

Welcome & Introduction

Annual Review 2017

Actions from 2016 Review

1. continue to review, update & maintain robust arrangements for controlling **Healthcare Associated Infection**, with particular emphasis on C.Diff and SABS
2. Keep the Health & Social Care Directorate informed on progress towards achieving all access targets and standards, in particular for Outpatient appointments and Psychological Therapies.
3. continue sustainable progress against **staff sickness standard**
4. continue work on achievement of in-year and recurring **financial balance**, and keep the Health & Social Directorate informed on progress with the local efficiency savings programme

Person Centred



- Complaints & Feedback policy
- “Shetland Heartbeat”

- Patient partnership
 - Lerwick Health Centre
 - Mental Health

- Intermediate care & shifting the balance of care

Safe



- Healthcare associated Infection
 - Infection rates
 - Root cause analysis
 - Policies, knowledge and clinical practice
 - Physical environment

- Quality of care
 - OPAH self assessment / Children’s services Inspection
 - Nursing & Midwifery revalidation
 - Quality Scorecard

Effective



- Access
 - 18 weeks referral to treatment / Outpatients
 - Inpatient treatment time guarantee
 - Psychological Therapies
 - Child & Adolescent Mental Health
- Patient Pathways
 - Shifting the balance of care
 - repatriation
 - eHealth / technology
 - Island network
- Finance

Challenges & Next Steps



- Demand
- Workforce
- Economies of scale
 - ⇒ Sustainable service redesign
 - ⇒ Partnerships – local & regional

