SOURCES OF ASSURANCE - HEAT MAP

May 2014

The Queen Elizabeth Hospital NHS
King's Lynn
NHS Foundation Trust

SOURCE OF ASSURANCE	TYPE OF ASSURANCE								STRENGTH RAG
	INTERNAL REVIEW	WEIGHTED	BENCHMARKED	WEIGHTED	EXTERNAL REVIEW	WEIGHTED	INDEPENDENT REVIEW	WEIGHTED	
Risk 1									
Quality Strategy Implementation Monitoring	✓	1	✗	0	✗	0	✗	0	1
Patient Safety Outlier alert response	✓	1	✓	2	✗	0	✗	0	3
Clinical Audits	✓	1	✗	0	✗	0	✗	0	1
Serious Incident and Never Event Monitoring	✓	1	✓	2	✗	0	✗	0	3
Quality Performance Monitoring	✓	1	✓	2	✗	0	✗	0	3
Quality Account Audit	✗	0	✗	0	✓	3	✓	4	7
CQUIN monitoring	✗	0	✓	2	✓	3	✓	4	9
CHKS alert reviews and benchmarking	✓	1	✓	2	✓	3	✓	4	10
National audits	✓	1	✓	2	✓	3	✓	4	10
External SI and Never Event monitoring and benchmarking	✗	0	✓	2	✓	3	✓	4	9
Benchmarking	✓	1	✓	2	✗	0	✗	0	3
Internal audits	✓	1	✓	2	✓	3	✓	4	10
CQC Mock Inspections	✓	1	✗	0	✗	0	✓	4	5
CQC Inspections	✗	0	✓	2	✓	3	✓	4	9
External Assessments - e.g. risk summit	✓	1	✓	2	✓	3	✓	4	10
Monitor Governance Rating	✓	1	✓	2	✓	3	✓	4	10
Integrated Quality Improvement Plan monitoring - Quality Improvement Delivery Group	✓	1	✓	2	✓	3	✗	0	6
Peer / External Review of delivery of Quality Improvement Plans	✗	0	✓	2	✓	3	✓	4	9
Risk 2									
Patient and Carer Experience Strategy Monitoring	✓	1	✗	0	✗	0	✗	0	1
FFT and Internal Patient Surveys	✓	1	✓	2	✓	3	✓	4	10
CLIP Report	✓	1	✓	2	✗	0	✗	0	3
National Patient Surveys	✗	0	✓	2	✓	3	✓	4	9
PLACE reviews	✓	1	✗	0	✓	3	✓	4	8
HealthWatch audits	✗	0	✓	2	✓	3	✓	4	9
Complaints benchmarking	✓	1	✓	2	✗	0	✗	0	3
Risk 3									
Internal Monitoring	✓	1	✓	2	✗	0	✗	0	3

Internal Monitoring	✓	1	✓	2	✗	0	✗	0	3
Periodic sit-rep reporting	✓	1	✗	0	✗	0	✗	0	1
Internal Alert reporting/Majax reporting	✓	1	✗	0	✗	0	✗	0	1
Contract monitoring	✓	1	✗	0	✓	3	✗	0	4
Urgent Care Network monitoring	✓	1	✗	0	✓	3	✗	0	4
System-wide monitoring (gold)	✓	1	✓	2	✓	3	✗	0	6
Risk 4									
Access Indicator Performance Monitoring	✓	1	✓	2	✗	0	✗	0	3
Contract Management	✓	1	✗	0	✓	3	✗	0	4
Risk 5									
Stakeholder engagement monitoring	✓	1	✗	0	✗	0	✗	0	1
BSP - Access related POD monitoring	✓	1	✓	2	✗	0	✗	0	3
ECIST Outcomes	✓	1	✓	2	✓	3	✓	4	10
Risk 6									
Strategy Implementation monitoring	✓	1	✗	0	✗	0	✗	0	1
Business Opportunity evaluation	✓	1	✓	2	✗	0	✗	0	3
Market share / referring patterns data monitoring	✓	1	✓	2	✓	3	✗	0	6
Contracts / SLAs	✓	1	✗	0	✓	3	✗	0	4
Risk 7									
Internal contract monitoring	✓	1	✗	0	✗	0	✗	0	1
Business Case evaluation records	✓	1	✓	2	✓	3	✗	0	6
Contract Monitoring / Contract Variation	✓	1	✗	0	✓	3	✗	0	4
Contracts / SLAs	✓	1	✗	0	✓	3	✗	0	4
Risk 8									
Business Plan delivery monitoring	✓	1	✗	0	✗	0	✗	0	1
Monitor's PRM outcomes	✓	1	✓	2	✓	3	✓	4	10
Risk 9									
BSP delivery monitoring	✓	1	✗	0	✗	0	✗	0	1
Monitor's PRM outcomes	✓	1	✓	2	✓	3	✓	4	10
Risk 10									
PwC sustainability project	✓	1	✓	2	✓	3	✓	4	10
System-wide Sustainability Review	✓	1	✓	2	✓	3	✓	4	10
Board's Strategic discussion records	✓	1	✓	2	✗	0	✗	0	3
QIPP programme	✓	1	✓	2	✓	3	✗	0	6
External Engagement records	✓	1	✗	0	✓	3	✗	0	4

METHODOLOGY	1	2-3	4-6	7-10