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| **1 SAFE** •Admission/transfer/discharge •Delayed diagnosis •Environment •Equipment •Falls •Fire  •General incidents •Incident awareness training •Infection control •Mandatory training •Medicine management •Never events •Pressure ulcers •Handovers •Records/information management  •Patient risk •Processes •Safeguarding •Safety thermometer •Security •Serious incidents  •Staff capacity •Staff safety •Staff survey •5 Steps to safer surgery  •Waste Management | **2 EFFECTIVE** •Access to information •Care Bundles Competent staff •Consent, Mental Capacity Act 2005 and DoLS •Evidence-based care and treatment •External Reviews •HSMR •ICNARC •KPI •Management of the deteriorating patient •Mortality alerts •Mortality outliers •Multi-disciplinary working •National clinical audits •National surveys •NCEPOD •NICE •Nutrition and hydration •Pain relief •Pathways of care •Patient outcomes •Seven-day working •SHMI •Staff training •WHO safer surgical checklist | **3 CARING** •Cancer patient survey •Comfort rounds •Compassionate care •Complaints •Friends and family test •Inpatient survey •National bereavement survey •NCDAH •Outpatient survey •Patient experience •Patient needs •Patient stories •Patient understanding and involvement •Response to buzzers/call bells •Staff/patient interaction •Trust values | |
| **4 RESPONSIVE** •Access and flow •Ambulance stays •Analysis of complaints •Bookings •Cancelled operations •Car park •Claims •Comfort factors (TV, seats, parent rooms) •Discharge planning •Educational services •Incidents •Individual needs •Internal audits •Length of stay •Local people’s needs •Patient report •Referral to treatment (RTT) •Transfers •Translation facilities •Violence and aggression •Waiting time standards | **5 WELL-LED** •Agency staff •Board/ward interaction •Business continuity •Contractual arrangements •External reviews •Focus groups •Flu vaccination rates •Governance, risk management and quality measurement •Handling/learning from complaints •Information technology •Innovation, improvement and sustainability •Interview (CEO, MD, DON) •Leadership •Major incident •Mortality reviews •Negative publicity •Performance targets •Public and staff engagement •Reputation •Risk register •Sickness rates •Staff morale •Staff reports •Staff survey •Staffing levels •Stake holders •Trust vision | | **6 FINANCE** •Budget •Capital •CIPS •Expenditure •Financial penalty •Income |