

Area being reported on:	Author:	Date:
NHS Lanarkshire Quality Strategy 2023- 2028	Karon Cormack, Director of Quality	Sep 2022

SITUATION:

The current Quality Strategy will be concluded at the end of March 2023 with the new strategy starting April 2023 for the following 5 years. Each year of the strategy has an implementation plan which reflects the elements selected for improvement. Although the implementation plan will rightly reflect current issues, there should be a *'golden thread'* from the strategy to the plan so that the connection is apparent.

There is an opportunity over this last year of the current strategy to engage with managers, services, staff and service users about what key principles should be captured in the strategy.

BACKGROUND:

The main purpose of a Quality Strategy is to provide direction to ensure that high quality care is delivered across all health care settings within Lanarkshire.

The strategy will describe the NHSL approach which is **person centred, safe and effective** care. In addition, there is a desire to ensure the following aims are met:

- The strategy has meaning at all levels of the organisations
- The strategy reflects the quality ambitions of the organisation
- The strategy feels relevant
- The strategy is understandable
- The strategy is achievable but also provides challenge to strive for improvement

To achieve these aims it is necessary to engage with NHSL staff regarding their thoughts to ensure the strategy reflects what quality care means to them. Rather than produce the strategy and then share with staff for their thoughts, there is a desire to include the thoughts of staff in the initial production.

ASSESSMENT:

We recognise that this type of document is not always very readable to staff so we want to strive to ensure the strategy is simple but effective in its message and easy to remember. We have changed the language of the graphic to reflect this.

The other element we really wanted to include was a focus on compassionate leadership so our workforce feel they are supported, heard and feel psychologically safe as we recognise if these elements are not there for our staff, it is more difficult to provide a high quality service for our service users. We have included these aims in the graphic and will provide a section in the strategy to reflect this.

RECOMMENDATION:

It would seem reasonable to utilise the current Clinical Governance Committee structures and other staff, public engagement groups to obtain feedback on this matter. The request from committee members is:

- To provide feedback on the new draft graphic attached.
- To provide personal feedback as to what you think are the important elements a quality strategy should contain.
- To provide signposting advice as to sources that would allow a wider cohort of staff to contribute to this design.
- To be willing as a committee review drafts of sections of the strategy as it develops.

This support will help the Quality Directorate to ensure the aims noted above are met.

