

QUALITY ALERT (QA) PROCEDURE

Purpose

The Quality Alert form provides a mechanism for GP practices to address issues and concerns with service providers for further investigation in relation to their patients that do not warrant being raised as a formal 'complaint' or serious incident.

In addition:

- The information can also be used to support the commissioning process by capturing evidence and may form part of SLA / contract discussions / negotiations with providers
- Information can also serve as an early warning sign of potential patient safety and quality issues. Capturing issues early allows for action to be taken, preventing further harm.
- Regular feedback is provided to GP practices / service providers and to the Sutton CCG Quality Committee and Provider Clinical Quality Review Groups.

Process

- Practices complete a Quality Alert form and email via secure NHS Net email account to relevant Trust / provider
- Trust / provider acknowledge receipt of form together with request for any further information required to enable investigation to GP practice **within two working days**
- Trust / provider send detailed report to GP practice **within ten working days** of having received complete information – ie if the Trust has requested further information in order to investigate then the 10 days starts when the Trust is in receipt of that information
- Trust / provider send a monthly report to Sutton CCG Director of Quality with high-level details on number of alerts, the nature of the alert and how it was dealt with. This will be for information only to the Sutton CCG Quality Committee.
- Trust / provider send a quarterly report to Sutton CCG Director of Quality on trends / actions / and lessons learned. This will be presented to the Clinical Quality Committee and Clinical Quality Review Groups (CQRG) for discussion and assurance that appropriate actions have been implemented.
- Through the Quality Committee minutes regular updates will be provided to the SCCG Governing body. Any exceptional issues will be also be reported to the Sutton CCG Governing Body.
- Quality Alerts will form an important component of how SCCG monitors quality within the health care system and alongside other data sources and local intelligence we will have early warning systems in place to identify potential quality issues that may affect the care our patients receive.

