

## Summary of board papers – statutory bodies

### NHS Improvement board meeting – 12 December 2018

For more detail on any of the items outlined in this summary, the board papers are available [here](#).

#### Improvement report

- The Outpatient Improvement programme has identified an opportunity to improve the way outpatient services are delivered with potential savings of £700m. A clinic level dashboard, accessible via the model hospital tool, enables analysis and benchmarking of outpatients across 110 trusts.
- NHS Improvement (NHSI) and NHS England (NHSE) regional teams have established an improvement collaborative that will support the reduction and eventual elimination of mental health out of area placements over a period of eight months.
- The model hospital tool has been updated with a more intuitive design that features bespoke productivity opportunities, articles, videos, tips, a new metric search and comprehensive metric pages.
- The Mental Health Intensive Support Team is working with systems to improve data quality for the mental health services data set. This system will help providers better understand process, benchmark and identify gaps to improve delivery.

#### Chair's report

- NHS Improvement chair Dido Harding has recently sent out the first of a potential regular quarterly bulletin to NHS trust and foundation trust chairs to keep them updated on NHSI thinking. This is planned to be a joint communication with David Prior, chair of NHS England NHSE, going forward.
- The joint committees in common between NHSI and NHSE are expected to kick off from January. Draft terms of reference are currently under discussion with both boards and are expected to be confirmed by the committees in common at the first meeting in the New Year.
- Dido has also spent time with David Behan, newly appointed chair of Health Education England (HEE), to look at how NHSI and HEE can work better together on the 'people development agenda'.

#### Quality Dashboard

- Patient experience is generally positive with the rate of written complaints running statistically below average. Additionally, for community services, the percentage of patients who would recommend the trust that treated them is at a high of 96.5%. Mental health patient experience is also at a high of 90%.

#### Corporate report

- Issues flagged as a priority for winter preparations this year was the need to avoid corridor waits and to speed up ambulance turnaround times.