

### Appendix 3 - Documents that support QA Visits

The following documents support the Quality Assurance visits

#### Quality Assurance Visits Public Health Service Contracts

Quality Assurance (QA) visits form part of the QA process and provide invaluable contextual insight and assurance of the quality of services commissioned and provide an important opportunity for commissioners and providers to learn and improve services.

QA Visits are either planned (as set out in the contract schedules), responsive or unannounced.

The overarching aims of QA visits are to:

1. Gain a contextual understanding of the services commissioned
2. Develop effective working relationships between staff in provider and commissioner organisations
3. Understand the perspectives of Service Users (SUs) and the successes and constraints of service user journey's
4. Explore and triangulate performance and quality indicator to support a shared understanding of continuous quality improvement and service development
5. Identify key areas of success and any areas of concern
6. Agree actions and timescales as an outcome of QA visit

<b>Commissioner and provider actions to support QA Visits</b>			
<b>When</b>	<b>Who</b>	<b>What</b>	<b>Notes</b>
Please note the aims and objectives of the visit are set out in the QA Visit documentation			
4 weeks before visit	Commissioner and provider	Agree service are to be visited	Ideally this can be agreed at Contract Quality Review Meeting
	Commissioner	Confirm who will be part of the commissioner QA Team Confirm with the provider, the location, time and duration of visit	Confirmed by Contract Lead
	Commissioner	Provide QA Visit documentation to provider that sets out: 1. Aim and objectives of the QA visit 2. The requirements of the visit (for example observe service delivery and setting(s), meet Service Users	Shared by Contract Lead QA documentation developed jointly by Policy Lead, Quality Lead and Contract Lead

<b>Commissioner and provider actions to support QA Visits</b>			
<b>When</b>	<b>Who</b>	<b>What</b>	<b>Notes</b>
		(SU) and staff) including format of engagement with SU and staff 3. Provide an outline time schedule for the visit	
3 weeks before visit	Provider	Complete service details on QA Visit documentation and share with commissioner This should include any audit reports and supporting Service User vignettes/stories/feedback	
		Confirm to commissioner which staff and how many service users will be part of the QA Visit Add detail to the time schedule to support the visit and share with commissioner	
		Ensure staff and rooms for the visit are available	
2 Weeks before	Commissioner	QA Team hold a Pre Visit Preparation meeting - review documentation and reports shared by provider, agree how they will undertake the visit, responsibilities of the QA Team for the QA visit and questions and focus of discussion	
1 week before	Commissioner /provider	Confirm arrangements for QA visit and provide any clarification of times schedule and arrangements It should be made clear to any staff or service users who agree to share information as part of the QA visit that any information that is shared that may present as a safeguarding concern will be escalated in accordance with the NSCB Interagency Safeguarding procedures.	
Day of visit	Provider	Ensure service area, staff and SUs available to support agreed schedule of visit	
	Commissioner and Provider	Setting the scene – an initial meeting at the start of the visit to confirm format and focus and timescales of the visit format	Opportunity to clarify and confirm requirements
	Commissioner	Undertake visit with providers as per visit schedule	
	Commissioner	QA Team meet to agree initial headline feedback Discuss any urgent safeguarding or safety concerns	
	Commissioner and Provider	QA Team and provider representatives meet together for sharing learning from visit Commissioner shares headline feedback	
1 week post visit	Commissioner	QA Team meet to review and agree feedback to be shared with provider and any actions required	Feedback and documentation to be shared by Contract Lead

<b>Commissioner and provider actions to support QA Visits</b>			
<b>When</b>	<b>Who</b>	<b>What</b>	<b>Notes</b>
2 weeks post visit (10 working days)	Commissioner	Provide feedback report and areas for to be developed into an agreed action plan following the visit	Written by Quality Lead and agreed by QA Team who attended the visit Shared with provider by contract lead
Next Contract Quality Review Meeting	Provider	Provide draft action plan, to include action, owner, timescales	Discuss and agree at next available meeting
	Commissioner and provider	Agree action plan, time scales and review	

## Template for Quality Assurance Visit - Public Health Service Contracts

### Introduction from commissioners

Local authorities have a statutory duty to have regard to the NHS Constitution (2009) when exercising their public health functions under the NHS Act 2006. This includes principles, values, rights, responsibilities and pledges set out within the NHS Constitution as set out in the Public Health Supplement to the NHS Constitution (2013).

Nottinghamshire County Council as a commissioner of Public Health Services recognises that patients/service users and the public *'have the right to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets the levels of safety and quality'* (NHS Constitution 2009:26).

Commissioning is a tool for ensuring high quality, cost effective care and relies on adequate and meaningful data and information about the service. Quality is a golden thread that runs through the Public Health Service contract.

Each contract sets out generic and service specific quality requirements that are focused on the delivery of high quality of care that is evidenced based and cost effective. With a clear requirement and commitment to the delivery of improved safety, effectiveness of services and improved service user experience. The Quality Assurance Visits (QAV) form part of the quality assurance process and provide an opportunity for provider and commissioners to work collaboratively to enhance the quality of care and SU experience.

### The planned visit...

Details of the visit	
Service name	
Service area	
Place (of visit)	
Date of visit	
Names and roles of Public Health Team who will be part of visit	

Reason for visit	Quality Assurance visit as agreed and set out within the quality schedule
Aim of the visit	For commissioners to gain an understanding of the service commissioned, to meet staff and service

	users, to develop effective working relationships between provider and commissioner and to provide assurance to the Public Health Senior Leadership Team (PH SLT) and Nottinghamshire County Council about the quality of Public Health Services commissioned.
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**Sections 1-7 to be completed by the provider in advance of the visit and shared with the commissioner 2 weeks prior the planned visit**

<b>1. Background information about the service</b>	
Please provide the details below:	
Background information about the service area to be visited	

<b>2. Service User (SU) Safety</b>	
Please provide a summary for the service area visited below	
Number of serious incidents and SU safety incidents over last 6 months	
Themes identified and action taken	

<b>3. Service User Experience</b>	
Please provide a summary for the service area to be visited below:	
Number of complaints over last 6 months	
Themes and action taken	
What do service users tell you?	
SU feedback	
Compliments	
Other feedback from SUs	

**4. Quality standards**

Please provide a summary for the service area visited below:

**Staffing levels****Audits****5. Areas of focus for the visit**

Please provide the details below:

**Add detail for visit\*****6. Workforce and staff profile**

Please provide the details below:

**Workforce**

Development and training-how are these needs met

Staff wellbeing (survey results)

**Staff profile**

Staff sickness

Staff turnover

Vacancy rate

**7. Placements for students and volunteers**

Please provide the details below:

**Students**

Which HEI and training institutions do you collaborate with? What type of student, length of placement and number placed in a year?	
Do you have any students in the service area currently?	
Feedback from students	
Placement audits	
<b>Volunteers</b>	
Do you have a volunteer programme in the service?	
Summary of volunteer training and accreditation	
Feedback from volunteers	

**Summary of visit from Commissioners**

<b>Summary of visit from commissioners</b>	
<b>What we observed /saw</b>	
<b>What we heard</b>	
<b>What staff told us (for example:</b>	

Head of Service, Practitioners, Admin staff)	
<b>What service users shared with us</b>	



## References

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<sup>i</sup> Health and Social Care Action (2012)

<sup>ii</sup> The Mid Staffordshire NHS Foundation Trust Public Enquiry. Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. Chaired by Robert Francis QC. 2013. London Stationary Office.  
<http://webarchive.nationalarchives.gov.uk/20150407084003/http://www.midstaffpublicinquiry.com/report>

<sup>iii</sup> Public Health Supplement to the NHS Constitution - for local authorities and PH England. 2013.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/473475/NHS\\_Constitution-PublicHealthSupp.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/473475/NHS_Constitution-PublicHealthSupp.pdf)

<sup>iv</sup> The Equality Act 2010. Equality Act Guidance. 2010. <https://www.gov.uk/guidance/equality-act-2010-guidance>

<sup>v</sup> The Health and Social Care (Safety and Quality) Act 2015.  
[http://www.legislation.gov.uk/ukpga/2015/28/pdfs/ukpga\\_20150028\\_en.pdf](http://www.legislation.gov.uk/ukpga/2015/28/pdfs/ukpga_20150028_en.pdf)