

1.18.5 National and Local Quality Requirements

Please outline how you would ensure that the National and Local Quality Requirements outlined in the service specification are delivered and reported and any safeguards or remedial actions to ensure any shortfall in delivery is captured and resolved promptly.

(Maximum Word Count 500 words)

Words used = 500

1.18.5.1-Key roles

The Staffordshire Area Director will be the single point of contract accountability supported by contract leads (operational/medical/clinical) and the Staffordshire Governance Manager. They will implement the policies, processes and procedures to enable achievement of national/local quality requirements. We will monitor quality-requirement achievement via quantitative and qualitative data and identify unwarranted variation to disseminate good practice and rectify performance shortfalls.

Vocare's Business Intelligence Team will produce data analysis and visualisation. Regional/Divisional Clinical-Governance Teams will share learning from other contracts and provide an escalation point for quality issues.

1.18.5.2-Capturing data on national/local quality requirements

Vocare is an experienced national provider of GP-OOH (8 years in Staffordshire) and urgent-care services, rated 'Good' by the CQC across all services/domains. We fully understand the data required to evidence quality requirements and have established systems to ensure high levels of patient experience, service effectiveness/safety and business excellence.

We use various systems to capture this data, including Datix (incidents, compliments/complaints, claims and risk), Adastralink (outcomes/KPIs), Mitel (telephony performance), Quinly (rotas/workforce) and FFT and online/text surveys (patient experience). Vocare uses Tableau for data visualisation and interrogation.

During mobilisation, our IT team will work with WMAS (new NHS-111 provider) to ensure all service-related data is captured correctly for our local/national quality requirements and accessible for reporting/analysis.

1.18.5.3-Analysing data against quality requirements

Clinical Shift Leads and Team Leaders monitor data in real time to ensure a dynamic service delivery approach. They adjust staffing levels, seek support from senior managers and implement contingency plans (e.g. surges) as required, invoking business-continuity plans where necessary.

The contract leads will monitor data at daily risk and weekly operations meetings seeking trends and pre-empt emerging issues. Monthly contract meetings will discuss analysed data.

All data will be available through our Tableau quality dashboard. Staffordshire Area Directors and Regional Heads of Quality & Governance will review themes/trends. Regional oversight is through regional Board meetings and the National Quality Committee and Board.

To capture and mitigate any delivery shortfall, we will:

- Review data against previous months and years.
- Identify themes/trends and rectify where needed.
- Compare performance against similar services delivered nationally.

1.18.5.4-Actions to resolve delivery shortfall

Any shortfalls will be identified promptly, using root-cause analysis to address underlying causes and maximise recurrence prevention. The contract leads will be supported by our Business Intelligence and Governance Teams as subject-matter experts and by senior managers and corporate functions as required e.g. IT.

After identifying causes, the contract leads will devise rectification plans supported by subject-matter experts. Plans will be ratified through Area governance meetings, with escalation through regional/divisional groups as required.

Following rectification plan implementation, we will closely check and challenge data to confirm effective rectification.

1.18.5.5-Reporting

Vocare will report on quality requirements to the CCGs monthly, submitting against the format agreed during mobilisation no later than the 15th working day. Reporting will include:

- Monthly KPI reports (exception reports as needed).
- Monthly quality reports for contract-review meetings.
- Monthly workforce data.
- Annual quality accounts.

We will submit relevant data to support system IUC Aggregated Data Sets to NHSE.