



Quality Account 2010



*Delivering **Gold Standard** Healthcare*

InHealth is a leading provider of diagnostic and imaging services operating exclusively in the UK, working predominantly within the NHS, but also servicing the needs of independent healthcare providers.

Waits for diagnostic tests are one of the key bottlenecks in the patient pathway. InHealth specialises in providing modern and efficient diagnostic and imaging services across the country, improving patient access and helping the NHS and other healthcare organisations to ensure that patients receive high quality innovative, efficient, appropriate and leading edge services.

Our service is underpinned by robust clinical processes and a rigorous commitment to quality. We currently have contracts with NHS partners including strategic health authorities, acute trusts, primary care trusts and independent providers and deliver circa 400,000 patient procedures per annum

We also have tried and tested solutions for GP direct access diagnostics in London and we provide a complex mobile PET/CT service to the South of England.

This NHS quality account was developed by the Head of Quality in consultation with the Senior Management Team.



“ InHealth measures itself against and often exceeds the best achievements within the healthcare sector, both amongst the NHS and independent sector providers. But we can only maintain our leading position as a provider of choice for imaged diagnostic services in the UK, offering the widest range of tests to patients and health service partners, through the skills, enthusiasm and positive attitude of our staff. I would like to offer my thanks to all our staff for the contribution they have made in the past year.

Our ongoing strategy in 2010 is to improve the provision of our market leading services by delivering further services that represent value for money and quality to both our customers and the patients they treat. ”



A handwritten signature in black ink that reads "P. Whitecross".

Philip Whitecross
Chief Executive Officer
InHealth

InHealth is committed to a policy of excellence, maintaining the highest professional standards in clinical and commercial matters to ensure that all the services we offer are considered “best of breed.” We work hard to engage our clinicians and managers in discussions regarding high quality care for all and our staff know that this is not a top down initiative only but a philosophy to be embraced by all staff.

Our ‘Gold Standard’ approach aims to surprise the customer or patient with the exceptional care they receive. We do this by ensuring our staff are courteous and friendly as well as demonstrating excellent clinical skills and competency. Simply, we aim to put the patient first in everything we do.

Ensuring Quality in Everything We Do

Clinical excellence is the bedrock of our service provision and we have a series of ongoing initiatives to ensure that quality, clinical excellence and patient care are at the heart of everything we do.

- **Clinical Governance Framework**

Clinical governance is a board level responsibility, our clinical governance framework draws on the examples of good working practice which have been developed by NHS and the Department of Health, Independent Healthcare Providers, ISAS and the Care Quality Commission (CQC). Our framework is updated annually to incorporate new national clinical guidance and regulatory standards.

- **Care Quality Commission**

InHealth is required to register its services with the Care Quality Commission (CQC). The CQC is the independent regulator of all health and adult social care in England both for the NHS and independent sector. Their aim is to make sure better care is provided for everyone, whether that is in hospital, in care homes, in people’s own homes, or elsewhere.

- **ISO 9001 Certification**

InHealth holds ISO 9001 certification which demonstrates that we are committed to quality, customers, and working efficiently. By maintaining this level of certification, we are able to demonstrate the existence of an effective quality management system that satisfies the rigours of an independent, external audit.

- **Investors in People**

Investors in People (IIP) is a national award which recognises those organisations that have boosted the productivity of their business through the way they manage and develop their employees. This coveted status is only given to organisations that actively demonstrate consistent commitment to people development as a way of delivering its goals. At InHealth, we understand the importance of ensuring that our employees are motivated, equipped with the right skills and able to fulfil their potential.

- **Internal Audits**

All services are currently subject to an internal quality assurance audit, the InHealth Healthcare Quality Audit, which mirrors the requirements of the Care Quality Commission.

- **External Audits**

Independent auditing of both diagnostic reports and image quality for many of our services is undertaken. This includes:

10% audits of clinical reports - There is an ongoing 10% audit of X-Ray, MRI, ECG, BP, Ultrasound services, PET/CT. The results are fed back to the appropriate stakeholders.

Image quality audits - All InHealth Radiographers submit a portfolio of images for independent audit and results form part of their ongoing Continuing Professional Development.

Contract specific audit of reports - For certain customers there is an independent audit of images and reports and the results are fed back to the Unit Managers and Radiologists.

• **Competency Assessment**

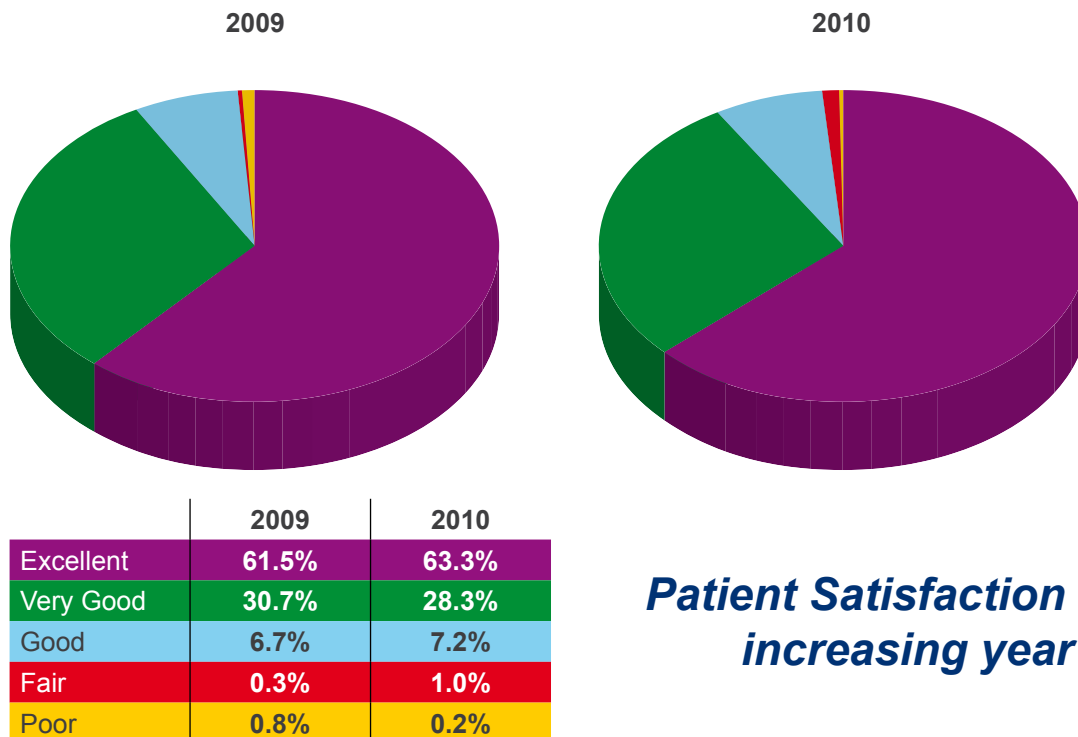
InHealth has a strong commitment to clinical training and education, and nurtures a highly supportive learning culture to encourage mobility and progression within the organisation. As a consequence, we have a highly trained, experienced, enthusiastic and motivated workforce that is dedicated to delivering outstanding patient care.

InHealth has developed a robust competency assessment tool for all clinical staff that received positive acclaim at both the British Association of MR Radiographers (BAMRR) conference and the British Nuclear Medicine Society (BNMS) in 2009 and has been adopted by the Department of Health as an example of best practice.

• **Patient Feedback**

Patients shape what we do and how we do it. Giving patients more choice about how, when and where they receive treatment is a cornerstone of the Government’s health strategy, and we are committed to helping our partners improve the patient experience through greater efficiency, accessibility and choice. Our clinical staff are encouraged to seek feedback from patients, and we continuously monitor patient feedback through satisfaction surveys undertaken by an independent research specialist. Based on these findings, we strive for continual improvement in our services, staff, facilities and processes to deliver an even more effective and efficient service to our partners and their patients.

In 2009 91.6% of patients rated InHealth as good or better vs 79% in the NHS.



***Patient Satisfaction
increasing year on year***

• **Referrer Feedback**

Referrer feedback has been valuable in helping us to customise the referral process and patient information leaflets resulting in an improved patient experience. Patient safety has been assured through the revision of patient safety questionnaires and clinical information forms.

Patient Case Study

In the winter of 2008 some PET/CT patients complained about the cold on our mobiles. As a result all mobiles had their air conditioning and heating reviewed, new heaters were provided and patients advised to bring a fleece to wear while they wait to be scanned.

- **Clinical Engagement**

Clinical newsletters have been produced for GPs and other clinicians using the service which focus on key topics of interest relevant to the service. These are supported by clinical events and symposia which have been well received. Reporters are engaged through local liaison meetings and events organised by unit managers

InHealth has a professional and informative suite of websites for both patients and clinicians.

- **Complaint Handling**

InHealth believes that suggestions, criticism and complaints are a valuable aid to maintaining and developing a consistently high standard of service. Complaints can, and often do, result in service improvements and also provide the opportunity for identifying the issues that concern patients and other service users.

All complaints are thoroughly investigated, resolved and a detailed response letter provided to the complainant within 20 working days.

Our policy allows complainants to refer to the Healthcare Ombudsman or Independent Healthcare Advisory Services Adjudication Service if they are not satisfied with our response.

- **Incident Reporting**

InHealth is committed to providing the highest quality of care to its patients and a safe environment for patients and staff alike. As part of this commitment, InHealth has a robust system in place to monitor, assess and investigate all untoward incidents, rectify any faults and take action to prevent reoccurrence.

All incidents are reported centrally onto the Sentinel database which is used to analyse trends. Incident reports are produced monthly for discussion at the SMT.

Patient Comments

“Excellent staff, I thought they were very helpful and professional.”

Patient, Queen Mary's Roehampton

“I was impressed with the very pleasant environment and the way I was treated.”

Patient, Garden

Quality Improvement Initiatives for 2010

Following board consultation the top quality priorities for 2010 are

1. To achieving Imaging Standards Accreditation (ISAS)
2. To increase volume of returns for patient feedback
3. To improve patient perception of our service

Each of the priorities above is described in detail on the following pages.



Priority 1: Achieving ISAS Accreditation

InHealth currently holds ISO 9001:2008 certification and CQC registration, both of which demonstrate that the organisation is delivering high quality services but are not specific to the work that we do. This new scheme launched in late 2009, is the outcome of a three-year project to create an accreditation process specific to radiology services in the UK in delivering higher quality patient-focused services. It has been jointly established with the Society and College of Radiographers and is being run for the two colleges by the United Kingdom Accreditation Service (UKAS).

The ISAS standards include explicit outcome measures that encourage organisations to improve on a continual basis against performance targets.

Goal

To be awarded ISAS accreditation by the end of 2010.

Action Plan

- To apply for registration - *June 2010*
- Submit required documentation to UKAS - *Sept 2010*
- Assessment visit diarised - *Nov 2010*
- UKAS accreditation awarded - *Jan 2011*

Board Sponsor - Medical Director

Implementation Lead - Head of Quality



Priority 2: Increasing volume of returns for patient feedback

The volume of returns is lower than we would like, although where we do receive feedback our performance always score very high with >91% of patients rating their overall experience as 'Good' or better in the last quarter.

Goal

To increase the % of patients who complete a feedback questionnaire by 20% from 8864 to 10,636 in the next year.

Action Plan

- To review success of current initiatives - *June 2010*
- Complete market research and identify alternative cost effective solutions - *August 2010*
- Implement pilot project to assess effectiveness - *Nov 2010*
- Cultural transformation with staff and leadership engagement to invigorate the process - *Jan 2010*
- Ongoing monitoring of success

Board Sponsor - Director of Marketing and Bids

Implementation Lead - Marketing Manager



Priority 3: To improve patient perception of our service

In addition to the volume of patients surveyed, we are continually seeking to improve the quality of our patient experience.

Goal

To improve the % of customers who rate our service as good or better from 91.6% to 92.5%.

Action Plan

- To analyse 2009 returns and identify areas where performance is scored as fair or below - *Aug 2009*
- Identify action plan for improvement - *Oct 2009*
- Implement actions - *Nov 2010*
- Review success - *Feb 2011*

Board Sponsor - Director of Marketing and Bids

Implementation Lead - Marketing Manager



Mandatory Statements

1. During 2009/2010 InHealth provided over 400,000 diagnostic tests of which over 80% were NHS patients.
2. InHealth has reviewed all the data available to them on the quality of care in all of these NHS services.
3. The income generated by the NHS services reviewed in 2009/2010 represent 100% of the total income generated from the provision of NHS services by InHealth for 2009/2010.
4. InHealth is not required to participate in National Clinical Audits or Patients Outcome Programme (NCAPOP).
5. InHealth is not required to participate in clinical trials.
6. InHealth income in 2009/2010 was not conditional on achieving quality improvement and innovation goals through the Commissioning for Quality and Innovation payment framework because the provider does not use any of the NHS National Standard Contracts, therefore not eligible to negotiate a CQUIN Scheme.
7. InHealth is required to register with the Care Quality Commission for cardiac services at St Peter's Hospital (Chertsey). All other activity did not require registration with the Care Quality Commission. The Care Quality Commission has not taken enforcement action against InHealth during 2009/2010.
8. InHealth did not submit records during 2009/2010 to the Secondary Uses service for inclusion in the Hospital Episode Statistics which are included in the latest published data.
9. InHealth is not required to be assessed using the information Governance Toolkit.
10. InHealth was not subject to the Payment by Results clinical coding audit during 2009/2010 by the Audit Commission.

If you wish to comment on this quality account please contact

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