

## **Commissioning for Quality and Innovation (CQUIN)**

### **Accident and Emergency Services (A&E)**

Accident and Emergency Service CQUIN 2009/10:

1. Maintain the baseline level of non conveyance for 2009/10;
2. Increase the percentage of mental health patients conveyed within 1 and 2 hours;
3. Implementation of the End of Life Care Quality Markers in relation to the Trusts A&E activities;
4. Analysis of Trusts costs and explore development of future payment mechanisms.

A&E CQUIN goals 2009/10 were delivered and supported by Trust Commissioners.

Accident and Emergency Service CQUIN 2010/11:

1. Implementation of NHS Pathways/Capacity Management System;
2. Undertake Category C activity audit;
3. Falls assessment and referral process to be established;
4. Joint work with Commissioners to understand activity demand and growth;
5. Establish a system to gather information on patient satisfaction and experience;
6. Understand the outcomes and impact of Primary Percutaneous Coronary Intervention Pathways (PCCI);
7. Improving care for people with learning disability or dementia including development of training and information leaflets.

A&E CQUIN goals for 2010/11 are progressing and full support is anticipated from Trust Commissioners.

### **Urgent Care Services (UCS)**

Urgent Care Service CQUIN 2009/10:

1. Directory of Service- Care Integration:
  - Develop a Directory of Services that offer effective access to treatment across Somerset, Dorset, Bournemouth and Poole;
  - Work with commissioners to ensure all information is shared across the health community through the Directory of Services;
2. Delivery of End of Life care Quality Markers in relation to the urgent care service.

UCS CQUIN goals 2009/10 were delivered and supported by Trust Commissioners.

Urgent Care Service CQUIN 2010/11:

1. Continued improvements to End of Life Care including:
  - improved communication between “in hours” professionals and Out of Hours;
  - Use of Macmillan Cancer Support Toolkit to assess End of Life Care and evidence of improvements across all areas assessed.;
  - increase in number of patients dying in preferred place and decrease patients who are admitted to hospital via OOH at end of life;
2. Development of a framework for monitoring the performance of Doctors including induction training and assessment;
3. Ongoing Continuing Professional Development Programme;
4. Prescribing to be in line with agreed formulary and within agreed boundaries.

UCS CQUIN goals for 2010/11 are progressing and full support is anticipated from Trust Commissioners.

### **Patient Transport Services (PTS)**

CQUIN 2009/10:

No goals were set or CQUIN funding received for Patient Transport Services in 2009/10.

CQUIN 2010/11:

1. Develop a robust IT system which provides accurate information that inspires confidence.
2. Improvements to the patient transport command and control system in order to allow for a much more effective use of resources, and is more responsive to changing needs.
3. Development of a flexible fleet of vehicles which meet the needs of commissioners and patients.

PTS CQUIN goals for 2010/11 are progressing and full support is anticipated from Trust Commissioners.