

<b>NHS 24 BOARD MEETING</b>		<b>14 FEBRUARY 2019 FOR APPROVAL ITEM NO. 9.2</b>	
<b>QUALITY FRAMEWORK</b>			
<b>Executive Sponsor:</b>		Director of Nursing & Care	
<b>Lead Officer/Author:</b>		Head of Clinical Governance & Quality Improvement	
<b>Action Required</b>		<p>The Board is asked to note see Live version 1 which has been updated to reflect suggested amendments from board and CGC. The associated action plan is in draft and will not be complete or active until this version goes live.</p> <p>This was approved by the Executive Management Team in November 2018.</p>	
<b>Key Points</b>		<p>The NHS 24 wide Quality Framework offers a high-level overview of the proposed future organisational Quality arrangements, and aligns to the Healthcare Improvement Scotland Quality Management system putting people at the heart of quality.</p>	
<b>Financial Implications</b>		<p>Whilst there are no immediate financial implications this will be an ongoing monitored process and there may financial implications associated with training and developing the structure to support the framework.</p>	
<b>Timing</b>		<p>There are no immediate timing issues associated with the framework.</p>	
<b>Contribution to NHS 24 strategy</b>		<p>Organisational strategic priorities include:</p> <ul style="list-style-type: none"> <li>• NHS 24 Strategy 2017–2022</li> <li>• Clinical Governance &amp; Quality Improvement Strategy 2017-2019</li> </ul>	
<b>Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)</b>		<p>Wider strategic priorities include:</p> <ul style="list-style-type: none"> <li>• NHS Scotland Healthcare Quality Ambitions</li> <li>• Healthcare Improvement Scotland Quality Management System</li> <li>• NHS Scotland Staff Governance Standard</li> <li>• Everyone Matters: 2020 Workforce Vision</li> <li>• Realistic medicine</li> <li>• Clinical Strategy 2016</li> <li>• Health &amp; Social Care Standards 2018</li> </ul>	
<b>Equality and Diversity</b>		<p>All equality and diversity issues have been considered and there are no identified issues.</p>	

## **1. RECOMMENDATION**

- 1.1 Live version 1 has been updated to reflect suggested amendments from the NHS 24 Board and Clinical Governance Committee.

The associated action plan is in draft and will not be complete or active until this version goes live.

## **2. TIMING**

- 2.1 There are no immediate timing issues associated with the framework.

## **3. BACKGROUND**

- 3.1 NHS 24 identified the requirement for a bespoke approach to Quality throughout the organisation. There was a need to place a learning culture system at the heart of NHS 24, where developing the capacity and capability of all staff was viewed as vital. The framework outlines the new modern NHS 24 approach to quality, which is aligned to the Healthcare Improvement Scotland Quality Framework, which will create the conditions for an open learning culture underpinned by NHS 24 values. This new approach includes seeking external scrutiny, offering further assurance on the safety, effectiveness and person centeredness of NHS 24's care and delivering improvements utilising a consistent Quality Improvement methodology and approach.

## **4. ENGAGEMENT**

- 4.1 Significant stakeholder engagement with senior colleagues across all directorates was undertaken to ensure an inclusive whole systems approach was employed to ensure this quality approach met the needs of all staff.

## **5. FINANCIAL IMPLICATIONS**

- 5.1 Whilst there are no immediate financial implications this will be an ongoing monitored process and there may financial implications associated with training and developing the structure to support the framework.