

NHS South West (now part of NHS South of England) oversees a budget of approximately £8 billion, which is used to care for the 5.1 million people who live in the South West. Every day more than a hundred thousand people are treated in hospital, see their GP or are cared for by the NHS and Social Care in the South West. The South West is one of the most rural regions and has the highest proportion of older people in England

The South West Strategic Health Authority oversees the performance of 14 Primary Care Trusts.

Scope

During 2011 Alison and Mary conducted an external 'fresh perspective' on the management of norovirus in all acute trusts and PCTs across the South West and provided professional leadership and advice around the quality and governance processes for managing norovirus (pop 5.1m, 14 PCTs, 36 hospitals). We led performance improvement through:

- preparing a proforma for completion by Primary Care Trusts to establish their assurance mechanisms for the management of Norovirus as commissioners;
- analysing the returns and where necessary undertake follow up phone calls for further information to validate the return.
- writing a report on this work which RAG rates Primary Care Trusts
- preparing a framework to assess six NHS Trusts through a site visit, managing the visit and giving feedback to the Trust. A short report was written on each visit and some conclusions drawn when all visits were completed on the overall South West position;
- analysing data on Norovirus in advance of the visit to inform the discussions.

Outcomes

- Development and implementation of a self-assessment questionnaire including 'road testing' prior to implementation
- Focussed support visits to selected acute trusts and commissioning PCTs
- Written report with recommendations for ongoing improvements