



ASCENTI

# Quality Account 2017/18

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## **Appendix 1 – Local Audits**

# Part one

## Statement from our Leadership Team

Our core purpose is helping people to elevate their health and live active lives.

Patients sit at the heart of everything we do and as a trusted partner to more than 40 NHS organisations and 400 private businesses; you can depend on us to provide safe, effective and high quality services.

This Quality Account meets the requirements set out by the Health and Social Care Act 2012 and the Care Quality Commission (CQC). It reports on the quality of our services during 2017/18 and key areas of accountability, including: safety, effectiveness of treatment, clinical quality, safeguarding and patient feedback.

We explore the many developments made in the last 12 months at Ascenti, which have ultimately helped to enhance the experience of our patients, partners and employees. Notable achievements have included the introduction of our new brand and values, improvements to our training structure, a new website and enhanced patient portal resource. We also continue to achieve high levels of patient satisfaction at 98%, which is great to see.

Alongside a reflective look back at 2017/18, we outline our priorities for the next 12 months and areas for improvement. We have some exciting plans for our clinical training function and team, as well as ambitions to continue building on our Equality and Diversity systems and shared decision making tools.

I must take this opportunity to thank all of our staff for their ongoing passion and commitment, which enables us to continue raising the bar and achieving great outcomes year on year.

This Quality Account has been endorsed by our Leadership Team and we confirm that the content reflects a balanced view of the quality of our services. We believe, to the best of our knowledge, that the information contained in this document is accurate and informative.



**Stephanie Dobrikova**  
CEO



# We are Ascenti



The leading independent provider of physiotherapy and associated therapies in the UK – helping people to elevate their health and live active lives.

We believe that everyone should have access to high-quality, effective physiotherapy and wellbeing services. Serving both NHS and private patients, we empower more people to breakthrough their physical and mental barriers to improvement.

Driven to improve people’s mobility and quality of life, our distinct clinical philosophy enables us to get to the heart of the problem and treat it quickly. This approach enables people to make headway after illness and injury, step back in to work after accidents, or simply stay active and keep moving forward in their daily lives.

## Our values – how we behave



### **Pioneering**

We’re a passionate bunch of people, who aren’t afraid to innovate and try new ideas to raise the bar.



### **United**

We believe that unity lifts us above the competition, so we work together with partners, teams and communities.



### **Caring**

We care about what we do and want to achieve the highest standards for everyone we work with.



### **Dependable**

We deliver on our promises and provide accessible, reliable and effective treatments that are a cut above.

Some stats from 2017/18



68,503

NHS referrals

98%

of our NHS patients were satisfied or very satisfied with our service

89%

of NHS patients reported an overall improvement following treatment



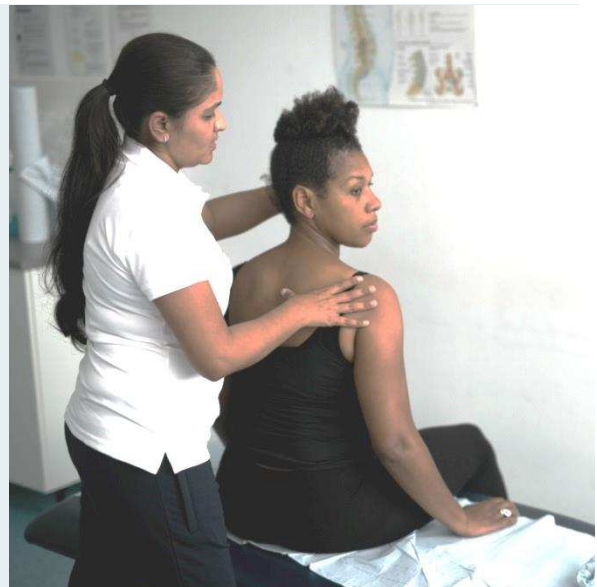
36

the number Clinical Commissioning Groups we worked with in 2017/18

*“The Physiotherapists explain the treatment process in a clear and informative way. Plus they give you great exercises to do at home for self-management, which does make a huge difference to the healing process.*

*They helped me reach my own personal goals and have got me back to my best.”*

**Maxine, 51 West Midlands**

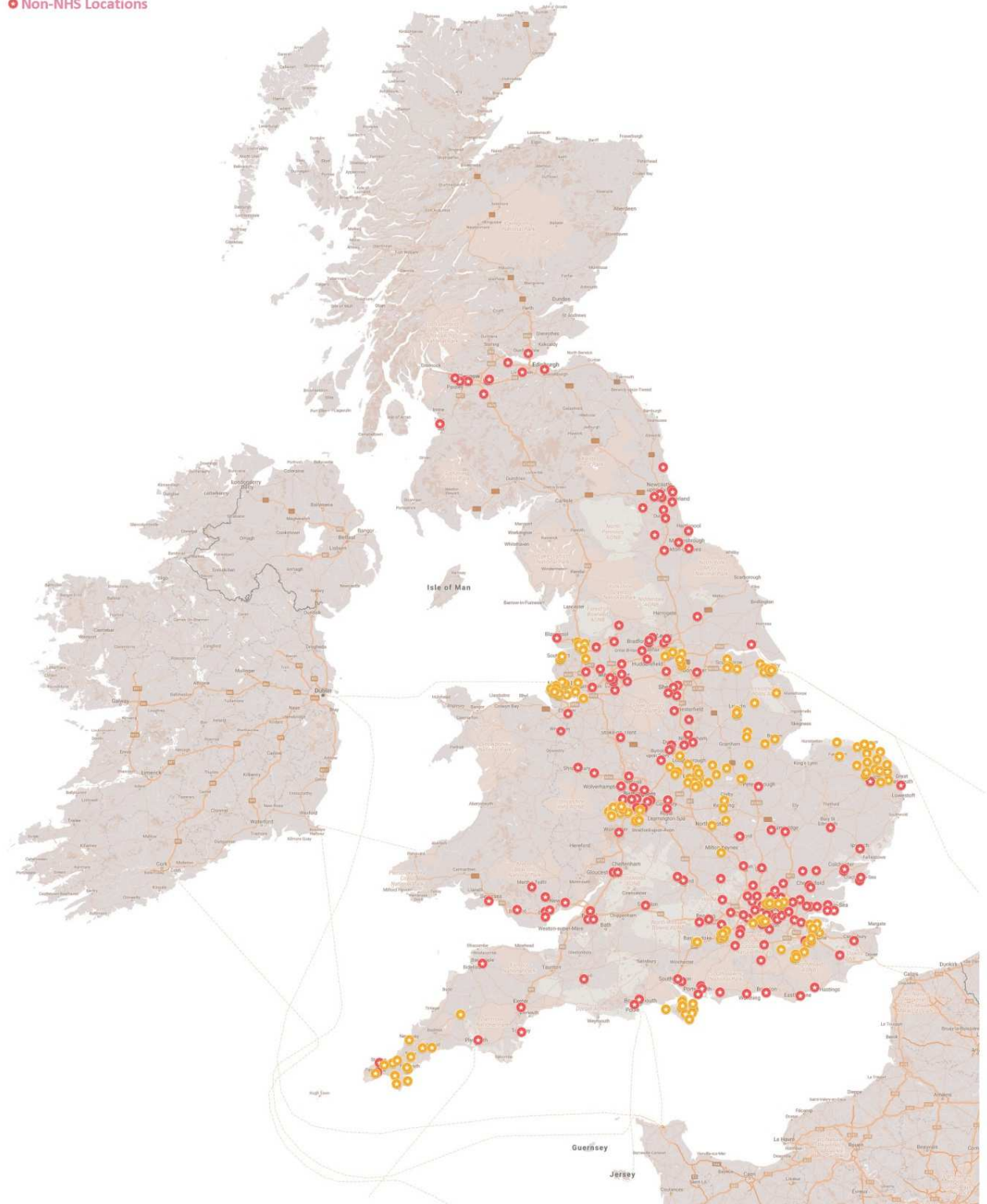




# ASCENTI LOCATIONS 2018

## Map key

- NHS Locations
- Non-NHS Locations



# Part two

## Quality improvement priorities 2018 / 19

Throughout the year, progress against our quality priorities will be monitored by Ascenti's Leadership Team.

### Priority 1

#### Fully embed shared decision making tools into clinical practice

'No decision about me, without me' shared decision making is a fundamental component of providing high quality patient care, which enhances positive clinical outcomes. Through this quality priority Ascenti is seeking to optimise shared decision making in its everyday clinical practice.

Domain(s)	How we will achieve this	How we will measure this
Clinical effectiveness	Training implementation	Staff feedback surveys
	Embed shared decision making tools	Patient feedback surveys
		Clinical note audits
		Assurance audits

### Priority 2

#### Work towards implementing a comprehensive equality and diversity (E&D) system

Organisations which operate equality and diversity (E&D) systems provide improved services for the local communities they serve and better working environments for their workforce.

Through this quality priority Ascenti will further enhance our work and systems in this area and build upon the engagement work already undertaken with patients and staff.

Domain(s)	How we will achieve this	How we will measure this
Patient experience	Implement an E&D working group	Statistical analysis
Staff experience		Staff feedback surveys
		Patient feedback surveys



### Priority 3

#### Develop a new, comprehensive, high-quality, learning and development framework

Investing heavily in learning and development ensures Ascenti has a highly skilled and knowledgeable clinical workforce. This is essential if we are to achieve the best possible clinical outcomes for our patients.

Furthermore, such investment provides an enriched environment for our staff which will aid staff retention. Through this quality priority, Ascenti is seeking to build upon the learning, development and training frameworks it has already established enabling our workforce to flourish in their individual roles.

Domain(s)	How we will achieve this	How we will measure this
Clinical effectiveness	Improve our key-skills framework	Development and implementation
Patient safety		
Clinical quality	Redesign our training materials, training content and training framework	
	Continue to enhance our online virtual training platform	

### Priority 4

#### Provide undergraduate physiotherapy placement opportunities

Ascenti is a large provider of musculoskeletal physiotherapy services to the NHS, employing a highly skilled and knowledgeable workforce, operating a comprehensive learning and development system.

We are therefore well equipped to provide an enriched learning environment for undergraduate physiotherapists. Through this quality objective, Ascenti is seeking to support the future development of student physiotherapists by providing access to placements.

Domain(s)	How we will achieve this	How we will measure this
Service development	Engage with universities	Successful placements
	Provide student mentor training and support to staff	Student feedback surveys
	Develop a student placement framework	



## Achievements against 2017 / 18 quality improvement objectives

### Priority 1

#### Improve service accessibility so the patient voice is always heard

Domain(s)	Success measures	2017 / 18 progress	Status
Patient experience	95% of staff (clinical and non-clinical) complete mandatory cultural awareness training	98% of staff completed cultural awareness training within the reporting period.	Achieved
	Staff provided with ongoing access to information to help them be sensitive to a range of different cultures	Induction training for incoming staff updated to include cultural awareness training.  Produce 'How can I be more culturally sensitive' guidance document and make it available to all staff on our Intranet page.	Achieved  Ongoing
	Staff alter their working practices as a result of their cultural awareness training	100% of patients surveyed post staff training felt their dignity was maintained and their cultural needs were met during their assessment or treatment sessions.	Achieved
	Understand how to improve access to our services for individuals with learning disabilities	Took advice and guidance from a learning disability charity and patient representative to better understand how we can improve the patient journey for those with a learning disability.	Ongoing

### Priority 2

#### Further develop our collaborative working approach with the voluntary sector to improve clinical effectiveness and enrich the experience of patients and their families and carers

Domain(s)	Success measures	2017 / 18 progress	Status
Clinical effectiveness  Patient experience	Hold health and wellbeing event in partnership with voluntary sector	In partnership with Arthritis Action and Surrey Heath Clinical Commissioning Group, held a 'More good days' health and wellbeing event for patients.	Achieved

### Priority 3

**Improve our internal training provision, how we use technology to streamline delivery of our training and how we track and monitor training so all staff provide a safe and clinically effective service, which enhances the patient experience**

Domain(s)	Success measures	2017 / 18 progress	Status
Clinical effectiveness	Launch online training platform to improve the accessibility of our training provision	Training platform launched in March 2017. 90% of clinicians felt the training platform provided them with the flexibility to complete their training remotely alongside their existing face to face sessions.	Achieved
Patient safety			
Clinical quality	Upload all mandatory training material	Fourteen mandatory modules uploaded in May 2017.	Achieved
	100% of clinicians complete all fourteen mandatory modules and induction training programme. Process for incoming staff updated	89% of staff (this includes new starters partway through their mandatory training programme).	Achieved/ongoing
	Listen to staff feedback regarding the portal and use it to improve its content / functionality	Introduced new CPD storage capability.	Achieved
		Launched CPD training packages.	Achieved
		Introduced online Discussion Boards.	Achieved
		Conduct Smartphone refresh so clinicians can view training material 'on the move'.	Achieved/ongoing
		Develop training videos to broaden the range of clinical content available to Ascenti clinicians.	Partially achieved

## Improve service accessibility so the patient voice is always heard

Patients will have a positive experience of Ascenti’s service if our service is easy to access and meets their individual needs. We have introduced a number of initiatives to improve service accessibility.

In September 2017 we launched our internal culture awareness training via our innovative e-learning platform. This training is mandatory for all staff, both clinical and non-clinical.



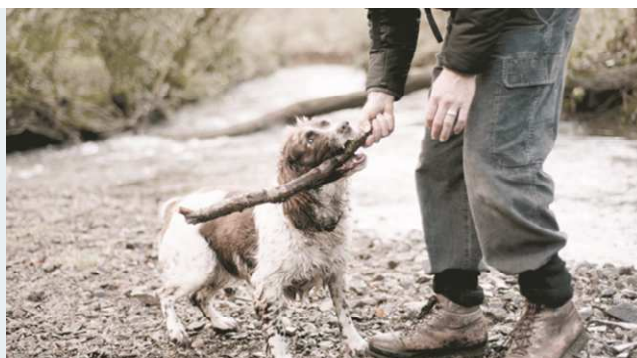
To provide ongoing support to staff to help them be more culturally sensitive towards the needs of our patients, we are in the process of producing ‘How can I be more culturally sensitive’ guidance, based on the Black and Ethnic Minority Working Group Cultural Competency Toolkit. Once finalised, we will make it available to all staff on our Intranet and e-learning platform.

Putting their cultural awareness knowledge into day to day practice is key to improving service quality. To establish if our training has had the desired impact of making our staff more culturally sensitive, we conducted patient surveys (pre and post training) and staff surveys. The patient feedback highlights the following:

	Pre-training	Post-training
Felt cultural needs were met prior to appointment	91.40%	94.10%
Felt cultural needs were met during assessment / treatment	88.60%	100%
Felt their dignity was maintained during assessment / treatment	94.30%	100%
Felt they fully understood all the advice and guidance they were offered at their appointment	100%	100%
Felt all the advice, guidance, and self-management they were offered at their appointment was appropriate to them	100%	100%
Felt their therapist listened to them	100%	100%

*“Really happy with how I have been treated - NHS at its finest. The therapist was a lovely lady who listened.”*

**patient quote**



*“Whilst I consider myself competent in cultural awareness, this type of training provides an excellent aide memoire of the importance of being culturally aware in all aspects of our lives, both in the provision of healthcare and in ordinary daily life.”*

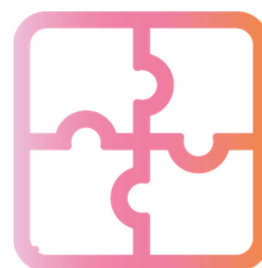
**employee quote**

We work hard to ensure our service is fully accessible and meets a broad range of communication needs. To help us better understand the needs of people with learning disabilities, in November 2017 we met with a patient representative with a learning disability and ‘Opening Doors,’ a user-led organisation run by people with learning disabilities.

This meeting highlighted that one of the biggest barriers to providing this patient group with a fully accessible service, was fear of the unknown. Further discussion highlighted that this fear could be overcome, and therefore accessibility improved, if patients with a learning disability were provided with a leaflet which explained the whole patient journey, step by step, from the point of referral to discharge and ongoing self-management.

To ensure compliance with the Accessible Information Standard, this leaflet would need to be in simple language and incorporate photos. We are in the process of designing this leaflet and we will seek external appraisal before it is circulated to GP’s and other referrers to issue to patients with a learning disability.

Further develop our collaborative working approach with the voluntary sector, to improve clinical effectiveness and enrich the experience of patients, their families and carers.



In partnership with Arthritis Action and Surrey Heath Clinical Commissioning Group, on 11<sup>th</sup> January 2018 we hosted a 'More good days' health and wellbeing event at Camberley Theatre.

To maximise attendance, we advertised the event through BBC Radio Surrey, Twitter, Facebook, posters in GP surgeries and patient leaflets. Our partner organisations supported our advertising campaign, for example, Surrey Heath Clinical Commissioning Group re-tweeted our tweets and Arthritis Action advertised the event through their Action Group.

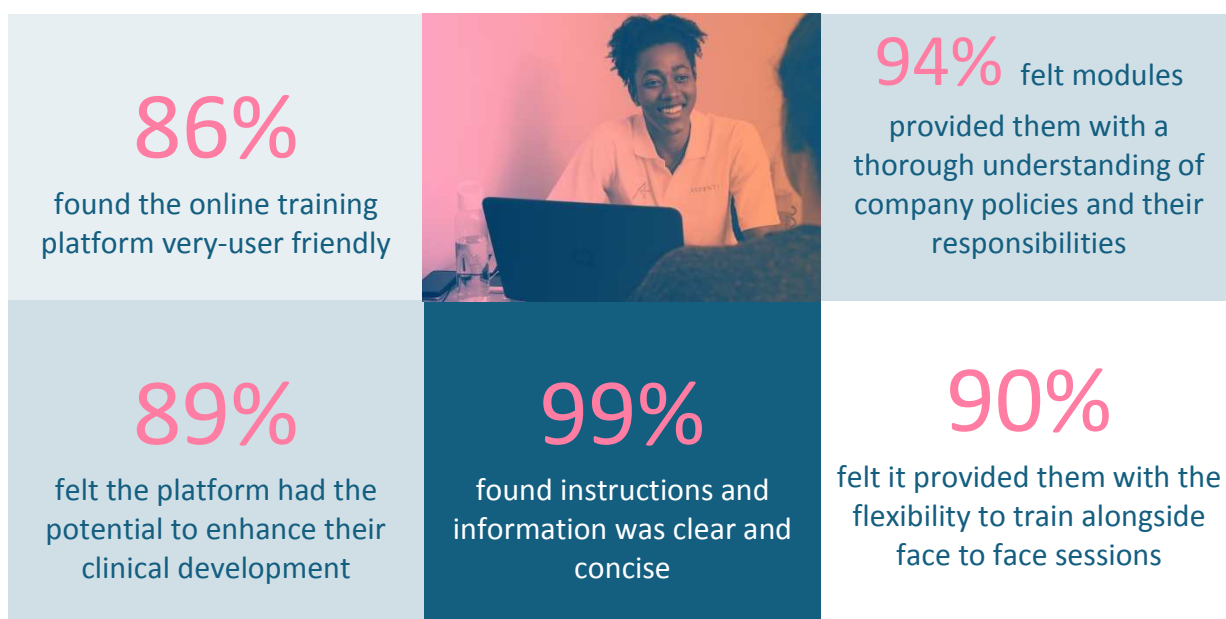
The purpose of the event was to provide free guidance from our physiotherapist experts and other healthcare specialists on physical activity, mental health, managing pain, nutrition, changing habits and to provide self-help techniques. This was a successful event provided for the Surrey Heath community with every attendee confirming they would attend a similar event again in the future.



Improve our internal training provision, how we use technology to streamline delivery of our training and how we track and monitor training. Thereby enabling staff to provide a safe and clinically effective service which enhances the patient experience.

In March 2017, we launched our online training platform. In May 2017 we uploaded fourteen mandatory training modules onto the platform. 89% of clinicians have now completed these mandatory modules. This statistic includes our new starters.

This has been incorporated into our training and induction for new staff. In September 2017 we conducted a staff survey in order to gauge opinion on the portal and identify areas for improvement. Staff feedback about our online training platform shows we have improved the accessibility of our training provision:ne



As a result of feedback provided we have introduced numerous improvements.

We have introduced extra system capability so clinicians can store all CPD evidence in one place on the platform, including certificates. Clinicians are encouraged to use this facility.

We have launched CPD training packages. We held our first one in December 2017. Sixty members of our clinical workforce attended.

*“It has a clear and easy user interface. Information can be accessed in your own time and anywhere - this is positive as this makes spare time between clinics and during commuting to/from clinic or training sessions much more productive. It allows you to create an online CPD portfolio with all relevant CPD certificates”*

**Petter – Band C Physiotherapist**



We have introduced online discussion boards where clinicians can instigate open discussion on a specific clinical topic or issue.

We are conducting a Smartphone refresh so clinicians are able to view training videos via their mobiles, which will further improve accessibility to training.

In February, we recruited a Virtual Training and Curriculum Development Lead and make further key appointments to further develop our virtual training, including creating new training content and coordinate the delivery of training via the online platform.

We are continuing to develop and improve the online training platform. This includes developing training videos to broaden the range of clinical content available to our clinicians.

*“I joined Ascenti in 2011 after completing University. The support network is fantastic and the banding structure is really competitive and gives the company a new edge.*

*You are enhancing your skills, knowledge and experiences but also your salary will increase too. The biggest reward of the job is when you see your patients getting better and you see the gratitude from them.”*

**Patrick - Band E Extended Scope Practitioner**



## Statement of assurance from our Leadership Team

During 2017 / 18 Ascenti provided NHS Community Physiotherapy and Musculoskeletal Clinical Assessment and Treatment Services (MCATS) to 36 NHS organisations. Ascenti has reviewed all available data regarding the quality of the NHS services we have delivered.



### Participation in clinical audits and confidential enquiries

During the reporting period 2017 / 18, no national clinical audits and no confidential enquiries covered the NHS services that Ascenti provides. The local audits performed in 2017 / 18 are listed in Appendix 1.

The reports of all local audits were reviewed by the provider in 2017 / 18 and Ascenti intends to take the following actions to improve the quality of healthcare provided:

- Develop an improved audit programme management tool
- Develop a Risk, Audit and Compliance Committee to ensure cyclical follow up of actions and system wide learning in relation to audit and risk
- Focus audit activities locally into both regional networks and service contracts.



### Participation in clinical research

Participation in clinical research demonstrates Ascenti's commitment to improving the quality of care we offer and to making our contribution to wider health improvement.

During 2017 / 18, Ascenti was involved in scoping one research study prior to commencing in 2018/19, this was within our MCATS service. This was an expert review for a specialist triaging tool. The triage tool supports clinical decision making and onward clinical referral pathways, optimising patient experience, quality of care and ensuring referral pathways are correct.

Initial expert evaluation was positive and further research to evidence the efficacy of this triage tool is being considered.



### Care Quality Commission

Ascenti is required to register with the Care Quality Commission (CQC) and our current registration is fully registered. Ascenti has no conditions placed on its registration and there have been no inspections to report on. The CQC has not taken any enforcement action against Ascenti during 2017 / 18. Ascenti has not participated in any special reviews or investigations by the CQC during the reporting period.



During 2017 / 18 we appointed two CQC Clinical Support Officers, both reporting into our CQC Registered Manager. They serve as additional resource to ensure we maintain high standards of service, compliance with CQC regulations and ensure we continue to be: safe, effective, caring, responsive and well-led.



### Secondary uses services

During 2017 / 18, Ascenti did not submit records to the 'Secondary Uses Service' for inclusion in the Hospital Episode Statistics.



### Payment by results

Ascenti was not subject to the payment by results clinical coding audit during 2017 / 18 by the Audit Commission.



### Commissioning for quality and innovation payment framework (CQUIN)

A proportion of Ascenti's income in 2017 / 18 was conditional on achieving quality improvement and innovation goals agreed between Ascenti and our North Norfolk, Preston and Isle of Wight NHS contracts through the CQUIN framework. These schemes include:

- Self-care initiatives
- Foot/ankle pathway designs
- Patient focus groups
- Early intervention
- GP education
- Physiotherapy training
- Patient journey



### Duty of candour

Our duty of candour and whistleblowing policies are available to all staff and are aligned with CQC regulation 20.

We aim for the highest ethical standards by encouraging a culture of openness, transparency and candour throughout our organisation. To support this, we have developed specific duty of candour training for our induction and mandatory training programme. We have also integrated duty of candour triggers into our risk based complaint or incident pathways.



## Data quality

Ascenti operates management systems that ensure the quality and integrity of our data. Good quality information is essential for effective patient care and quality, through being able to measure, monitor and report upon our data.

We have a dedicated Management Information team and all members are employed for their attention to detail and analytical skills. Quality is assured via a number of procedures and ensuring all SQL queries and codes used for data retrieval from our bespoke database are peer reviewed.



## Information governance toolkit

For 2017 / 18, Ascenti's information governance assessment report overall score was 66% and was graded Green (Satisfactory).

Ascenti will ensure compliance with the data security and protection toolkit, the new framework for assuring that organisations are implementing the ten data security standards and meeting statutory obligations on data protection and data security.

We will continue our commitment to maintain both an effective ISO 27001 management system and our quarterly meetings that focus on ensuring the quality, integrity and security of our data.



## General data protection regulations

During the reporting period 2017 / 18, Ascenti has undertaken a project to ensure full compliance with the changes in data protection legislation, including appointing a new Data Protection Officer.



## Safeguarding

Safeguarding is fundamental within Ascenti and our Leadership Team continue to have ultimate responsibility for safeguarding. This ensures people are protected against any risk of abuse or avoidable harm, their welfare is promoted and their human rights are respected.

### Safeguarding training

To enable us to discharge our safeguarding responsibility to an even higher standard, we have enhanced our training provision and made it available to all our clinical staff via our e-learning platform, which was launched in June 2017.

We are soon to launch child sexual exploitation (CSE), domestic violence and abuse (DVA) and female genital mutilation (FGM) training onto this platform.

Training levels were originally detailed in 'Working together to safeguard children' 2010, but were removed in 'Working together' 2013. Since 2013 there has been no national statutory guidance on the content of safeguarding training. Local safeguarding children / adults boards still have a duty to provide, monitor and evaluate the effectiveness of training in their area.

To ensure our staff meet the appropriate training standards proportionate to their role, we have developed our training in line with the training specifications contained within the intercollegiate document.

All of our staff complete the following training:

- Mental capacity act
- Safeguarding children and young people
- Safeguarding adults at risk and vulnerable people
- PREVENT

### Safeguarding team

In line with the growth of Ascenti, our safeguarding team now consists of seven multidisciplinary health professionals including nurses, physiotherapists and compliance officers, each undertaking designated safeguarding roles within Ascenti. This ensures that clinical environments, reception areas and administrative teams are appropriately supported whilst delivering our services. The team is overseen by a designated Safeguarding Lead.

Ascenti has not had any reportable safeguarding incidents within the reporting period.

*"I could not fault how we were treated. The Physiotherapist would always talk through the treatment with me and was very informative.*

*The exercises they give you are great and after things like decorating or gardening I tend to do the stretches they taught me.*

**Arthur, 75 from Birmingham**



## CQC Registered Manager Statement

Ascenti Health is registered as a provider with the Care Quality Commission (CQC) under the Health and Social Care Act 2008. Ascenti Physio is registered as a location for the regulated activity 'treatment of disease, disorder or injury (TDDI)'.

Ascenti does not have any conditions placed on its services and the Care Quality Commission has not taken enforcement action against us during the reporting period to year ending 31/03/2018.

Ascenti has not participated in any special reviews or investigations by the CQC during the reporting period. We are awaiting a formal CQC inspection which will provide validation of the quality and safety of care that we deliver.

Our Registered Manager proactively collaborates with the CQC through direct contact with the Midlands Inspector and online through the provider portal, CQC community, web and email for surveys and consultations about CQC services.

Within the reporting period we have appointed two CQC Clinical Support Officers to work closely with our Registered Manager and newly appointed Nominated Individual. This is to collectively ensure our regulated services are robust and streamlined.

Within the current reporting period we introduced a 'mock' inspection tool focussing on safe, quality assured and person centred care within our registered location which optimised fundamental standard compliance. We asked the key questions that CQC ask during inspections; is Ascenti safe, effective, caring and compassionate, responsive and well led?

This cyclical tool supports governance and quality processes within Ascenti and drives quality improvement at our registered location, whilst informing our annual audit programme.

Yvonne Attwell



**CQC Registered Manager**

# Part three

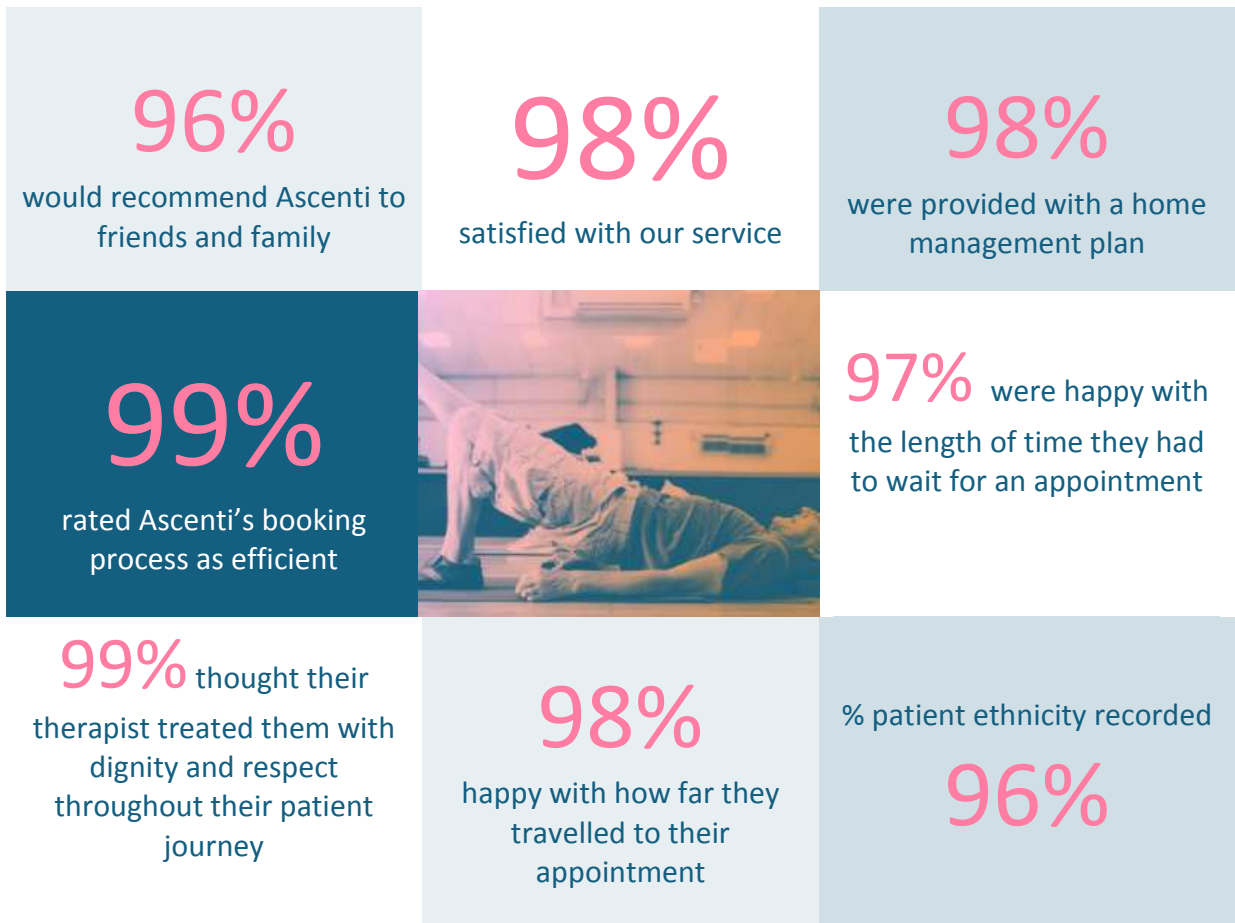
## Promoting patient experience

At Ascenti we aspire to achieve high standards in all we do. Understanding the experience of our patients is essential to ensure we continually meet the standards of excellent care we strive to achieve.

We gather feedback from our patients and stakeholders in a variety of ways. Throughout 2018 / 19 we will explore new and innovative ways to engage with our patients to capture feedback.

### Survey feedback

Survey data from **7,181** patients:



## Service performance

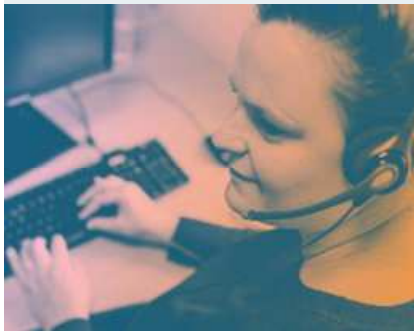
Time urgent patients seen within across all NHS contracts (average)

**4** working days



**98%**

discharge reports sent within 5 working days



Time routine patients seen within across all NHS contracts (average)

**10** working days

**8%**

Did not attend (DNA) rate



## Complaints

During the reporting period we received 309 complaints across all our NHS contracts. This equates to less than 0.005% complaints as a percentage of referrals received over the period.



*"I visited my doctor after years of nagging pains in my knee. Within a week I was seeing an Ascenti physio and after three months of treatment I saw a huge improvement.*

*"I still struggled with things like squats and lunges, so he suggested I attend the NHS knee exercise class run by Ascenti, which has really helped me. I will continue to do the exercises to strengthen my knee and prevent future problems".*

**Kyleigh, 32 from Grimsby**

## Enhancing patient safety

At Ascenti we put the safety and wellbeing of our patients above all else. We recognise the importance of full and thorough evaluation of our services, to assure ourselves we are providing a safe service and that we use every opportunity as an occasion to learn and improve.

During 2017 / 18, we have focused on enhancing our incident reporting systems and on up-skilling our Clinical Governance teams. They effectively drive our patient safety, quality and risk management systems so patient safety is enhanced.

Our incident reporting processes and systems have been redeveloped and underpinned with risk management and human factors principles, ensuring that we:

- Are responsive
- Undertake the appropriate level of investigation
- Utilise a range of investigation and analysis tools
- Consistently apply the right level of resource and expertise
- Assign responsibility and ownership
- Fully consider our obligations of duty of candour and external reporting
- Exhaust all learning opportunities and ensure lessons are shared
- Have a cyclical system of follow up and review

Our clinical governance training programme, amongst other topics, includes:

- Clinical human factors
- Systems theory
- Patient safety culture
- Risk assessment and risk management
- Root cause analysis investigation
- Root cause analysis tools
- Quality improvement methods and tools

To enhance our effectiveness and commitment to ensuring patient safety, Ascenti will be investing in patient safety / risk management software; this will be implemented during 2018.



### Incidents

We actively promote the reporting of incidents and underpin this by creating a positive safety culture. We recognise high incident reporting as a positive indication that our systems of reporting are effective. 2017 / 18 incident profile:

During the reporting period 99 incidents were reported across all our NHS contracts. This equates to 0.001% incidents as a percentage of referrals received over the period.



We actively promote a positive environment and culture to encourage the reporting of incidents. Achieving a high level of reporting is essential for ensuring we actively identify opportunities to learn and improve our services, improving safety and satisfaction.

Incidents do not necessarily mean harm, rather a deviation from expected delivery, and can relate to matters such as procedures, policies and systems. Underpinning our incident reporting and investigation systems with 'human factors principles' provides significant advantages to the depth of technical analysis and learning opportunities we can achieve.

### **Serious incidents**

One serious incident occurred during the period 2017 / 18. This was a no harm patient safety incident (an incident that occurred but did not cause harm, damage or loss). This event was thoroughly investigated and all opportunities to learn were exhausted and actions implemented to ensure system-wide learning.

### **Safety alerts**

Between April 2017 and March 2018 we received two safety alerts that had the potential to impact upon our services. These were both drug safety updates and timely actions were taken. All central alerting system (CAS) alerts were reviewed; none were applicable to our services and these continue to be monitored weekly.

In October 2016 we began monitoring the revoked and suspended licences for manufacturers and wholesalers of medicines within the UK; we continue to check the list on a monthly basis to ensure our suppliers are licenced to trade. To date, no concerns have been raised with our supply chain.

### **Risk management**

We have taken steps to embed risk management principles into deeper levels of our systems and services. By doing this, Ascenti has achieved a greater awareness and visibility of risks within our organisation, creating a greater level of understanding and optimisation of controls within our systems and processes. This is a fundamental engineering of our service for safety and throughout 2018 / 19, we will continue to build upon the improvements we have made to date.

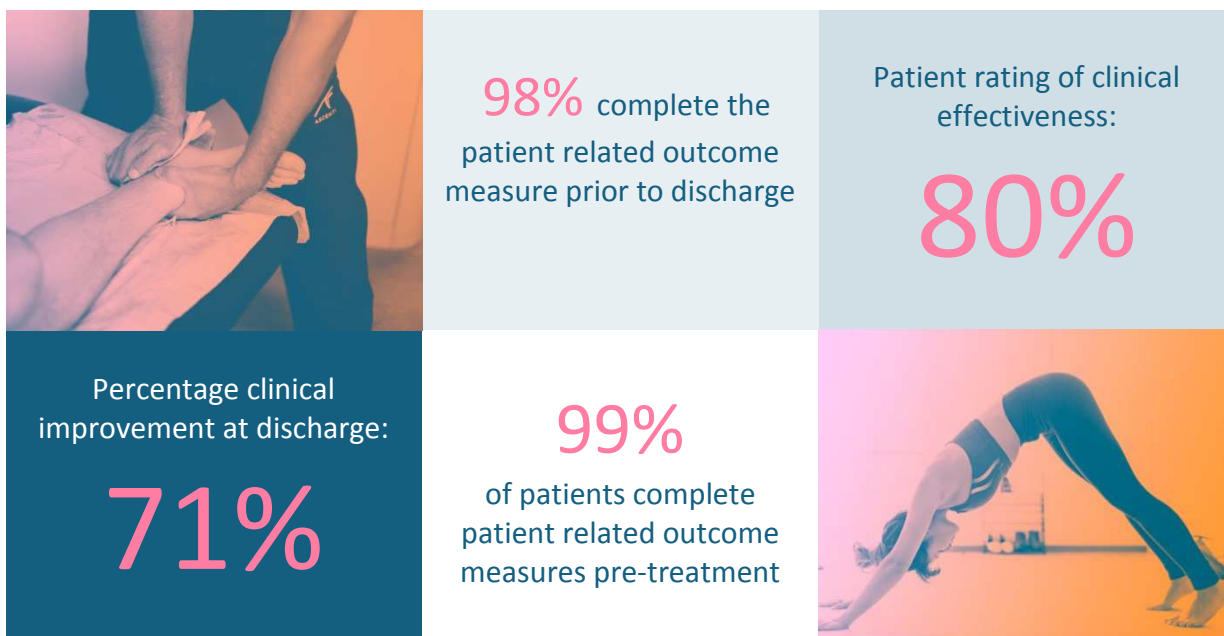
## **Elevating clinical effectiveness**

Ascenti is committed to ensuring the care we provide is evidence-based, effective and based upon best practice principles. We monitor and improve patient outcomes by ensuring our clinicians are:

- Well trained
- Up-to-date with new and emerging research and practices
- Follow best practices informed by evidence and / or national guidelines
- Supported, supervised and developed by senior practitioners, mentors and trainers

## Staff development

During 2017 / 18 we laid the foundations for our pathway to excellence. We have successfully recruited expert practitioners in academia, clinical practice and training, whose dedicated tasks are to ensure we deliver a best-in-class learning and development programme for our staff.



PROMS measure	Sample size	% patients improved
Bournemouth	770	90%
Leicester	732	86%
Lincoln	2572	75%
Oswestry	967	85%
<b>Summary total all PROMS measures</b>	<b>5041</b>	<b>81%</b>

## Inspiring innovation

As one of the largest providers of physiotherapy services in the UK, Ascenti has a responsibility to ensure that we continue to find ways to advance the profession and services we provide. Through exploring new processes, systems, services and participating in research, we strive to find new ways to optimise the care we provide and create extra value for our patients and commissioners.

### First-contact physiotherapy services

We have developed excellent working relationships with GP practices and Clinical Commissioning Group's and through promoting the value and expertise of our Physiotherapists, Ascenti has been delivering frontline primary care services. By deploying our physiotherapists to work alongside GP's in general practices and providing expert assessment and treatment for patients with

musculoskeletal conditions, we are creating efficiencies and improving the patient experience. Since our services started in Wyre Forest, Farnborough, Corby and Haringey we have seen in excess of 7,500 patients. Our services provide rapid access to physiotherapy and expert clinical assessment and services such as injections, ordering investigations and optimising referrals into community physiotherapy or secondary care. This has driven substantial savings for the GP practices.

### Trauma and orthopaedics (T&O) referral hub

Across North Norfolk Clinical Commissioning Group, Ascenti provides an innovative triage and screening service within our 'T&O Referral Hub'. All referrals from primary care into secondary care trauma and orthopaedics are screened by our expert physiotherapists. Our triage and screening processes are designed to ensure:

- Patients get the right care every time by optimising referral pathways
- A reduction in secondary care referrals
- A reduction in inappropriate imaging referrals
- Referrals for self-management, community physiotherapy, extended scope services or orthopaedics are optimised

Since the new screening process was initiated on 1<sup>st</sup> December 2017 referrals to secondary care have reduced considerably. Between 1<sup>st</sup> December 2017 and 31<sup>st</sup> March 2018, 17.18% of patients who were originally referred into secondary care were successfully redirected onto other pathways. They were discharged with self-care advice and guidance without the requirement of secondary care intervention. Within the same time period only 0.99% of discharges from the community physiotherapy service recommended secondary care intervention compared to 1.49% average prior to the introduction of the service.

### Assurance of our quality

Ascenti were delighted to receive assurance visits from the Wyre Forest and Surrey Heath Clinical Commissioning Groups during 2017 / 18.

#### Wyre Forest Clinical Commissioning Group

On 8<sup>th</sup> February 2018, Ascenti welcomed an assurance visit to evaluate the quality of our services. This assurance visit related to our Kidderminster site located in Hume Street Medical Practice. The assurance visit covered patient safety, workforce / training, clinical governance, medicines management, clinical effectiveness and patient experience.

*"I was able to gain good assurance around the quality service you are providing to patients, eligible for referral to your service, from GPs within Wyre Forest, overseen by Wyre Forest Clinical Commissioning Group"*

**Quality Assurance Manager**

## Surrey Heath Clinical Commissioning Group

Between 10<sup>th</sup> and 24<sup>th</sup> January 2018 Surrey Heath Clinical Commissioning Group visited four of our Surrey Heath clinical locations. The scope of the visit was to quality assure our clinical services, ensuring they are of a high quality and are clinically effective.

*“The Quality team and Contracts Manager were impressed with the professionalism of all staff and their openness to the visit process. They recognise and appreciate that a lot of preparatory work and time was undertaken for the visits. This effort is evident and there has been significant improvement made to the concerns raised at the Contract Review meetings before these visits.*

*Two of the four sites used have a clear overarching advantage than the others. The premises at Bagshot and Frimley Green provide a therapeutic atmosphere with good access for patients and car parking.*

*The reception we encountered by the receptionists at Basepoint, Frimley Green and Disability initiative were welcoming. Therapists at Frimley Green are able to engage with GPs of which a few have asked for referral advice to the service. All sites visited were clean and all treatment rooms, except one in Basepoint, had anatomy specific posters and anatomy models for therapists to use for clients during their treatment journey.”*

**Surrey Heath, CCG Quality Assurance Visit Report**

## Statements from Commissioners

### Response of the Clinical Commissioning Group for Worcestershire to Quality Account of Ascenti 2017 – 18.

A significant component of the work undertaken by the Clinical Commissioning Groups of Worcestershire, includes the quality assurance of services provided for the population of Worcestershire that are all or part funded by the NHS. This includes services delivered by Ascenti to patients within part of our county.

The Quality Account provides information on the performance of services, and the experience of patients accessing those services, in a number of areas across the country. The priorities set for 2018/19 appear to have resulted from discussions with staff, service users and stakeholders, and are set out in the report clearly. They include the optimisation of shared decision making in clinical practice and the continued development of staff education, mentoring and supervision. These are areas that the CCGs in Worcestershire welcome.

We are aware, through undertaking site visits and talking to clinicians, that Ascenti have robust processes for engaging with and responding to feedback from individuals who access their services. There is confidence that information collated from individuals who access services is used in a responsive manner and clear rationales are provided where suggestions cannot be implemented. It

is pleasing to note that Ascenti plan to continue to explore new and innovative ways to engage with patients.

Worcestershire Clinical Commissioning Groups are pleased to confirm that there has continued to be a high level of satisfaction with the services provided by Ascenti within Worcestershire throughout 2017-18. Good relationships exist with local stakeholders. The number of complaints raised continues to be very low. There are good levels of assurance of a transparent process for thoroughly investigating incidents and demonstrating learning from findings.

We continue to wish the team at Ascenti every success in maintaining the delivery of high quality services for 2018/19.

A handwritten signature in black ink, appearing to read 'RL Skinner'.

**Rachael Skinner**  
**Associate Director of Quality**

**On behalf of:**

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

## Appendix 1 – Local audits

Audit	Description
<b>Accessible information standard</b>	Audit of our systems and services ensuring our compliance with the Accessible Information Standard.
<b>Assurance audits</b>	Our assurance audits provide a holistic audit of the patient journey, clinical standards and safety. This comprises an audit of accessibility, infection control, environment, patient involvement, patient experience, dignity and respect, personalised care and safeguarding.
<b>Clinical notes</b>	Audit of the standard of treatment notes and record keeping.
<b>Clinical triage</b>	Audit of clinical referral pathway decisions.
<b>Complaints</b>	Audit of complaints and complaint processes.
<b>Hand hygiene</b>	Audit of environment, equipment and compliance with hand hygiene technique, policies and procedures.
<b>Incidents</b>	Audit of incident and incident processes.
<b>Infection control</b>	Audit of the environment, equipment and compliance with infection control policies and procedures.
<b>Information governance</b>	Audit of data protection and information governance compliance.
<b>Injection therapy notes</b>	Audit of the standard of treatment notes, medicines and compliance with process and protocols.
<b>Lone Working</b>	Audit of lone working clinics, lone working systems, policies and procedures.
<b>Medicines Management</b>	Audit of the management of injectable medicines ensuring compliance with policies and processes.
<b>New Starter Audits</b>	Audit of new starter compliance, mandatory training, supervision and mentoring and clinical notes review.
<b>NG59 audits</b>	Audit of our treatments for low back pain patients against the NICE low back pain guidelines.
<b>Safeguarding</b>	Audit of safeguarding cases, safeguarding reporting processes, policies and training.
<b>Sharps</b>	Audit of sharps equipment, management, policy and procedures for injections and acupuncture.
<b>Staff compliance</b>	Audit of mandatory compliance requirements – professional registration / DBS clearance / insurance
<b>Staff training</b>	Audit of staff training and CPD records.

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