

00:00
the NHS in Leeds wants to make sure
00:02
patients stay safe and enjoy the best
00:04
possible quality of care when they use
00:06
services such as hospitals and GPs the
00:10
quality team helps us do this they
00:13
belong to organizations called
00:14
clinical commissioning groups CCGs who
00:18
plan and fund healthcare services in the
00:20
city meet one of our patients
00:22
Linda she'll tell you more about what we
00:25
do the quality team is responsible for
00:28
making sure that patients experience
00:30
high-quality and safe services when
00:33
they're receiving healthcare they do
00:36
this by making sure that the contracts
00:38
they have with the local care
00:39
organisations include all the elements
00:42
needed to enable them to monitor this
00:44
the team carries out visits to hospitals
00:48
and community services throughout Leeds
00:50
they also support GP practices to assess
00:53
their own safety arrangements and make
00:56
improvements for when they're inspected
00:58
by the Care Quality Commission the CQC
01:01
this includes information on numbers of
01:05
patient Falls number of pressure ulcers
01:08
patient satisfaction scores and the
01:11
number of infections and the number and
01:15
type of incidents being reported this
01:18
way we can find out if Tasha's dad is
01:20
well looked after in his care home my
01:23
daughter can receive treatment for her
01:25
broken leg safely in hospital and when I
01:28
go to see my GP I know if he's taking
01:30
safety and quality seriously looking at
01:35
all of this information helps both the
01:38
quality team and patients to understand
01:40
how well we're being cared for and
01:42
whether we're being kept safe and free
01:44
from harm if the team feels the

01:47
standards are slipping they can complete
01:50
a quality risk profile to help
01:52
understand the reasons for this
01:54
and work with other teams to agree how
01:57
to make improvements the quality team
02:00
regularly meets with the CQC NHS England
02:03
and local councils who plan and fund
02:06
services from around the region this is
02:09
called the West Yorkshire quality
02:11
surveillance group they share
02:13
information to see how they can continue
02:16
to keep patients safe and ensure we have
02:19
a positive experience this also enables
02:23
the quality surveillance group to
02:25
cross-check information about local care
02:28
organisations with each other
02:29
this helps them identify any concerns
02:32
and decide what action needs to be taken
02:35
a very important part of quality teams
02:39
work is to collect and listen to all the
02:42
feedback from patients including
02:44
concerns and complaints Derrick here can
02:47
post his comments on websites such as
02:50
NHS Choices and patient opinion or Derek
02:54
could call the patient advice and
02:56
liaison service pals it is important
03:00
that people like you me and Derek take
03:03
responsibility for feeding back any
03:04
comments about the health care services
03:07
these can be positive comments or
03:09
concerns you may have
03:11
this helps the quality team to know how
03:14
people are feeling about their care and
03:16
work with organisations to make sure
03:18
people have a good experience I want to
03:22
tell you about sequence no not the ones
03:25
you might see when people are dancing by
03:27
sequence
03:28
I mean commissioning for quality and
03:30
innovation this means providers of

03:33
health care get the chance to receive
03:36
additional funding to improve the
03:37
quality of care such as when our
03:39
community and hospital trusts work
03:42
together to improve care for respiratory
03:44
patients the team also checks that
03:47
providers follow national standards of
03:50
best practice
03:51
such as National Institute for Health
03:53
and Care excellence nice these national
03:57
standards are used when designing or
03:59
changing pathways of care we also make
04:02
sure that when local care organizations
04:04
are trying to make cost savings to help
04:06
the NHS s budget they are fully assessed
04:09
to make sure this does not affect
04:11
quality of care we all know that demand
04:14
on the NHS is greater than ever but
04:17
working together we still have an
04:18
opportunity to make sure that our family
04:21
and friends experience care that is safe
04:23
from effective and responsive to ours
04:26
and our family needs
04:34
[Music]