

Service Quality and Risk Assurance Report

October 2019

DESMOND

The report demonstrates the quality of services provided by Coventry and Rugby GP Alliance for DESMOND. The aim is provide a monthly update on the performance of the service based on the latest performance available and reporting on actions being taken to address any quality or risks issues identified with progress to date.

Significant Events

Service	Summary of incident	Type of Incident	Level of Risk	Lessons Learnt	Actions Taken
DESMOND	None	N/A	N/A	N/A	N/A

Complaints

Service	Number of complaints received	Key Themes	Actions Taken
DESMOND	0	N/A	N/A

Patient/Carer Compliments

Service	Number of compliments	Narrative on compliments received
DESMOND	0	N/A

Patient/Carer Satisfaction

DESMOND Course Evaluation

100% of people who responded rated the course as Excellent or Good

95% of people were able to get to the DESMOND programme easily

100% of people who responded, stated that they were given an opportunity to share their feelings about their Diabetes

98% of people, who responded, were able to freely express how they felt about their diabetes

98% of people, who responded, were able to keep up with all the information that was given

98% of people were clear about the key messages given

100% of people, who responded, were able to identify what skills/knowledge they need to help them manage their diabetes

95% of people, who responded, felt able to discuss any difficulties they have with their diabetes

100% of people, who responded, were given information about their personal risk of developing diabetes-related complications

96% of people who responded completed a personal health profile that lists the details of their blood pressure, HbA1c, blood sugar level, cholesterol etc...

77% of people who responded, where relevant, recognised they were depressed/upset and were provided with support/information to help them to take the next steps to deal with that

93% of people who responded felt they were provided with time to discuss their personal action plan

95% of people, who responded, felt that the group has encouraged them to feel more able to achieve their new goal(s)

Comments

- Very enjoyable and well presented
- Happy to talk. Felt info very good and clear. Cleared my mind about problem (diabetes).
- Very well organised and clear. Given me the encouragement to do what I need to do.
- Very beneficial and informative
- No tea/coffee available. Noise distraction from shared space. Attendees should be given the option to have their blood glucose measured on the day.
- Very helpful. Answered set questions I had. Very good presenters.
- It was very noisy in adjoining room so was difficult to hear at times. Everything was explained well and clearly and you were made to feel at ease, no pressure to share information unless you wanted to. Really enjoyed it and recommend it.
- I found this course extremely informative. It was relaxed and I was able to share my story. The ladies were amazing, thank you so much
- The course was very informative and very helpful in managing to keep diabetes at the level it should be. Kirpal and Elaine were and amazing, knowledgeable in delivering this course. Thank you.
- I really enjoyed the course and the information was delivered in a manner I understand.
- Overall was very informative and gave me a better understanding on the seriousness of Diabetes. Provided me with tools to reverse the condition and to come up with a plan.
- Wonderfully presented by both speakers, very helpful, understanding and highly informative. Good guidance throughout delivery of course. This course needs to be taught to all school children + parents from as early age as part of a governmental programme and measure of educational needs. The course and education of diabetes needs more champions and great focus from an early age to all in society, no matter gender, race, sex, ethnic background.
- Excellent program has helped educate me in ways to better manage my diabetes

- DESMOND has help me a lot to know what, how to plan my life

Safeguarding

Service	Number of referrals	Referral location
DESMOND	0	N/A

Audits

Service	Audits completed	Audits planned for the next six month
DESMOND	None	Audit plan to be agreed

Flu Vaccination

Number of staff vaccinated	Not available
Percentage of staff vaccinated	Not available

Staff have been offered the opportunity to be vaccinated and reimbursed by the organisation.

Staff Satisfaction

A staff satisfaction has been agreed and will be discussed at Safety and Quality Forum at the next meeting in December.

Revalidation/Accreditation of GPs and Nurses

All staff are currently validated/accredited.

Red Clinical Risks

Service	Summary of incident	Type of Incident	Level of Risk	Lessons Learnt	Actions Taken
DESMOND	None	N/A	N/A	N/A	N/A

Due to the nature of the contract with the CCG it is not relevant to report on workforce, as currently all staff are employed on a zero hour contract.

It is also not appropriate to report on antimicrobial prescribing and E.coli bacteraemia due to the nature of the contract held.