

**COUNCIL OF GOVERNORS' MEETING
13 AUGUST 2015**

Paper Title:	Overview of the 15 Steps Quality Challenge
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Paper Author:	Rebecca Bentley, Non-Medical Prescribing Lead
Agenda Item:	10
Presented For:	Discussion

1. PURPOSE OF THIS PAPER:

To provide an overview to the Council of Governors on the 15 steps quality challenge panel process.

2. EXECUTIVE SUMMARY

The 15 Steps Quality Challenge Panel was introduced to Bradford District Care NHS Foundation Trust in 2012 as part of the wider implementation of a programme called the Productive Series.

The aim of the 15 Steps Quality Challenge Panel is to assess the patient experience by drawing on a diverse group of people who all bring different and fresh perspectives to a service area. This methodology for assessment of patient experience and service improvement aims to offer meaningful patient and carer engagement that facilitates empowerment and fosters a positive equal relationship in the review and co-design of services.

The 15 Steps Quality Challenge describes how a small team explores what service users are experiencing by undertaking visits to the service areas, telephone consultations with service users or home visits.

This team provides both the service area and the organisation with structured feedback and useful information about how service users and carers view the service area undertaking the challenge. The Challenge strongly aligns with a range of strategic initiatives including supporting improvements to quality, safety and service user experience.

This tool can also help organisations understand and identify the key components of high quality care that are important to service users and carers from their first contact with a member of the healthcare team and environment.

A Frequently Asked Questions document has been developed to provide further details about this initiative and this is attached at Annex A.

There have been 17 challenges completed between February 2013 and December 2014. Examples of recommendations following challenges have included:

- a review of additional, clearer and updated signage for services; this was a common theme across services;
- A 'who's who' should be displayed;
- Suggestions around the decoration of clinical areas to make them have a more 'homely' feel.

In summary the objectives of the 15 Steps Quality Challenge are to:

- Help staff, service users and others to work together to identify improvements that can be made to services;
- Enhance the service user experience;
- Provide a way of understanding service users' first impressions more clearly;
- Provide a method for creating positive improvements in the quality of care through identifying what is working well and what could be improved – it supports the sharing of good practice and concentrates on some service user experience improvements;
- Support wider conversations about what is working well and what can be improved;
- Provide a collaborative process which includes both staff and service user representatives; and
- Ensure regular use of the toolkit which will help develop the overall quality of practice.

3. EXPRESSIONS OF INTEREST FROM GOVERNORS

The programme of 15 Steps Quality Challenge visits will be available in October. Prior to this, in September, training will be organised for those Governors that express an interest in taking part in the programme.

Expressions of interest should be forwarded to Rebecca Bentley, Non-Medical Prescribing Lead via email at rebecca.bentley@bdct.nhs.uk by Tuesday, 1 September. Rebecca will also be able to answer any questions that Governors may have about the programme.

4. RECOMMENDATIONS:

That the Council of Governors:

- Notes the information about the 15 Steps Quality Challenge programme; and
- Considers an invitation for all governors to take part in a 15 steps quality challenge panel.