.uk/our-priorities/quality-of-care/
Patient Safety Collaboratives
exist to empower patients and healthcare staff to work together to identify safety priorities, develop solutions and build local capability and energy for change
https://www.england.nhs.uk/patientsafety/collaboratives/
Point of Care Foundation
an independent charity with a mission to humanise healthcare, working to radically improve the way people are cared for and to support the staff who deliver care
https://www.pointofcarefoundation.org.uk/
Public Health England
Public Health England exists to protect and improve the nation's health and wellbeing and reduce health inequalities
Knowledge Management Platform
Access resources and evidence for public health.
Public Health Profiles
Tools containing public health data and indicators on a wide variety of areas, including mental health, dementia and neurology, cancer services, and children and young people's health, among others.
www.gov.uk/government/ organisations/public-healthengland
Quality and Outcomes Framework
aims to improve the quality of care patients are given by rewarding GP practices for the quality of care they provide to their patients and helps standardise improvement in the delivery of primary medical services
http://content.digital.nhs.uk/qof

Quality Premium rewards CCGs for improvements in the quality of the services that they commission **https://www.england.nhs.uk/resources/resources-for-ccgs/ccg-out-tool/ccg-ois/qual-prem/**
Quality Surveillance Groups enable commissioners and regulators to share information proactively and take action to reduce the risk of poor quality care **https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216996/Establishing-Quality-Surveillance-Groups.pdf**
QualityWatch Independent scrutiny into how the quality of health and social care is changing over time. Tracking over 300 quality indicators to find out whether health and social care quality in England is getting better or worse. Where possible, we have also included international comparisons.For the most up-to-date information on some key quality measures, see our Combined Performance Summary updates. **http://www.qualitywatch.org.uk/**
Realising the value An NHS funded programme to equip the health and care system to work in partnership with people and communities. Realising the Value is a collaboration between Nesta, the Health Foundation, National Voices, NAVCA, Regional Voices, Volunteering Matters and others. **www.realisingthevalue.com**
Rehab 4 Alcoholism Rehab 4 Alcoholism offers a free helpline and intervention service for people suffering from drug and alcohol addiction. **www.rehab4alcoholism.com**
Richmond Group of charities Case studies outlining best practice in a variety of health and care areas including dementia care and mental health. The case studies were compiled as part of a research project into the service improvement and innovation knowledge held by health and care charities in the UK. **www.richmondgroupofcharities.org.uk/untapped-potential**
Risk Summits bring together different people and organisations to share information and take action when a serious concern about the quality of care in a particular provider has been raised **https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/212820/How-to-Organise-and-Run-a-Risk-Summit.pdf**
Royal College of General Practitioners Quality Improvement in General Practice Information and support for GPs on making quality improvements. Perinatal mental health toolkit Learning and guidance to support primary care teams in caring for women with mental health problems during the perinatal period. **http://www.rcgp.org.uk/**

Royal College of Physicians
Future Hospital Programme case studies
Clinically-led case studies exploring the challenges hospitals face and describing how they were overcome. Future Hospital Partners Network. Access the network of people involved in The Future Hospital Programme (FHP) which was established to implement the recommendations of the Future Hospital Commission. National Hip Fracture Database - a resource designed to help improve the delivery of care for patients having falls or sustaining fractures through effective measurement against standards and feedback to providers. The NHFD collects data on all patients admitted to hospital with hip fractures and improves their care through auditing which is fed back to hospitals through targeted reports.
Fracture Liaison Service Database (FLS-DB). As part of an ongoing quality improvement plan for the NHS the Fracture Liaison Service Database (FLS-DB) is now live and collecting information on fragility fractures diagnosed from 1 January 2016. All organisation which treat fractures should participate in the FLS-DB.
https://www.rcplondon.ac.uk/

Royal College of Surgeons
Avoiding unconscious bias - a guide for surgeons. Guidance for doctors on how avoiding unconscious bias can in turn help them to avoid bullying behaviour, as well as advice on preventing unconscious bias when recruiting to committees and advice for mentors and supervisors. It also includes specific information for trainers and trainees and advice on appropriate behaviour in surgical environments. Consent: supported decision-making - a good practice guide. Guidance for surgeons and doctors on consent setting out the principles for working with patients through a process of supported decision-making. This resource includes the full implications of the new legal context, and provides guidance on the discussion with the patient, the role of the consent form and how to document the consent process.
https://www.rcseng.ac.uk/

Safeguarding Adults Boards
act to support vulnerable people in social care
http://www.scie.org.uk/care-act-2014/safeguarding-adults/safeguarding-adults-boards-checklist-and-resources/

Scottish Government Health and Social Care Directorates
aims to help people sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to healthcare. The Directorate also allocates resources and sets the strategic direction for NHSScotland and is responsible for the development and implementation of health and social care policy.
http://www.sehd.scot.nhs.uk/

Skills for Care
helps create a better-led, more skilled and valued adult social care workforce. Provides practical tools and support to help adult social care organisations and individual employers in England recruit, develop and lead their workforce.
http://www.skillsforcare.org.uk/Home.aspx

Social Care Institute for Excellence (SCIE)
A range of learning resources including e-learning and Social Care TV.
http://www.scie.org.uk/

Social Partnership Forum
Brings together several NHS organisations and the Department of Health to discuss workforce implications of policy.A hub for good practice guides and evidence, case studies and useful resources to encourage staff engagement and create a positive culture of safe, compassionate care to improve patient outcomes and organisational performance.
http://www.socialpartnershipforum.org/

Strategic Clinical Networks
connect commissioners, providers, professionals and people who use services to share best practice and innovation, measure and benchmark quality and outcomes, and drive improvement
https://www.england.nhs.uk/ourwork/part-rel/scn/

Sustainable Development Unit Online improvement tools, resources and local networks on developing a financially, environmentally and socially sustainable health and care system. Helps incorporate sustainability into the definition and delivery of quality healthcare and patient/public health outcomes. Includes a summary of the legal, financial, corporate, and other drivers to improve healthcare and the public health within environmental limits, financial limits and using all available social resources. **http://www.sduhealth.org.uk/**
Test Bed sites are exploring the potential of new technologies to offer both better care and better value **https://www.england.nhs.uk/ourwork/innovation/test-beds/**
Time To Change Get your workplace involved in England's biggest programme to challenge mental health stigma and discrimination. **http://www.time-to-change.org.uk/**
UK Improvement Alliance The UK Improvement Alliance is a network of organisations dedicated to improving health and care http://www.ukimprovement.co.uk/
Unicef – The baby friendly initiative This initiative is designed to support breastfeeding and parent infant relationships by working with public services to improve standards of care **https://www.unicef.org.uk/babyfriendly/what-is-baby-friendly**

Documents
Department of Health's Shared Delivery Plan: 2015 to 2020 sets out Department of Health and Arms Length Bodies shared plans for improving the health and social care system over the course of the current Parliament. Supporting NHS providers to deliver the right staff, with the right skills, in the right place at the right time sets out expectations for nursing and midwifery staffing to help NHS provider boards make local decisions that will deliver high-quality care for patients within the available staffing resource. A narrative for person-centred coordinated care sets out what matters most to patients and service users, and develops 'I Statements' from the perspective of service users. Six principles for engaging people and communities: definitions, evaluation and measurement sets out the basis of good person-centred and community focused health and care. **https://www.gov.uk/government/publications/department-of-health-shared-delivery-plan-2015-to-2020**
Developing People: Improving Care is a framework from the National Improvement and Leadership Development Board Adult Social Care Quality Strategy: which is currently being developed to support quality across the wider adult social care system. **https://improvement.nhs.uk/uploads/documents/Developing_People-Improving_Care-010216.pdf**
Francis Report Francis, R. (2013) Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. London: The Stationery Office. **https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/279124/0947.pdf**

Getting It Right First Time (GIRFT) report, March 2015
A national review of adult elective orthopaedic services in England. Reviews current practices and outcomes of NHS hospitals providing orthopaedic surgery in England, to identify and quantify variation in clinical outcomes, processes, patient experience, patient pathways, network arrangements, financial impacts and waiting times. The report builds on Professor Tim Briggs' original research in 2012 which suggested ways in which extensive savings and improvements could be made in elective orthopaedics by hospitals to ensure continuing high quality care and access for patients within the financial constraints of the NHS. NHS England funded the GIRFT pilot as a national professional pilot across England. The project was hosted on behalf of the BOA, at the Royal National Orthopaedic Hospital (RNOH) in Stanmore. features targeted self-assessment and peer review by clinical services in acute providers using local level data
http://www.boa.ac.uk/pro-practice/review-of-orthopaedics-in-england/

Leading Change, Adding Value
provides a framework to support nursing, midwifery and care staff locally to reduce unwarranted variation, improve care quality and meet the 'triple aim' measures of better outcomes, experiences and use of resources.
https://www.england.nhs.uk/wp-content/uploads/2016/05/nursing-framework.pdf

NHS Five Year Forward View:
sets out a vision of a better NHS, the steps we should now take to get us there, and the actions we all need to take.
https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf

NHS Operational Planning and Contracting Guidance 2017 - 2019
sets out a clear list of national priorities for 17/18 and 18/19 and longer-term challenges for local systems, supported by the national bodies that support and oversee the health and social care system.
https://www.england.nhs.uk/wp-content/uploads/2016/09/NHS-operational-planning-guidance-201617-201819.pdf

Operational productivity and performance in English NHS Acute Hospitals: Unwarranted variations (Carter Review)
Report sets out the findings of Lord Carter's review of how non-specialist acute hospital trusts can reduce unwarranted variation in productivity and efficiency to save the NHS £5 billion each year by 2020 to 2021.
15 recommendations are made to reduce this variation, including proposing a set of metrics be developed for a 'model hospital' for trusts to be benchmarked against.
https://www.gov.uk/government/publications/productivity-in-nhs-hospitals

Patients as Partners (King's Fund)
There is a growing consensus that collaborative relationship with patients, carers, third sector and communities is integral to the future of the NHS. This report presents a summary of work done by the King's Fund on a national development programme, 'Leading collaboratively with patients and communities'. This publications reports the learning from that programme which has been distilled into five practical ways to work collaboratively with patients and communities.
https://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/Patients_as_partners.pdf

Quality Accounts
are annual reports about the quality of services by an NHS healthcare provider and are available to the public
http://www.hqip.org.uk/national-programmes/quality-accounts/

Quality Improvement Guide, NHS Wales

The 1000 Lives Improvement Quality Improvement Guide brings together learning from around Wales – and further afield - to explain how a simple set of techniques can be applied to improve the quality of services provided. The guide will encourage everyone (the public, carers, managers, healthcare professionals, finance teams, admin staff, board members) to apply these techniques and be part of introducing change to bring about improvements.

The guide has now been fully updated to support Improving Quality Together, the national quality improvement framework for all staff in NHS Wales.

Contents include: Person driven care; The Model for Improvement; Measurement and reliability; Testing changes; Common improvement questons; Improving Quality Together in action

http://www.1000livesplus.wales.nhs.uk/qi-guide

Quality Improvement Toolkits, NHS Wales

Primary Care Quality has developed a series of quality improvement toolkits to assist practices in collating and reviewing information.All the toolkits are designed to aid practitioners improve patient care and organisational systems and will also help with data quality within their practices and where applicable toolkits will include READ codes and data entry templates. The Enhanced Services quality improvement toolkits produced, support the specification requirements of the annual quality review audit.

Primary Care Quality encourages high standards of service quality but some practices may feel some standards are not appropriate for their particular service. There is no expectation that practices should or will aspire to all components in the toolkits but we do recommend all practices to review the whole toolkit before deciding which parts to use.

http://www.wales.nhs.uk/sitesplus/888/page/59780

Review into the quality of care and treatment provided by 14 hospital trusts in England; overview report (Keogh Review)

The report is a review into the quality of care and treatment provided by hospital trusts with a high mortality rate. Fourteen trusts were selected on the basis that they had been outliers for the last two consecutive years on either the Summary Hospital-Level Mortality Index (SHMI) or the Hospital Standardised Mortality ration (HSMR). The final report covers in detail, areas for improvement in each of the 14 trusts as well as identifying common challenges facing the wider NHS. Keogh concludes that significant progress is to be made within two years.

http://www.nhs.uk/NHSEngland/bruce-keogh-review/Documents/outcomes/keogh-review-final-report.pdf

This list is by no means exhaustive. There are a number of quality bodies which have subsequently been disbanded and although their website information exists on archived sites this information has not been signposted here.

Dependent on the specific area of quality you are interested in there are many sites and documents of interest. If you would like to suggest further organisations or resources for this portal that would be most welcome.