

# MEDIA RELEASE

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06 September 2018  
CHS\_14\_18

2 pages

## Learning Lessons to Improve Care - Clinical Quality Audit

The local NHS across Leicester, Leicestershire and Rutland (LLR) involving the three Clinical Commissioning Groups (CCGs), University Hospitals of Leicester NHS Trust and Leicestershire Partnership NHS Trust have published the results of a system-wide audit of the quality of care across organisations for patients who died in our care.

The [report](#) and [appendicies](#) are a comprehensive look at the quality of care across the local NHS. They shows the findings of an audit which partners committed to undertaking following the publication of a similar audit carried out in 2014.

The work was carried out by Mazars LLP, an independent specialist audit and advisory firm. The Mazars Team, made up of experienced clinicians from both critical and primary care, followed nationally recognised methodology developed by the Royal College of Physicians (RCP).

This innovative audit and subsequent report identifies that the overall quality of care for the cohort of patients audited across the LLR system was rated as adequate, good or excellent in 84% (148) of cases. Good or excellent ratings

were given in 51% (91) cases overall; 16% (29) of the patients in the cohort received poor or very poor care. In addition, both the 2014 audit and this audit identified areas for improvement in respect of the care of the frail older person and particularly those patients at the end of life and this will be used as a driver for improving the scale and pace of actions across the NHS locally.

Through our Better Care Together partners we have undertaken considerable work since the 2014 report was published to enhance our services for the elderly and acutely ill patients.

Just one of the improvements being introduced as a result of this work is a new approach to care for people at the end of life through an Integrated Community Palliative Care service. It brings together the expertise of the local NHS, local authorities, Marie Curie and LOROS to provide a more joined-up and personalised services which puts the needs of patients, family and carers right at the centre of care.

Any family member who participated in the audit who wishes to speak with the Bereavement Support Nurses please call 0116 258 4380.

## **ENDS**

### **About Leicestershire Partnership NHS Trust**

1. Leicestershire Partnership NHS Trust (LPT) provides community health, mental health and learning disabilities services for the one million people living in Leicester, Leicestershire and Rutland. We have a budget in excess of £275 million and employ approximately 5,500 staff. For more information visit: [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)
2. Raising Health is our registered charity (number 1057361) which raises funds to support LPT's excellent care initiatives, equipment and innovations which go above and beyond core NHS provision, to enhance the experience of our patients, service users and staff. [www.raisinghealth.org.uk](http://www.raisinghealth.org.uk) .