

Quality Assurance

The Art of Time Travel

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Thursday 8 February 2018

Why bother?

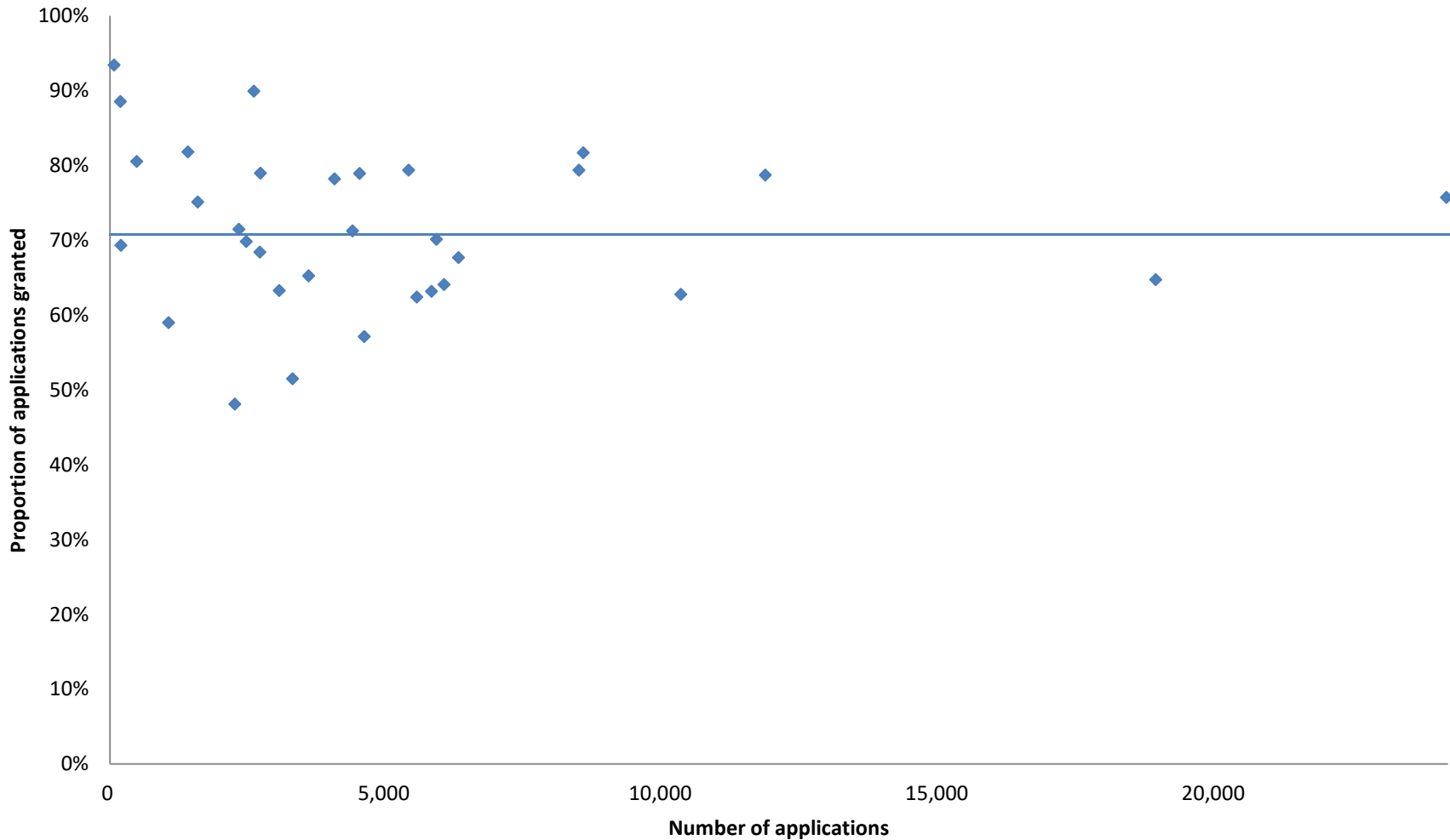
- Check you are meeting your standards
 - Decision Making
 - Customer Service
- Drive Improvements
 - Organisational Learning
 - Staff Development
- Check for Consistency

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Comparison of CG grant rates 2016-17

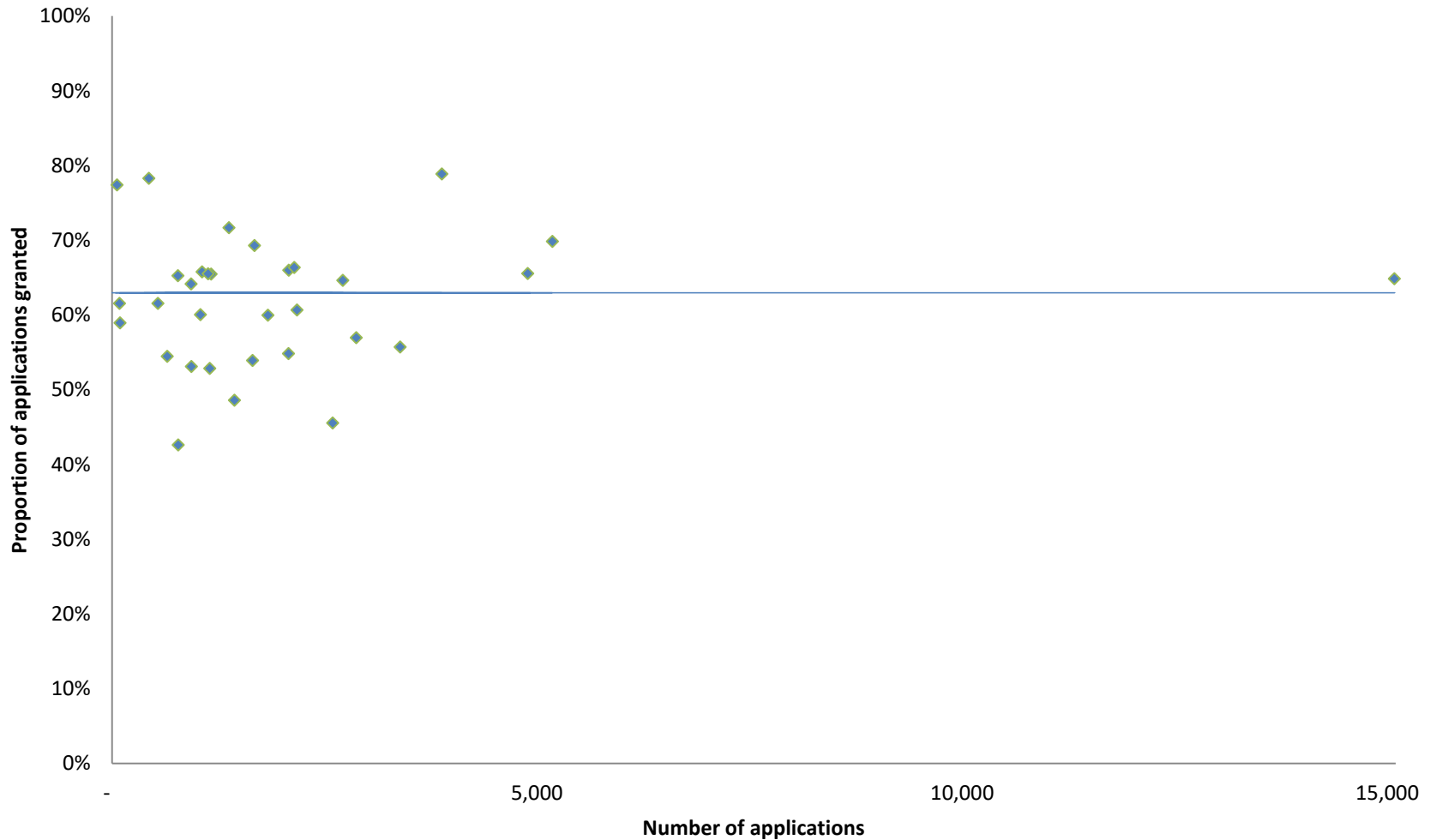


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Comparison of CCG grant rates 2016-17



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A failure to QA is a failure in quality...

- Incorrect decisions
 - ‘yes’ and ‘No’
- Poor Customer Service
- Reputational Risks

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So how can we avoid all this?

- How we QA
 - 10% of closed cases
 - Measured against relevant standards
 - Analysed for overall themes as well as individual learning points
 - Feedback
 - Individual
 - Team
- There are other methodologies

Some themes we uncovered

- Decision Making
 - Assessment of need, vulnerability etc
- Consistency
 - Community Care Grants
- Customer Service
 - Level of analysis within decision letter

Decision Making: Example

- The Problem
 - reasoning of assessment of need, vulnerability etc
- Solution
 - easy reference guide

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Consistency: Example

- The Problem
 - variation in decision making on CCG
- Solution
 - identification of risk

Customer Service Example

- The Problem
 - too much information
- Solution
 - focus on material issue

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Resources

- <http://www.valuingcomplaints.org.uk/learning-and-improvement/best-practice-resources>

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