

**Quality Accounts Engagement Meeting**  
**17<sup>th</sup> February 2012, Horizon Centre**

**Attendance: -**

See \* for attendance

*Dr John Lowes, Medical Director	*Camilla de Bernhardt, Scrutiny Officer Devon, Health & Wellbeing Scrutiny Committee
*Liz Childs, Director of Nursing & Governance & Deputy Chief Executive	Councillor Jane Barnby Torbay, Health Scrutiny Board
*Susan Martin, Quality Lead	*Bernard Page, Group Manager Torbay Council
*Samantha Morton, Commissioner	*Terry Bannon, Governor
Gill Gant, Commissioner	*Barry Behenna, Governor
*Pat Harris, Torbay LINKS	*Anne Harvey, Lead Governor
Rebecca Keeling, Devon LINKS	*Guest speaker: Ann Skipworth

**Introduction**

Dr Lowes provided a brief background to the Quality Accounts and the process of Engagement with the South Devon & Torbay Community for this year's accounts. Dr Lowes & Liz Childs also gave a brief presentation of progress against last year's quality account indicators. This was followed by a brief presentation by Ann Skipworth on the work undertaken by the Working with Us Panel regarding capturing real time patient feedback. It was noted that all the priorities were on target to complete by the end of the financial year.

**Priorities for improvement 12-13**

Dr Lowes & Liz Childs presented a short list of potential quality improvement priorities to be included in the 12/13 accounts. It was noted that this was built from a longer list of approximate over 20 QI priorities.

The group discussed each of the priorities in detail and the following five QI priorities were recommended to go forward to the February Board for approval: -

- Safety indicator - Productive ward ( yr 2)
- Safety indicator – Medicines management (patient information)
- Patient experience indicator – End of Life care (Implementation of 'Route to success')
- Patient experience indicator – Communication (Letters written direct to patients)
- Clinical effectiveness indicator – Transition of care for young people

It was noted that the criteria for the Governors choosing the Data quality indicators had not yet been published and this would form part of the March Quality & Compliance Committee Meeting.

S. Martin, Quality Lead 20/02/12