



Draft Quality Account Priorities 2025 – 2026

JOSC meeting 5th June 2025

Sarah Wilding Chief Nurse and Directors of AHP
Nicola Sands Deputy Chief Nurse





Quality Account 2024/25



The quality priorities are aligned to the Trust’s Corporate Objective to “Deliver outstanding safe and compassionate care in partnership with patients”. The 2024 – 2025 quality priorities were;

- Ensuring patients are seen by the right person in the right place at the right time and deliver outstanding safe and compassionate care in partnership with patients.
- Access and attendance
- Reducing health inequalities in our local population
- Improving the Trust Environment to improve Patient Experience



Key achievements from 2024/25



- Birmingham Symptom Specific Obstetric Triage System (BSOTS) has been implemented in Maternity Triage.
- 75% of Trust staff have had Oliver McGowan training delivered.
- The transformation team have been reviewing outpatient letters to ensure that clinic and ward locations match hospital signage. Outpatient letters fully updated in Urology, Gynaecology and elderly care.
- The Virtual ward and rapid response urgent response 2hr/4hr/24hour targets to ensure timely patient care and admission avoidance are being met.
- The new codesigned NCL Community Red Cell (sickle cell) Service with partners and patients in NMUH and UCLH is up and running.
- Providing accessible information to those patients with learning disabilities has been achieved and the Trust webpage is live and is being used
- Virtual ward beds are being fully utilised. There are currently 44 beds at WH (20 acute split between Haringey and Islington), 16 remote monitoring beds, 8 Islington Complex VW beds.
- In conjunction with our Mental Health partners at the North London NHS Foundation Trust violence reduction team, training is being provided to all staff to support mental health patients waiting for a mental health bed.
- Training sessions on the use of restrictive practice and de-escalation techniques for adults have been provided to date.



Draft Quality Priorities 2025/26



Whittington Health
NHS Trust

- Ensuring patients receive safe and effective care that is delivered with kindness, compassion and in collaboration with patients and carers
- Improving the Trust Environment to enhance Patient Experience
- Reducing health inequalities in our local population by ensuring that when patients need to access our services, they have clear guidance, accessible routes and supported and listened to throughout
- We will continue to develop services to meet the needs of our population



Priority 1 Goals

Ensuring patients receive safe and effective care that is delivered with kindness, compassion and in collaboration with patients and carers

- Develop a suite of 'What matters to me' quotes to include pictures to educate staff these will be on screen savers and posters
- Promote the attendance of staff to the Ops School which provides a comprehensive programme of learning and development for staff working on acute pathways
- To continued work in line with Patient Flow Board objectives
- Improve the FFT scores to ensure all areas are above the NHS benchmark of 85%
- Implement systems to ensure learning and service improvement from complaints
- Meet national Standards for cleaning and see a reduction in hospital acquired infections



Priority 2 Goals



Improving the Trust Environment to enhance Patient Experience

- Continue to improve PLACE outcomes
- Monitor the patient experience through FFT, complaints and PALS feedback to improve demonstrating the positive work to improve environment
- Clearer signage and access routes through Trust premises



Priority 3 Goals

Reducing health inequalities in our local population by ensuring that when patients need to access our services, they have clear guidance, accessible routes and supported and listened to throughout

- To reduce outpatient letters from 891
- Create clinical pathways that incorporate one – stop shop models reducing the number of attendances and comprehensive diagnosis and treatment plans for patients
- Addressing Long waits for ASD/ADHD
- Improving the care we provide to people with mental health needs through additional staff education



Priority 4 Goals

We will continue to develop services to meet the needs of our population

- Promote self-management and prevention to keep patients well at home
- Expand community-based care, early discharge, and rehabilitation services.
- Reduce long waits in the community
- Continue implementing the Start Well programme to support mothers through pregnancy
- Delivery of MIS



Comments and Questions



Thank you



@WhitHealth



WhittingtonHealth



WhittingtonHealth

