# Report

## Performance and Quality Subgroup Edinburgh Integration Joint Board

13 May 2016

## Progress update

- 1. This brief paper provides an update on the work of the Integration Joint Board's Performance and Quality Subgroup.
- 2. Following two workshops held in February 2016 to develop the role, remit and membership of the subgroup, it met for the first time on 21 April. There were two main items on the agenda: a case study and development of the performance framework work for the Strategic Plan.

### Case study

- 3. The case study was intended to provide an opportunity for learning and improvement. It was presented using a video recording of an interview with Jenny, who described her experience of supporting her mother at home with an acute illness, her admission and subsequent stay in hospital, which included a period of boarding while she waited for a package of care to be arranged, and then back at home. There were positive and negative aspects of each stage of the journey. Jenny had been in touch with Health and Social Care to offer her experience as an opportunity for learning. She was clear that she did not want to make a complaint.
- 4. The video was used as an opportunity for learning and improvement. Group discussions were held to:
  - Consider what can we learn from this that will make integration really work
  - Develop a group pledge to Jenny and explain how her contribution will help us to learn and improve
  - Generate ideas on how we could gather other examples / case studies / people experiences (positive and negative) and share them at future meetings.
- 5. Based on discussion at the meeting, a letter has been written to Jenny, thanking her for sharing her experience and setting out our aims for improvement (see appendix 1 for a summary of the group's aims).



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#### Developing a performance framework for the Strategic Plan - rubrics

- 6. The Performance and Quality Subgroup was tasked with developing ways of monitoring the implementation and impact of the strategic plan. This part of the meeting was used to test the use of rubrics in assessing performance.
- 7. A rubric sets out clear criteria and standards for assessing different levels of performance. Rubrics have been used in education for grading student work and in recent years, in self assessments for services and in evaluation to make transparent the process of using evidence to form an overall judgement.
- 8. The purpose of using this approach was to ensure that measures of progress and performance for the strategic plan are developed and agreed by a wide group of stakeholders and that there is a shared view of what success will look like.
- 9. The group tested the approach on three of the 44 actions from the strategic plan:
  - (1) Establish local collaborative working arrangements across partners
  - (3) Establishment of locality hubs
  - (17) Building the wider primary care capacity
- 10. After the meeting, a survey was sent out to group members, seeking their views on the use of rubrics for the remaining actions. The closing date for the survey was Friday 6 May.
- 11. Further work will now be done with leads for each of the actions. The intention is to develop the performance assessment framework for the strategic plan for consideration by the group at its June meeting.

#### **Report author**

#### Rob McCulloch-Graham Chief Officer, Edinburgh Health and Social Care Partnership

Contact: Shulah Allan E-mail: shulahallan@blueyonder.co.uk Key points from the feedback letter to Jenny:

Looking forward and based on our reflection, we aim to achieve the following points in our work as a group:

- 1. We will listen more carefully to people who use our services and their carers so that we understand what matters to them
- 2. We will think about how to connect the various "bubbles" of care
- 3. We will need to be much clearer about roles, responsibilities and expectations of each care provider (including family members) and make sure these are communicated and understood
- 4. We will explore ways on how to improve experience across the whole person's pathway