



Quality Report

Quarter 2
July – September 2013

Vision:
*Leading in partnership
to improve health and well-being by providing
high quality care*



West Wirral adult community mental health team, for the second year running, has positively transformed service users and empowered them to steer their own *healthy lifestyle* group
See page 7

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An explanation of terms used throughout this report is available on the Trust's internet:
<http://www.cwp.nhs.uk/reports/1628-quality-reporting-glossary>

INTRODUCTION

Welcome to CWP's second *Quality Report of 2013/14*.

The Trust produces these reports every quarter to update staff, service users, carers, the public, commissioners, internal groups, and external scrutiny groups on progress in improving quality across CWP's services, which the Trust is required to formally report on in its annual *Quality Account*.



CWP's *Quality Account 2012/13* and first *Quality Report of 2013/14* are available on the Trust's internet site: <http://www.cwp.nhs.uk/our-publications/reports/categories/431>

Reporting on the quality of the Trust's services in this way enhances public accountability by strengthening the Trust's approach to listening and involving the public, partner agencies and, most importantly, acting on the feedback the Trust receives.

Quality in the NHS is split into three parts. It means different things to different people. Here is what it might mean to the Trust's service users:



This report is just one of many reviewed by the Trust's Board of Directors. Other reports include:

- the three times yearly **Learning from Experience** report – reviews learning from incidents, complaints, concerns, claims and compliments, including *Patient Advice and Liaison Service [PALS]* contacts
- the quarterly **Infection Prevention and Control** report – reviews the management and clinical governance systems in place to ensure that people experience care in a clean environment, and are protected from acquiring infections
- the monthly **Corporate Performance** report – reviews the Trust's quality and safety performance by reporting on compliance in achieving key local and national priorities

Together, these reports give a detailed view of CWP's overall performance.

This *Quality Report* provides a highlight of what CWP is doing to continuously improve the quality of care and treatment that its services provide.

Executive Summary – Quality Headlines this Quarter

CWP has achieved its quarter 2 milestones for its four trustwide quality priorities for 2013/14. The common focus across all of the priorities is reducing health inequalities.

➔ [see pages 5 – 6](#)

West Wirral adult community mental health team [CMHT], for the second year running, has positively transformed service users and empowered them to steer their own *healthy lifestyle* group

➔ [see page 7](#)

September 2013 marked twelve months of the partnership between *The Olive Branch Recovery Communities* and CWP at Wirral drug and alcohol service

➔ [see page 8](#)

A brand new set of *Recovery Colleges* have opened their doors in Crewe, Macclesfield, Wirral and West Cheshire

➔ [see page 9](#)

National recognition for CWP's Infection Prevention and Control Clinical Nurse Specialist for her "focused, grounded and highly motivated" work with the *Infection Prevention Society*

➔ [see page 14](#)

CWP's Medical Director for Quality has been shortlisted in the "NHS Quality Champion/ Innovator of the Year" award category and CWP's Clinical Service Manager for Wirral drug & alcohol services has been shortlisted in the "NHS Partnership/ System Leader of the Year" award category by the *NHS North West Leadership Academy* excellence recognition awards

➔ [see page 14](#)

CWP facilitated a "My Life, My Say" event during the "Big Health Day" for people with learning disabilities

➔ [see page 14](#)

CWP received 515 formal compliments about the quality of its services during the second quarter of 2013/14

➔ [see page 15](#)

Performance against contractual quality requirements and quality incentive schemes for 2013/14 is on track

➔ [see pages 16 – 18](#)

Quality priorities for 2013/14

CWP has set four **trustwide quality priorities** for 2013/14, which reflect the Trust's vision of "leading in partnership to improve health and well-being by providing high quality care". They are linked to the Trust's strategic objectives, and reflect an emphasis on **patient safety, clinical effectiveness** and **patient experience**.

The Trust has made a commitment in its *Quality Account* to monitor and report on these in its quarterly *Quality Reports*. This year, the common focus across all the priorities is **reducing health inequalities** to help reduce avoidable variations in the quality of care and to improve outcomes.

Patient Safety priorities for 2013/14

Improve the safety, effectiveness, and efficiency of patient care and services, through the development of a dashboard to monitor safety and quality indicators during the transition and after the community mental health team and learning disability service redesigns

CWP has achieved the quarter 2 milestones for this quality priority, as detailed below:

- An evaluation of the community mental health team redesign, three months following implementation, has been reported to the Board of Directors. It focused on positive impacts of patient safety measures. Further development of the staff and patient experience domains of the quality impact assessment was requested by the Board of Directors, and will be reported in quarter 3.
- Quality dashboards, measuring ongoing compliance against quality indicators, are reported to the Quality Committee every two months by the Service Directors and Clinical Directors representing each locality in CWP.

Improve patient safety and experience through the development of priority Trust 'never events' and implementation of associated preventative, positive, and patient focused 'always events'

CWP has achieved the quarter 2 milestones for this quality priority, as detailed below:

- The Trust's *always events* framework was approved by CWP's *Operational Board* in September 2013 and the methodology for measuring compliance was agreed.
- The approved *always events* have been incorporated into the current inpatient safety metrics and community safety metrics programmes. They have both have been enhanced and improved to enable electronic data capture.
- A pilot phase for both programmes has been identified prior to full roll out in quarter 3.
- Quality dashboards will be enhanced in quarter 3 to incorporate the results of the *always events*.
- Baseline compliance with the priority *always events* will be reported to the *Quality Committee* via the quality dashboards.

Clinical Effectiveness priority for 2013/14

Improve outcomes by implementing clinically effective practice through the development of evidence based care pathways, including transitional pathways

CWP has achieved the quarter 2 milestones for this quality priority, as detailed below:

- Care pathways for first episode psychosis, adult attention deficit hyperactivity disorder, memory assessment, bipolar disorder, and obsessive compulsive disorder have been identified as the specific care pathways to be developed, and will be implemented, using existing information systems. A specific update on the progress with each will be detailed in quarter 3's report.
- Locality clinical and process pathways will be prioritised following agreement of the locality and trustwide clinical strategies in January 2014.

Patient Experience priority for 2013/14

Improve service user and carer experience, by developing patient/ carer reported outcome measures, and patient experience measures across care pathways – linked to Payment by Results

CWP has achieved the quarter 2 milestones for this quality priority, as detailed below:

- CWP has appointed a dedicated *Patient Experience Recovery Lead* and a *Carer Experience Recovery Lead* to develop and implement recovery focused services and build upon the success of the *CQUIN* funded recovery team.
- Patient reported outcome measures, *PROMs*, have been included in the early intervention in psychosis care pathway and are being discussed for the other pathways in development, as detailed in the clinical effectiveness priority update above.
- Feasibility of aligning care pathways with Payment by Results care cluster outcomes is being assessed, but early indications suggest that diagnosis focus is more appropriate.
- A scoping exercise is currently being undertaken to identify a number of options for implementing a real time patient experience programme across the Trust.

Improving outcomes for service users by supporting recovery

CWP is committed to **improving outcomes** for its service users, so that the care and treatment that the Trust provides improves their **quality of life, social functioning and social inclusion**, self reported **health status**, and supports them in reaching their best level of **recovery**. Recovery is CWP's approach to **helping people to be the best they can and want to be**.

In each *Quality Report*, CWP reports on how its services are improving outcomes for service users by supporting recovery.

Focus on...

The healthy lifestyle programme

The **West Wirral adult CMHT**, for the second year running, has positively transformed the lives of service users and empowered them to steer their own *healthy lifestyle* group.

"I have been attending swimming, Zumba and the allotment... As well as improving my physical health, I have lost weight and am more cardiovascular fit, I have also improved my mental health tremendously... I have the confidence to do voluntary work which improved my self-esteem... I am considering going back to work..."

Service user

Weekly healthy cooking and weight management classes with **guest speakers**, promoting a variety of topics chosen by service users, have **improved quality of life and social inclusion**.

The weekly **Zumba classes** have **enhanced service users' well-being** and **increased independence** outside of mental health groups. Most members benefited from local leisure centre passes funded by the CWP 'Dragons Den' scheme.

Community support workers have inspired the **weekly allotment group**. Service users, who maintained and managed the plot, grew vegetables in their own time and then sold their crops to re-invest back into the programme.

The healthy lifestyle programme has achieved many positive outcomes, for example:

- **Improved mental health, physical health, fitness and social skills.**
- Sense of ownership and empowerment – **increased confidence and self-esteem.**
- Networks for service users/ carers – **enhanced social skills** in/ outside of the group.
- **Recreational and occupational skills** extended.
- **Less dependence** on clinical staff with a decrease in the number of clinical visits.
- **Less hospital admissions and emergency respite.**



Focus on...

The Olive Branch Recovery Communities

The Olive Branch Recovery Communities project provides a bridge between substance misuse treatment and the growing recovering community in Wirral. The initiative responded to the national *Drug strategy 2010* and recent research into 'positive psychology to meet new responsibilities for primary providers within local partnership to "own" recovery'.

Drug and alcohol service users requested detoxes from opioid substitution therapy and alcohol. They engaged in a series of strength-based, goal orientated courses:

- "The Keystone"
12 recovery programmes in which 90 service users subscribed.
- "Write Your Own Script"
Supporting service users through detox, providing long-term assistance.
- "Millstones and Milestones"
Consolidation programme supporting service users to maintain abstinence.

A number of **positive outcomes** have been achieved via The Olive Branch Recovery Communities in the last 12 months, including:

- 43 service users **completed The Keystone programme.**
- 26 service users **completed detoxes.**
- 17 service users are currently **illicit drug-free** and are **prepared for abstinence.**
- Service users felt **motivated** and **encouraged** to embark on a new phase of their life.
- Recovery coaching and telephone support have led to **20 drug treatment completions.**
- Service users **social functioning and inclusion** improved, with **stable accommodation** in the community.
- Feedback, as detailed below:

"Excellent programme. It makes you understand that there are a lot of drivers to addiction, but also that your personal strengths can go a long way to overcome"



**Antonia Prescott
Director of Olive
Branch Recovery
Communities**

"I have told other people about the programme and told them it is very positive and well facilitated."

"If you don't know yourself, you will find yourself by the end of it!"

"It is more in-depth, positive and really makes a difference... something you can get your teeth into."

Focus on... Recovery Colleges

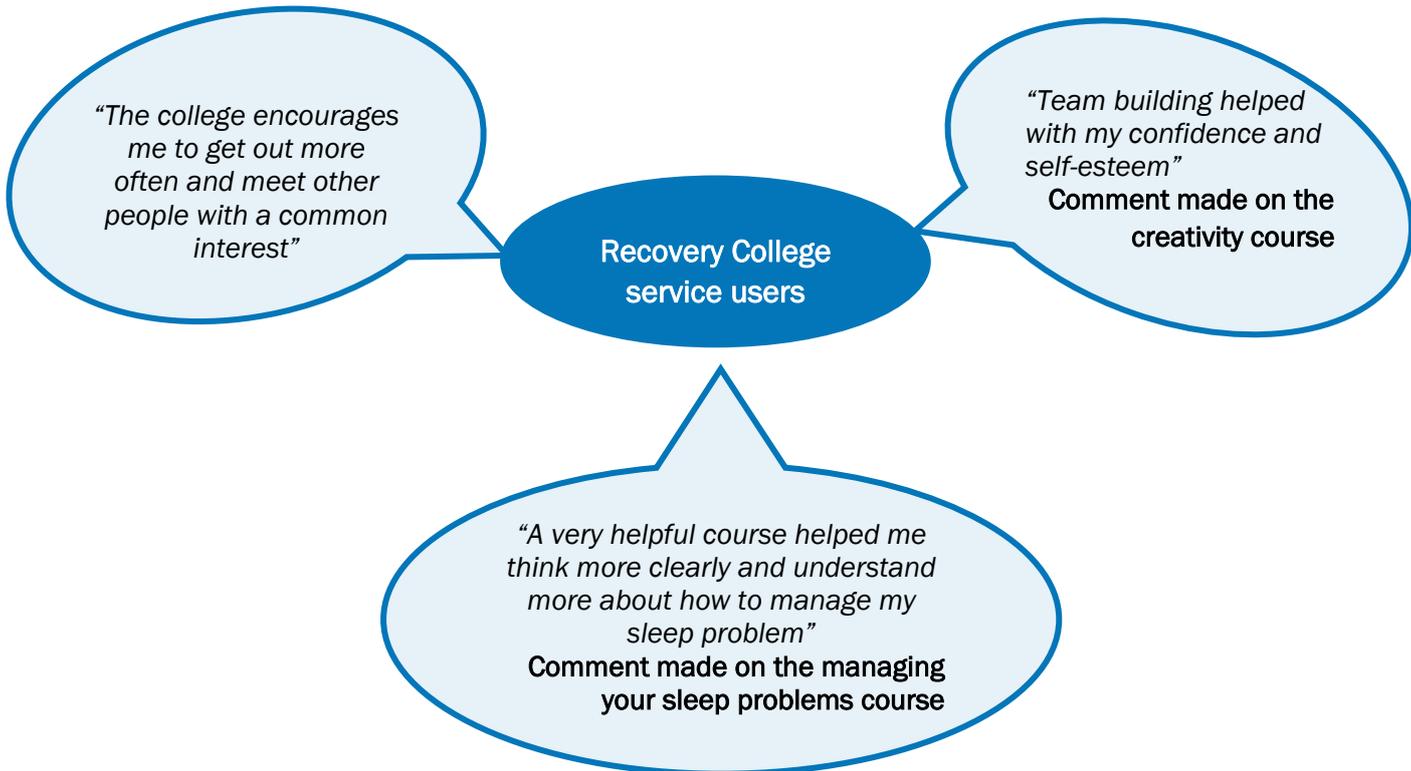
Recovery Colleges have been developed across the Trust, drawing on a mix of lived experience [through patient involvement] and professional expertise, to promote recovery and person centered care. There has been a strong focus on:

- Redefining service user and carer involvement.
- Developing **peer support roles**.
- Introducing **recovery education**.
- **Training delivered by volunteer tutors**.
- **Helping people to be the best they can and want to be.**

“Early feedback has been extremely positive with the courses being very well received by students.”
**Tim Welch – Director of Finance/
 Deputy Chief Executive**



A positive addition to the Recovery Colleges has been the *Expert Patients Programme* [EPP] in Eastern Cheshire. Recovery Colleges nationally came from learning from EPP that has been running since 2001.



Improving patient and staff experience of pharmacy services

The Trust's pharmacists and pharmacy technicians ensure that service users receive **safe and effective medicines**, in a **timely** manner, **tailored** to their own individual pharmaceutical needs. Detailed below is a summary of how the team has facilitated this during the past quarter, as well as other quality updates and developments.

The pharmacy team continues to proactively participate in service user and carer groups by providing meaningful **advice and independent information on medicines** used in mental health. For example, sessions on medicines take place regularly on wards. These have raised the profile of the pharmacy team, with patients now knowing the pharmacist by name. This has greatly increased and improved the conversations between pharmacy and patients.

"It would be lovely for the pharmacist to be in my lounge at home to answer my questions"

Wellbeing clinic – service user

The team provides proactive **education around medication** to support clinical staff on the inpatient units and community teams. This is identified through staff requests for additional training as part of recommendations from incidents and from newly qualified staff or staff new to CWP. The points below highlight the quality outcomes obtained from such clinical support:

- Representation at the *Nicotine management policy implementation group*, they planned the work programme and updated the nicotine replacement therapy guidelines. The pharmacy team will provide training at locality training events.
- Support and advice provided to the West and East *home treatment teams* managing Clozapine patients at home.
- Advice provided to the Consultant in Liaison Psychiatry on a drugs in pregnancy query.
- Pharmacy technician assisted a Consultant Psychiatrist in arranging a Clozapine outpatient prescription and supply of tablets.
- Positive discussions between pharmacy team and doctors regarding medicines and interactions.

"I feel we are really all working well and this is clearly showing"
Ward Manager – Adelphi

"They are always helpful and responsive on any patient queries on medicines"
Associate Director of Effectiveness

A **Physical Health/ Mental Health Pharmacist** post has been introduced for West Cheshire as part of the joined up thinking of the locality around integration of physical and mental health.

Liaison with a psychiatrist and *Royal Liverpool Hospitals* ensured a joined up approach to treatment for a Clozapine patient. The risks of serious adverse effects were reduced.

Clinical Effectiveness

Research

CWP is committed to providing timely and high quality data for the national portfolio of research studies. Figures published by the *Comprehensive Clinical Research Network* for 2012 – 2013 show that CWP recruited 559 people into studies. The Trust has already recruited over 500 people since April 2013. During quarter 2, CWP finished recruiting 15 people to an interventional study looking at training for managers to **improve staff attendance and stress levels** and a study looking at the **impact of illness**. The 'ATLAS' trial of antipsychotic treatment of very late-onset schizophrenia-like psychosis has now recruited three patients. In addition, the Trust is also recruiting to studies in relation to autism, self harm, and obsessive compulsive disorder. A large number of feasibility questionnaires for industry have been completed, mostly for dementia studies, which CWP hopes will come to fruition over the next quarter.

The study of falls, which took place on two of CWP's dementia wards, was completed and is awaiting results and recommendations for review. A presentation of this study and other studies will be presented at CWP's research and development conference "New technology and new ways of working" on 19 November 2013 – enquiries via research@cwps.nhs.uk.

National Confidential Inquiry into Suicide and Homicide by People with Mental Illness

This research project aims to improve mental health services and help to reduce the risk of similar incidents occurring in the future. The number of cases submitted to each category as a percentage of the registered cases required by the terms of the Inquiry for quarter 2 [July – September, 2013] are:

Categories of the National Confidential Inquiry into Suicide and Homicide by People with Mental Illness	Cases submitted as a percentage of registered cases
Sudden unexplained death in psychiatric inpatients	- <i>n</i> = 0
Suicide	100% <i>n</i> = 1
Homicide	- <i>n</i> = 0
Victims of homicide	- <i>n</i> = 0

Clinical Audit

CWP is participating in the National Audit of Schizophrenia [NAS], which is an initiative of the **Royal College of Psychiatrists' Centre for Quality Improvement**. It is commissioned by the Healthcare Quality Improvement Partnership as part of the National Clinical Audit and Patient Outcomes Programme. Participating in NAS will enable clinicians who treat people with schizophrenia in the community to **assess the quality of their prescribing of antipsychotic drugs** and of their **monitoring of patients' physical health**. It also supports them to **monitor patients' experience of treatment and its outcomes**, plus **carers' satisfaction with information and support**. Local services will also be able to compare their performance with national standards, benchmark with other services, and identify what they do well and where there is potential to improve. Results are expected in March 2014.

NICE guidance and clinical effectiveness

Implementing *National Institute of Health and Care Excellence* [NICE] guidance:

- enhances the effectiveness of clinical services and
- improves clinical outcomes, and also improves non-clinical outcomes for patients, such as gaining employment or returning to education

The Trust holds regular *Clinical Effectiveness network* meetings to monitor performance to ensure **adherence to best practice**. During quarter 2, CWP held two meetings. Presentations were received on *violence*; and also *type 2 diabetes – foot problems*, from the respective NICE champions within the Trust. CWP now has ten work plans available on the intranet detailing how the champions plan to assess and improve the implementation of guidance.

The table below demonstrates the Trust's compliance for the guidance it has been able to fully assess.

Type of NICE guidance	CWP's ability to deliver as at quarter 2			
	Full	Partial	Not	Total
Clinical Guideline	53	18	0	69
Public Health Interventions	25	11	0	36
Interventional Procedures	2	0	0	2
Technology Appraisal	16	0	0	16
Medical Technology	1	0	0	1
Cancer Service Guidelines	0	1	0	1
Patient Safety	2	0	0	2
Total	99 77%	30 23%	0 0%	127

CWP continues to work with its clinical leads in the Trust, and its commissioners, to further promote compliance with NICE guidance.

Quality success stories

In addition to earlier success stories featured in the report, below is a summary of some of CWP's other success stories over the past quarter in **promoting quality** within the communities that the Trust serves, and in **improving the quality of the Trust's services**.

Patient Safety News



CWP was one of 54 NHS mental health providers that participated in a **benchmarking project for inpatient mental health services** between July and August 2013. *NHS Cheshire & Merseyside Commissioning Support Unit* reviewed early benchmarks in the **Mental Health Benchmarking Toolkit** and concluded that CWP made a good quality data submission. The report highlighted the following:

- CWP was benchmarked **above average in the provision of beds** in categories acute, psychiatric intensive care, eating disorders and other mental health.
- CWP was one of 15 providers to **achieve delayed transfer of care [adult acute] rates at less than 2% of total bed days impacted**.
- Improved adult acute readmission rates within 28 days – CWP **ranked second** with a readmission percentage rate of less than 2.5%.
- CWP **accepted over 95% of referrals to community mental health teams** along with 13 other providers.
- CWP had **less failed to attend scheduled appointments** than the other providers' average of 10%.

This benchmarking project has provided CWP with an excellent platform for enhancing future service provision. CWP will continue to analyse reports and develop conclusions on the results of mental health benchmarking. It will help to **identify and share good practice** amongst member organisations and **support ongoing improvements within the mental health sector**. For further information visit <http://www.nhsbenchmarking.nhs.uk>.

Clinical Effectiveness News

CWP and healthcare company *Ultrasis* has announced a new innovative business partnership to deliver **accessible and affordable treatment across the UK for common mental health issues such as depression and anxiety**.

CWP, a provider of inpatient and community mental health services for children, adults and older people, and *Ultrasis*, which specialises in interactive healthcare programmes, will establish a jointly owned company to deliver a range of **computerised healthcare products and clinical interventions** to patients.



Director of Nursing, Therapies & Patient Partnership and Service Director, CWP East, supported Cheshire CAMHS, for nominating Participation Development Worker for a National Positive Practice Award in Mental Health, for a Making a difference. The award ceremony takes place in December 2013.

CWP's clinical nurse specialist for infection prevention and control, and chair of the Infection Prevention Society [IPS] national educational leads forum, has been praised by the IPS president for her **"focused, grounded and highly motivated"** work with the IPS. She co-ordinated this year's IPS North West conference and recently presented at an IPS specialist mental health forum about physical health in mental health. She has also been asked to speak at the national IPS conference in September at the ExCeL in London on "Infections and injections, the challenges in reducing harm for injecting drug users".



CWP is celebrating **excellence in leadership** with the *NHS North West Leadership Academy*. CWP's Medical Director for Quality has been nominated for the **NHS Quality Champion/ Innovator of the Year** award. CWP's Clinical Service Manager for Wirral drug & alcohol services has been nominated for the **NHS Partnership/ System Leader of the Year** award. There were a record number of nominations at such a high standard. The NHS Leadership recognition awards celebration takes place in November 2013.

Patient Experience News and patient feedback

CWP facilitated a "My Life, My Say" event during the "Big Health Day" for people with learning disabilities during *Learning Disability Week*. CWP promoted good practice and provided awareness of different services available. Service users expressed their thoughts and ideas on large pin boards and in video booths. The feedback gathered helped local services to **improve communication pathways** and provide a **clearer understanding of service user needs**.



A successful bid for charitable funds has meant that **Cherry ward, Chester** has gained a year's subscription of the *Weekly Sparkle* activity newspaper. It is a reminiscence tool which has had the following benefits:

- Service users and staff reminiscing together – enhancing communication and improving wellbeing.
- The various applications of the "My Life" software have been purchased [reminiscence, music, digital painting, games] to facilitate group work or on a 1:1 basis.

Staff and service users at the **Alderley unit, Macclesfield**, supported by the nurse therapist, have led on the implementation of an initiative "My Shared Pathway" to **improve the involvement and experience of service users whilst in hospital**. It involves **service users planning their own goals and outcomes** with staff. Service users at the unit have developed a visual representation of the shared pathway: each part of the picture represents the pathway from the patient's perspective around their goals, feelings and future. The artwork has pride of place in the unit.



In quarter 2, CWP formally received **515 compliments** from service users, and others, about their experience of the Trust's services. Below is a selection of the comments and compliments received for our specialties across the Trust:

"Generally a calm, private, respectful place to experience when one is in a distressed state. Telephone calls are always returned and I feel that the Willows is a place of trust and quiet – in particular the garden. A positive experience for me overall in a kind, pressure-free, nurturing environment away from the home."

[Adult mental health services](#)

"Can I just say this service is fantastic, you have been brilliant and the service is fantastic, thanks so much!"

[Physical health – CWP West](#)

"We can't thank you enough for all the help you have given our son."

[Child & adolescent mental health services](#)

"Thank you for all your help in making sure [service user] gets back to health and coming to terms with his many changes in life. I know that his late brother would be proud of his progress and how he is, due to the great team he has behind him."

[Learning disability services](#)

"I would like to thank all the staff involved in caring for my mother. The non-judgmental care and empathy she has been given has been wonderful, and we are both incredibly grateful for all the support we have received during these difficult last few weeks. Please can you pass on our thanks and gratitude to all the staff."

[Drug and alcohol services](#)

Contract requirements – Quality improvement and innovation

CWP has certain **quality requirements and goals** which have been agreed with commissioners [those who buy the NHS services that the Trust provides] detailed in the Trust's contracts. These are monitored through the contract monitoring process, to ensure that the aim of **improving quality of care** is on track. This is monitored at quality meetings held jointly with commissioners to ensure all of the Trust's performance is on track.

Quality requirements

This part of the contract sets out the requirements of CWP's commissioners in regard to the quality of all the services it provides. CWP aims to build on its positive performance against these requirements in its contract last year. **Performance against contractual quality requirements for 2013/14 is on track.**

Commissioning for Quality and Innovation [CQUIN]

A proportion of CWP's income from its contracts in 2013/14 is conditional on achieving **quality improvement and innovation goals** agreed by CWP and its commissioners, through the *CQUIN* payment framework. Achievement against the quarter 2 milestones is currently being verified by the Trust's commissioners. **All quarter 1 milestones have now been verified as achieved**, as detailed below:

Trustwide schemes

- Safety thermometer
Data has been uploaded via the Information Centre web portal on a monthly basis.
- "Advancing Quality" – dementia and psychosis
Ongoing reporting of compliance to commissioners.

Western Cheshire schemes

- Long term conditions: patient education programmes
Attendance from CWP staff at relevant steering group meetings with representatives from partner organisations.
- Ageing well: planning and predicting health care needs
Patients under care of community teams provided to primary care GPs, community care plan document produced in consultation with GP and steering group convened.
- Chronic obstructive pulmonary disease [COPD] advanced service in the community
Work underway to provide an integrated care service [acute/ community] for patients with COPD.
- Transition between children's and adult services
Review of current transition arrangements undertaken and improvement action plan developed.
- Mental and physical health care pathways
Collaborative working with the Countess of Chester Hospital NHS Foundation Trust to develop and implement pathways in relation to urgent response, dementia care and delirium pathway.

East Cheshire schemes

- Long term conditions [LTC] quality, innovation, productivity and prevention [QIPP] programme
Ongoing work regarding:
 - *Infrastructure and needs assessment*
 - *Risk profiling*
 - *Improving co-ordination of care*

- *Self-management support [including shared decision making]*
- **Transition across services**
Number of young people who will enter transition between child and adolescent mental health services and adult services during 2013/14 identified and patient experience measure designed and implemented.
- **Psychiatric assessments**
Options appraisal developed identifying areas to enhance liaison services including alcohol, older people in dementia etc.

Vale Royal and South Cheshire schemes

- **LTC QIPP programme**
Ongoing work regarding:
 - *Infrastructure and needs assessment*
 - *Risk profiling*
 - *Improving co-ordination of care*
 - *Self-management support [including shared decision making]*
- **Transition across services**
Number of young people who will enter transition between child and adolescent mental health services and adult services during 2013/14 identified and patient experience measure designed and implemented.
- **Physical health checks**
Number of clients with serious mental illness known to CWP services who have not attended their annual health check within 12 months identified.
- **Dementia baseline screening for people with Down's syndrome**
Through liaison with GP practices, the number of people requiring baseline dementia screening identified.
- **Autism**
Number of clients with autism in South Cheshire and Vale Royal area identified by using the cohort of clients from community mental health services and hospital based services.

Wirral schemes

- **Contract dataset**
Monthly contract datasets submitted, completeness, quality and configuration of datasets reviewed and action plans developed.
- **Long term conditions**
Report submitted evidencing work undertaken in collaboration with all health and social care partners through identified domain groups.
- **Innovation**
Innovative ideas supporting the QIPP agenda proposed to commissioners, with the following proposals being implemented during 2013/14:
 - *"In Sight, In Mind"*
 - *"Healthy lifestyle" group*
 - *Recovery peer mentors*
 - *"Kidstime"*
 - *CAMHS peer mentor*

North West Specialised Commissioning schemes

- **Optimising care pathways**
 - *Tier 4 CAMHS – review of standard care pathway completed and preparation to implement standard care pathway reporting in place.*
 - *Eating disorder services – report completed detailing progress in implementing the care pathway.*

- *Secure and step down services – patient level data report produced to illustrate number of days spent at each stage of the pathway, including variance.*
- **Physical healthcare**
Baseline reports produced evidencing performance with specific physical health checks and actions required to improve performance.
- **Care programme approach [CPA]**
A baseline audit of CPAs has been undertaken, including how unmet needs are recorded.
- **Literacy**
Baseline of existing educational opportunities established and plan developed which defines key milestones for reviewing and improving opportunities for education and skills development, specifically including literacy, information technology, numeracy and vocational skills.
- **Improving service user experience through innovative access to and for secure services**
A baseline of existing technology and use of technology established and an action plan developed regarding working with other units and involving patients' relatives and carers around utilisation of technology.

Trafford Clinical Commissioning Group schemes

- **Health equality framework**
Staff familiarised and trained in the use of the health equality framework tool and a sampling approach agreed.
- **Health improvement strategies**
Action plans for each of the ten indicators have been developed.

Advancing Quality

*Advancing Quality [AQ] is an ongoing regional CQUIN. It is a programme that was introduced in order to drive up **quality improvement** across the North West of England region. AQ is about giving the **best quality treatment** first time, every time. The programme applies a systematic approach to care, by measuring and monitoring interventions to ensure that they happen.*

There is up to a six month time lag in reporting the data, therefore performance against the targets for 2013/14 will be reported in the next *Quality Report*.