

Health and Social Care Moray**Quality Assurance Reporting Template****Summary Page (complete this page last)**

Service:	Speciality:
Date of meeting:	
Main items for discussion:	
1. 2. 3.	
Please highlight an Item of good practice:	
Report compiled by:	
Name:	Designation:

Section 1: New Risks

Please complete one form for each new risk identified

Risk: New	
Risk Register ID:	
Level of Risk:	
Clinical Implications:	
How is the risk currently being monitored:	
What plans are in place to reduce the risk:	

Section 2: Risk Updates

Please complete one form for each risk being updated

Risk: Update	
Risk Register ID:	
Level of Risk:	
Clinical Implications:	
How is the risk currently being monitored:	

Section 3	Morbidity and Mortality Meetings
	Frequency of meetings: Date of last meeting: For each case discussed: <ul style="list-style-type: none"> • Learning points to be addressed • Contributing factors (identification and prioritisation of system wide issues) • Patient and family experience • Lessons learned and action points to mitigate against future occurrence • Measures taken to disseminate learning • Duty of Candour

Section 4	ADVERSE EVENTS <i>(please report on the lessons identified from major and extreme incidents)</i>
	Any major or extremes are either deaths associated with M&M cases or are currently being investigated as Level 1's

Section 5	PROGRESS ON IMPLEMENTING RECOMMENDATIONS FROM OMBUDSMAN CASES

Section 6	AREAS OF ACHIEVEMENT AND GOOD PRACTICE

Section 7	Complaint Overview
a)	Complaints Closed by Early Resolution (ER) or by written response (Investigation) in previous year:
b)	Complaints workload - how many complaints are open and how many of these are overdue in previous year:
c)	The severity of complaints closed in previous year: Graph required
d)	Outcome of complaints closed in previous year: Graph required
e)	The issues complained about in complaints closed in previous year: Graph required

f)	Action taken within service as a result of complaints closed since last report: Graph required
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Section 8	Care Opinion								
	<table border="1"> <tr> <td></td><td>Number</td></tr> <tr> <td>Critical Stories</td><td></td></tr> <tr> <td>Non-critical Stories</td><td></td></tr> <tr> <td>Total Stories</td><td></td></tr> </table>		Number	Critical Stories		Non-critical Stories		Total Stories	
	Number								
Critical Stories									
Non-critical Stories									
Total Stories									

Section 9	Adverse Events

Section 10	Duty of Candour Report
	Please report here if the Duty of Candour has been triggered by an event, giving outline of event and actions to date and planned (if not already covered in M and M section)

Section 11	Peer Reviews
	New or on-going actions as a result of peer reviews.

Section 12	External Visits and Inspections by HIS etc.
	New or on-going actions as a result of External Visits or inspections.

Section 13	Safety
a)	Falls Data and narrative required
b)	SABS Data and narrative required
d)	Total Incidents Reported Graph required (incidents by month, year and severity)