

PRESS RELEASE

Thursday 30 May

Quality care top of the agenda

Health and social care leaders across Worcestershire took part in a Culture of Quality event, to discuss quality in healthcare.



The Culture of Quality event which was held on Thursday 16 May was hosted by the three clinical commissioning groups (CCGs) in Worcestershire (NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG).

Representatives from local patient support groups, local authority partners, the voluntary and charitable sector and leaders from Worcestershire Acute Hospitals NHS Trust and Worcestershire Health and Care NHS Trust were invited to share their views about quality care and the things that matter most to patients.

The event was organised in response to the recent findings from the The Mid Staffordshire NHS Foundation Trust Public Inquiry emphasising the need to develop the right culture of care within the NHS. Key leaders from different sectors were brought together to discuss the six core values of the NHS, including respect and dignity, compassion, and commitment to quality of care. Leaders were asked to consider how these values will help to create a culture of quality care in their local health economy.

One of the first items on the agenda was to agree a countywide vision which would underpin the work of all local organisations involved in delivering health services.

Mari Gay, Director for Quality and Patient Safety for NHS South Worcestershire CCG and Jo Galloway, Executive Nurse, Quality and Patient Safety, NHS Redditch and Bromsgrove CCG and NHS Wyre Forest CCG said:

“As a health economy we are committed to driving quality and ensuring standards of care are the highest they can be at all times. A shared vision will help to ensure that the health economy is joining together and taking a county wide, consistent approach to delivering high quality care.”

The event featured presentations from Michelle Mello who is responsible for commissioning for NHS England and Don Redding, Director of Policy at National Voices, a national coalition of health and social care charities in England. Peter Pinfield, the Chair of the newly established organisation, HealthWatch Worcestershire, also attended the event and presented a patient’s perspective on quality in care. **He said:**

“It was very important that the voice of patients and carers of Worcestershire were represented at such a crucial event and it is very encouraging that clinicians and other medical staff are taking the lead and signing up to this commitment. As I outlined in my presentation, good quality care is about firstly and fundamentally listening to what patients are saying to you; telling the truth and making sure that we have all the information we need so that we know we are getting the correct treatment. Do not ignore my family, acknowledge them and the important role that they play in our lives; be aware of our mental health needs and the impact on our emotional state. My underlying philosophy to all of this can be summed up simply by ‘treating me as you yourself would want to be treated’ - do that and everything else will fall into place”.

NHS leaders will be meeting soon to discuss the next steps and actions to be taken from the meeting.

Notes for Editors

Picture caption: Pictured (left to right)

- Sandra Brennan, Executive Nurse, Worcestershire Health and Care NHS Trust,
- Don Redding, Director of Policy, National Voices,
- Mari Gay, Director of Quality and Patient Safety, South Worcestershire CCG,
- Helen Blanchard, Chief Nursing Officer for Worcestershire Acute Hospitals NHS Trust,
- Michelle Mello, Health of Commissioning, NHS England,
- Jo Galloway, Executive Nurse, Quality and Patient Safety for Redditch and Bromsgrove CCG and NHS Wyre Forest CCG,
- Peter Pinfield, Chair of Healthwatch.

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