

## **Healthcare Improvement Scotland visit to NHS Ayrshire and Arran Quality of Care Organisational Review December 2018**

### **Invitation to attend a discussion group**

#### **Introduction**

Healthcare Improvement Scotland is the national health and social care improvement organisation for Scotland. Part of our role is to undertake reviews and inspections to give people confidence in the quality of services, and to support care providers to improve.

We will be visiting NHS Ayrshire and Arran in the first week of December 2018 to carry out an organisational review as part of testing our new Quality of Care Approach. As a key part of this review, our colleagues in the Scottish Health Council are arranging discussion groups in November across Ayrshire to gather feedback from people who use NHS Ayrshire & Arran services.

#### **Background**

NHS Ayrshire and Arran has agreed to test Healthcare Improvement Scotland's new Quality of Care approach. This new approach is about how we design our inspection and review methodologies and tools, and provide external assurance of the quality of healthcare provided in Scotland. The emphasis is on regular, open and honest self-evaluation using a Quality Framework which outlines the quality indicators used for self-evaluation and external quality assurance.

In September 2018, we published key quality of care approach documents on our [website](#). We will use what we learn from this review to inform future versions of our tools, guidance and review processes before there are formally rolled out. At the end of the review, we will publish a report on our website outlining the identified strengths, challenges and areas for improvement for NHS Ayrshire and Arran, as well as agreed next steps.

#### **What will we be looking at as part of this review?**

The review will cover all services provided by NHS Ayrshire & Arran, including GP practices. We will be looking at leadership, culture, impact on patients/relatives/carers, impact on staff and the local community, areas of good practice and areas for improvement.

#### **We need your feedback**

We are particularly keen to hear feedback from people who:

- received care from NHS Ayrshire and Arran as a patient or service user in the last 12 months, or
- been a relative, carer or friend of someone who has received care from NHS Ayrshire and Arran in the last 12 months.

The Scottish Health Council will be facilitating the discussion groups on the following dates:

Tuesday 13 November 2018	4.00 pm to 6.00 pm	Skills Lab, Ayr Hospital, Dalmellington Rd, Ayr KA6 6DX
Friday 23 November 2018	10.00 am to 12.00 noon	Room 2A, Alexander Fleming Education Centre, Crosshouse Hospital, Kilmarnock Road, Crosshouse, KA2 0BE
Tuesday 27 November 2018	2.00 pm to 4.00 pm	The Grove, Woodland View, Ayrshire Central Hospital, 81 Kilwinning Road, Irvine, KA12 8TE

The discussion will feature people's experience of the quality of care provided by NHS Ayrshire & Arran such as what went well and areas where improvements could be made.

If you would like to attend one of these discussion groups, please email the Scottish Health Council at [ayrshire.arran@scottishhealthcouncil.org](mailto:ayrshire.arran@scottishhealthcouncil.org) or phone 01536 825801.

Reasonable expenses will be paid by via cheque or BACS payments only once the relevant expenses and claimant forms are completed. If you are claiming expenses via BACS then bank account details need to be provided at the session.

If you are unable to attend a discussion group or would prefer to provide us with comments in writing, please email our confidential mailbox: [hcis.qocr@nhs.net](mailto:hcis.qocr@nhs.net) or write to Aileen Bradford, Freepost HEALTHCARE IMPROVEMENT SCOTLAND – GYLE SQUARE.

### **What will we do with the feedback you give us?**

We will identify key themes (both positive and negative) from all of the feedback and will use the themes to shape the review and report findings. Any feedback received will be kept anonymous and we won't share your individual experience without your explicit permission.

Please note we are unable to respond directly to issues raised by people or to investigate individual complaints. Anyone seeking a response to particular issues should contact NHS Ayrshire and Arran directly to offer feedback or to make a complaint. Information on how to do this can be found at <https://www.nhsaaa.net/about-us/feedback-and-complaints/>.

If you have any queries about the review or the focus groups, please email us at [hcis.qocr@nhs.net](mailto:hcis.qocr@nhs.net).