
Quality Observatory Update: Issue 6, December 2011



Creating a culture of measurement for improvement

Welcome to the sixth issue of the Yorkshire and Humber Quality Observatory (YHCO) update. In this edition you will find an update on the YHCO work programme as well as information about what we can offer NHS organisations in the area.

Since our establishment in December 2009, YHCO has continued to develop and deliver a wide ranging work programme providing applied health intelligence to support local organisations in improving NHS quality and outcomes in the region. YHCO is delivered primarily through existing analytical and knowledge management capacity drawn from YHPHO and NHS Yorkshire and the Humber.

During Quarter 3 of 2011/12, YHCO, through its integrated regional work programme, has continued to deliver health intelligence products and support to our regional customer base. This period has seen some significant organisational changes and developments throughout the system including SHA clustering, establishment of the NHS Commissioning Board based in Leeds, and further clarification and requirements mapping for new clinical commissioning groups and their commissioning support organisations. These developments are critical to informing and shaping the future form of YHCO and other health intelligence providers at all levels in the system. Our lead team continue to be actively engaged in development work at national and local level, focussing in particular on promoting integrated approaches to health intelligence.

A key strand of our work programme is the provision of tailored strategic intelligence support to local partners. This has included follow-up work on our local urgent care QIPP packs, but also a number of other specific analytical projects with PCT clusters and individual hospital trusts. We've also continued to provide expert advice and support to local organisations across a range of aspects healthcare quality including: developing quality accounts, gathering and using patient experience data and understanding hospital mortality measures including the recently published SHMI.

In addition to our bespoke local organisational support, we have continued during Quarter 3 to deliver a range of benchmarking dashboards and profiling products. These have included further work on the national quality dashboards, which are being extended to cover mental health and community services, in addition to Acute Trusts, and a set of Yorkshire and Humber CCG profiles, which provide a first indication of variation across our emerging CCGs using a range of quality and outcome metrics.

Professor Brian Ferguson, YHCO Director & John Lawlor, YHCO Chair and NHS Leeds Chief Executive.

Work Programme

QIPP packs and local strategic intelligence support

YHQO have been working with PCT Cluster colleagues to produce a set of local urgent care QIPP packs, setting out issues and identifying actions relating to key local urgent care system challenges across Yorkshire and the Humber. The packs were completed in September 2011 and the QO has since been undertaking a range of further work and dissemination activities, ensuring that the packs add value locally and are used as a basis for follow-up dialogue and action with local clinicians and commissioners.

The work strand has also included a range of other tailored local health intelligence support across the region. This has included analysis and modelling work with specific hospital trusts around service reconfiguration and planning and scoping work for a strategic review of services across the Humber sub-region.

For more information please contact Sue Baughan, Assistant Director:
sue.baughan@york.ac.uk.

Independent review of health services in North Yorkshire and York: report of the independent commission

The North Yorkshire and York review was commissioned by the Strategic Health Authority (SHA), on behalf of local GPs, to present options and make recommendations on how to make the best use of resources within the North Yorkshire health economy. There are 44 recommendations made by the review in eight key service areas such as primary care, community services and estates. YPHO provided the analytical input to the review and co-authored the report. As a member of the secretariat YPHO supported the Commission throughout the review process. www.yhpho.org.uk/resource/view.aspx?RID=116474.

Alan Wittrick has been appointed as the Project Director to lead the implementation of the review. YHQO is working with Alan and NYYPCT to provide analytical support to the implementation of the review.

For further information contact Sue.Baughan@york.ac.uk.

Quality Profiles/Dashboards

Quality Observatories have been working on developing a set of national quality profiles and dashboards. The latest Acute Trust quality dashboards are expected to be available at the end of December/ beginning of January and will be followed by the first provider specific mental health quality profiles. The consultation on the initial list of indicators to be included in community services quality profiles has now been completed. Work is taking place on the production of sample profiles to be available in January for comments.

For further information on any of the above please contact Karina.Gajewska@york.ac.uk

Clinical Commissioning Group Profiles

Profiles are being produced for the current Clinical Commissioning Groups (CCG). These include information such as location of practices within the CCG, demography, disease prevalence, patient views and admissions data. This data has been obtained from the

most recent quality outcomes framework (QOF), patient surveys, and NHS comparators provided by the NHS Information Centre for Health and Social Care. They were shared with interested parties for comment and feedback in September 2011 and updated versions of the profiles will be available early 2012.

For further information contact Simon.Orange@york.ac.uk

Health intelligence support to clinical networks

YHQO provides health intelligence support to a range of clinical networks to help the NHS and its partner's commission and deliver high quality services and care in a way that makes the most efficient use of resources.

- **Trauma Services**

YHQO continues to provide analytical support to the Yorkshire and the Humber Major Trauma Network. This support is informing the business cases for the development of a major trauma network being produced by the three designated major trauma centres. Further analysis will be undertaken by YHQO particularly on triage of trauma patients by ambulance services, reconciling different sources of major trauma activity data and the impact on rehabilitation services. The analysis informed a clinical workshop, held by the SHA in November, to discuss the next stage of development of the Yorkshire and Humber Major Trauma Network.

For more information please contact Linda Westlake, Health Intelligence Specialist: linda.westlake@york.ac.uk

- **Mental health**

Final versions of mental health care pathway dashboards, including locality based key messages, are being produced to inform the QIPP agenda of commissioners of mental health services. The dashboards will be released to commissioners in early 2012 to assist them in identifying the effect of investment in mental health on service provision, usage and health outcomes.

For more information please contact Linda Westlake, Health Intelligence Specialist: linda.westlake@york.ac.uk.

- **End of life care**

Further development work has been undertaken on the end of life quality report including the production of an accompanying benchmarking tool to support the report. Once the report has been finalised it will be used to support regional and local work on end of life care. Work continues on the Palliative Care Needs Assessment, a joint project with Yorkshire Cancer Network. The assessment will be focused around the key theme of place of death. For more information please contact Charlotte Wood, Health Intelligence Specialist: charlotte.wood@york.ac.uk.

- **Cancer**

Work is ongoing with NYCRIS looking at expected compared with actual referrals for bowel cancer. For more information contact Charlotte Wood, Health Intelligence Specialist: charlotte.wood@york.ac.uk.

Patient and public insight

YHQO are keen to assist commissioners and providers in their use of patient experience

data. To this end, we provide advice on an ad-hoc basis and support to a number of projects:

- The continuing development of composite patient experience reports for an Acute Trust, triangulating data from a range of sources to highlight potential areas for improvement. Having completed a report on Inpatients, the next report will focus on Outpatients.
- The review of existing local surveys for an Acute trust, with a view to recommending an improved, consolidated approach
- The production of quadrant analysis charts for national surveys giving an overview of providers across the region. Following on from Adult Inpatients and Community Mental Health Services, a similar analysis will be carried out for Adult Outpatients (February 2012)
- Following a successful event on improving quality through surveying and real-time feedback which took place in March, two further workshops, also co-hosted with the SHA, will run shortly: Analysing and reporting patient experience information (December 2011), and Developing a strategy to improve patient experience (Jan12). Over the same timeframe, the QO website will be developed as a hub for useful information relating to patient experience in the region.

If you would like to find out more about these projects, or have a project of your own which needs support, or just need some advice, then please contact Scott Anderson, Senior Health Intelligence Specialist at scott.anderson@york.ac.uk.

Patient Reported Outcome Measures (PROMs)

The next quarterly PROMs report will be available at the end of December and will focus more on funnel charts.

Work continues with individual organisations looking at record level data to explore issues.

The YHQO website has now being developed to incorporate a specific section for [PROMs](#), this includes information on PROMS as well as reports and presentations, and a team area for the PROMs Regional Network. The first regional PROMs meeting has been arranged for 10 February 2012. For more information on this, or if you would like to discuss PROMs data generally please contact Charlotte Wood, Health Intelligence Specialist: charlotte.wood@york.ac.uk

Data Bites: alcohol-related hospital admissions

Data Bites highlights data analysis undertaken by YHPHO in a concise and understandable format. The third issue explores alcohol-related hospital admissions in Yorkshire and the Humber and includes information on admissions and cost by Primary Care Trust and General Practice. It will be relevant to GPs, Acute Trusts, Clinical Commissioning Groups, commissioners and others with responsibility for alcohol.

It is available at www.yhpho.org.uk/databites. Further information or suggestions for future briefings Ceri.Wyborn@york.ac.uk

Ask the analyst

YHQO query system

YHQO health intelligence analysts can offer advice and support on measuring health care quality so please fill in an [online request form](#) if you have any questions which we could assist you with. We may even publish some of the queries and answers in forthcoming briefings.

Quality Observatory in the news...

National Quality Information Board (2011) Quality Information Committee Meeting

Options for the future of Quality Observatories were discussed at the 13 September meeting of the Quality Information Committee. Access the minutes from:

www.dh.gov.uk/en/Healthcare/Qualityandproductivity/Makingqualityhappen/NationalQualityBoard/DH_123775

Health Foundation (2011) Could quality be cheaper?

A case study evaluating three improvement projects aiming to introduce innovations, redesign services, improve patient care and identify savings for their local health services. Access the report form: www.health.org.uk/publications/could-quality-be-cheaper/

Department of Health (2011) Summary Hospital-Level Mortality Indicator

Information about SHMI, a quarterly experimental statistic covering all deaths of patients admitted to hospital and those that occur up to 30 days after discharge from hospital. Read about SHMI at www.dh.gov.uk/health/2011/10/publication-shmi

Healthcare Quality Improvement Partnership (2011) Guide to using quality improvement tools to drive clinical audits

This guidance outlines "how quality improvement approaches can be applied to clinical audit and specific tools that can contribute to the clinical audit process". It gives practical examples of when data analysis can be used to drive improvements in practice. Read the guide www.hqip.org.uk/guide-to-using-quality-improvement-tools-to-drive-clinical-audits/

Yorkshire Post (December 2011) Bid to tackle hospital care 'lottery'

The Yorkshire Post reports on how clinical thresholds have been implemented by Trusts in the region. The Quality Observatory was involved with developing [thresholds](#) for a range of procedures such as hip and knee replacements, cataract extractions, wisdom teeth extractions and tonsillectomies. The aim of the work is to reduce variation in existing practice and ensure consistent referral guidance.

Read the article http://www.yorkshirepost.co.uk/news/at-a-glance/main-section/bid_to_tackle_hospital_care_lottery_1_4100708

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