





## Quality & Equality Impact Assessment

### Instructions

There are 4 domains relating to patient care: **Safety, Effectiveness, Experience and Impacts and an Equality Impact Assessment in this tool.**

**Begin the tool by completing this sheet and then complete Safety assessment first.**

Please work through this tool to identify the impact of your proposed service changes against the status quo. Complete the four worksheets with either text or using the drop down boxes in highlighted in white. Calculations are then automated.

You will also need to complete the Equality Impact Assessment (EIA) to demonstrate compliance with the Equality Act 2010.

**Results are displayed in the summary sheet.**

### Menu

Assessments

Other views

On completion please send a copy to the QEIA Officer via the following.

Goto Version and History using link below using link:

[Version & Notes](#)

Title:

Forest of Dean Community Hospitals

### Summary description of the change proposal:

GCS has committed, subject to the outcome of public consultation, to invest in a new Community Hospital facility to replace the existing two community hospitals in the Forest of Dean. This investment will enable continued provision and development of strong community based services in the Forest of Dean. It will also enable us to support the principles and objectives set out within the One Gloucestershire Sustainability and Transformation Plan (STP).

Specifically, the investment proposed:

- responds to the Case for Change ("Development of health service infrastructure in the Forest of Dean") produced in May 2017 by One Gloucestershire;
- Will provide a flexible, modern community hospital capable of providing a range of service - will work as part of a network of primary and community services able to respond to the needs of the Forest of Dean population, with strong links to acute hospital services.

Completed by:

Kev Adams / Katie Norton

Date:

03/08/2017

Initial or Review

Initial

Review Group	Authorisation Group	Outcome	Approved
Date:	29/08/2017		
Max Review Date:	28/08/2018		
Notes			

Please enter the CCG total population (thousands)

600 ,000



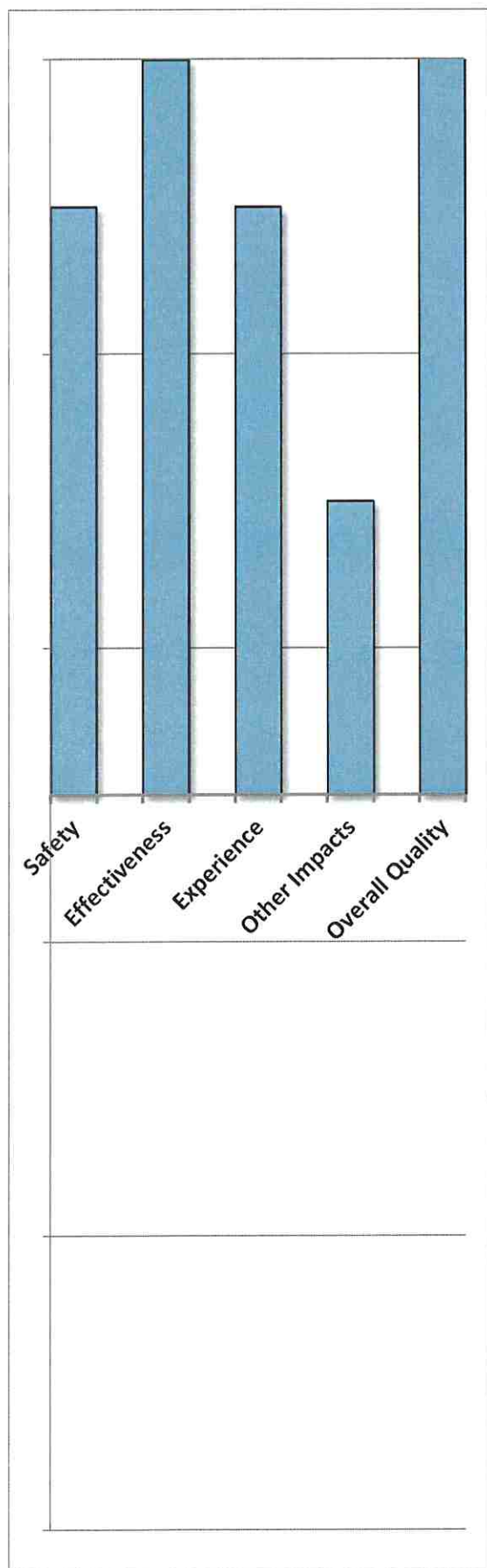
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Northern, Eastern and Western Devon  
Clinical Commissioning Group

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Quality Impact Assessment Overview



Title of change proposal

Forest of Dean Community Hospitals

Summary description of the change Proposal

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Specifically, the investment proposed:

- responds to the Case for Change (“Development of health service infrastructure in the Forest of Dean”) produced in May 2017 by One Gloucestershire;
- Will provide a flexible, modern community hospital capable of providing a range of service
- will work as part of a network of primary and community services able to respond to the needs of the Forest of Dean population, with strong links to acute hospital services.

Total Quality Impact

Total Quality Score	325	Improvement in overall quality
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Total Impact score (using absolute values)	325	Very High Impact
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Other Impacts Score	50	Positive effect on other impacts
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Equality Impact

Equality Impact Assessment: Groups affected	37	Consider actions to mitigate
Sum of +ve and -ve impacts	152	Equality Impact Assessment Complete

Completed by: Kev Adams / Katie Norton

Reviewed by: Authorisation Group

Outcome of Review: Approved

Date of Review: 29/08/2017



[Click to return to menu](#)

## Safety

Geography, hospital,  
department or other area this  
applies to:

Describe the change proposed and the clinical area(s) the change applies to.

Forest of Dean	New Community Hospital to replace two existing sites in Lydney & Dilke
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Description

What is the impact on the SAFETY of patients of implementing the change proposed including any improvement actions?  
(Please add a description of evidence)

<p>Consider:</p> <ul style="list-style-type: none"> <li>Harm to patients</li> <li>Impact of Human Factors</li> <li>Infrastructure</li> <li>Clean environment</li> <li>Safe environment</li> <li>Training</li> <li>Treatment procedures</li> <li>Communication</li> <li>Administration</li> <li>Attach key documents</li> </ul>	<p><i>New premises will meet future demand and comply with health and safety, infection control, privacy and dignity, Disability and Discrimination Act and all other HTM / HBN facilities expectations.</i></p> <p><i>New premises will be environmentally sustainable.</i></p> <p><i>Investment will provide a high quality and compliant building that meets all the requirements of the Department of Health's Estate Code and Care Quality Commission standards relating to the safety and suitability of premises</i></p> <p><i>New premises will provide a safe environment for staff, patients and visitors alike</i></p> <p><i>New investment will reduce the risks associated with current estate which is increasingly unable to meet standards in respect of privacy, dignity and infectino control</i></p>
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Total Impact

Number of patients affected per week of the change

Time, in weeks, the change will continue.

Band

### Impact Description

Major benefit leading to long-term improvement/reduction in disability  
Reduction in length of hospital stay by >15 days  
Improvement in management of patient care with long-term effects



[Click to return to menu](#)

## Effectiveness

Geography, hospital, department or other area this applies to:

Describe the change proposed and the clinical area(s) the change applies to.

Forest of Dean	New Community Hospital to replace two existing sites in Lydney & Dilke
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Description

What is the impact on the EFFECTIVENESS of care on patients, of implementing the change proposed including any improvement actions?  
(Please add a description of evidence)

<p>Consider: Tangibles Leadership Competence Reliability Responsiveness Use of Evidence Attach key documents</p>	<p>The new premises will provide a flexible, modern community hospital capable of providing a range of services which will work as part of a network of primary and community services able to respond to the needs of the Forest of Dean population, with strong links to acute hospital services.</p> <p>The new premises will be configured to maximise the opportunities to support clinical services as well as for cohesive multi-disciplinary working.</p> <p>The investment will enable colleagues who are currently having to work across two sites to come together to provide a more resilient, efficient and effective service for patients, with greater opportunities to develop and support new services.</p> <p>It is expected that a greater range of services will be able to be supported through creating a single site in the Forest of Dean</p> <p>It is recognised that while the investment will enable a greater range of services to be provided in the Forest of Dean, for some patients it may require increased travel time dependent upon where the new community hospital is located. We would aim to mitigate this through considering travel and access, and continuing to provide appropriate services in peoples own homes and in local communities</p>
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5

Total Impact Score

Impact Description

Totally acceptable level of effective treatment
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[Click to return to menu](#)

## Patient Experience

Geography, hospital, department  
or other area this applies to:

Describe the change proposed and the clinical area(s) the change applies to.

Forest of Dean	New Community Hospital to replace two existing sites in Lydney & Dilke
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Description	What is the impact on the EXPERIENCE of care on patients, of implementing the change proposed including any improvement actions? (Please add a description of evidence)
<p>Consider: Dignity Informed Choice Control of care Responsiveness Empathy &amp; Caring Family &amp; Friends Test Feedback complaints Feedback from PALS Attach key documents</p>	<p><i>The proposals have sought to address the feedback through the Forest of Dean Health and Social Care Review.</i></p> <p><i>We will address the current inability to provide a high quality environment and enhance the current patient experience by ensuring privacy and dignity.</i></p> <p><i>New premises will provide a safe and welcoming environment for staff, patients and visitors alike</i></p> <p><i>It is expected that a greater range of services will be able to be supported through creating a single site in the Forest of Dean</i></p> <p><i>It is recognised that while the investment will enable a greater range of services to be provided in the Forest of Dean, for some patients it may require increased travel time dependent upon where the new community hospital is located. We would aim to mitigate this through considering travel and access, and continuing to provide appropriate services in peoples own homes and in local communities</i></p>

4	Total Impact Score
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### Impact Description

<p>Multiple letters of praise / positive independent review Repeatedly exceeds internal standards</p>
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[Click to return to menu](#)

## Other Impacts

Geography, hospital, department or other area this applies to:	A description of the clinical area(s) the change impacts on.
Forest of Dean	New Community Hospital to replace two existing sites in Lydney & Dilke

Description	Please describe how the change proposed may impact on other parts of the health and social care economy or other services or ability to deliver the change. (Please add a description informing the score)
<p>Consider:</p> <p>Social value (Social Value Act 2012) Impact Privacy Impact (Personal data) Impact on other health or social care services Impact on employees and other staff, contractual, Reputational, visitors and temporary residents, &amp; carers. Is there sufficient change management in place?</p>	<p>The new premises will include space to host community events, whereby community and voluntary organisations have the opportunity to meet with patients and the public, and offer relevant support services. This was a key message from the engagement exercise.</p> <p>The proposed investment has been developed in response to the Case for Change developed and endorsed through the One Gloucestershire Sustainability and Transformation Partnership (STP), reflecting the support of health and social care partners.</p> <p>We recognise that there may be some local concerns relating to the reduction from two community hospitals to one, and also in relation to the location(s) no longer "hosting" the hospital is anticipated</p> <p>We have been clear that the services that will be provided in the new facility will be informed by the work progressing through the One Gloucestershire STP, and that we expect there to be a future Gloucestershire wide consultation on urgent care. The plans are therefore seeking to ensure flexibility to ensure that the</p>

Publicity & Locality Finance and/or Claims

Choose an impact type

2

Total Impact Score

10000

Number of patients, carers or public affected per week.

Band

5

### Impact Description

MINOR  
Positive publicity / reputation  
PLUS  
Locality level under performance against budget  
AND/OR  
Finance reclaims







## Equality Impact Assessment

In order to demonstrate compliance with the Equality Act 2010

Do I need to complete this analysis?

- If you are introducing change, you should complete this analysis.

What do I need to do?

- Be proportionate to your work - you will know the significance of the work you are carrying out

- Be reasonable in your judgement and completion of the analysis

- Be honest in your appraisal and actions that you will undertake to address any (negative/ positive) issues

- Use intelligent information for your analysis that helps you to understand who are your customers and how they will be affected by your project/ plan

- Share your work with the Equality & Diversity lead, especially if you have any concerns and/or do not understand anything in this tool.

When considering the potential impact on those that share protected characteristics, think about:

- if there are any unintentional barriers to particular communities

- whether your project/ plan will bring about positive improvements

- if it creates good opportunities for accessing services

- will it improve personal choice for one particular group and not another

- the consequences for individual people; people can have more than one protected characteristic

- both people who use the service and staff

Have you identified any potential discrimination or adverse impact that cannot be legally justified?

Geography, hospital, department or other area this applies to:

A description of the clinical area(s) the change impacts on.

Forest of Dean	New Community Hospital to replace two existing sites in Lydney & Dilke
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### Equality and Diversity Profile Screening

Protected Groups	Potential People with protected characteristics	Does this group currently use/access the service?	What impact will there be on each group from the proposal?	No's people Affected per week	Impact Score	- Is there any particular information on this group relating to the proposal? - Outline any evidence of current use. - Outline evidence from engagement activities including involving communities. - Any further information?
Sex / Gender	Women	Yes	Benefit	43019	5	2015 figures from gloucestershire.gov.uk
	Men	Yes	Benefit	41525	5	2015 figures from gloucestershire.gov.uk
Race / Ethnic Group	Asian	Yes	Benefit	1000	5	Estimated from Gloucestershire figures (2011)
	Asian British	Yes	Benefit	1200	5	
	Black	Yes	Benefit	500	3	
	Black British	Yes	Benefit	500	3	
	Chinese	Yes	Benefit	unk	5	
	Gypsy or Roma	Yes	Benefit	120	1	
	Irish	Yes	Benefit	600	4	
	Mixed Heritage	Yes	Benefit	1500	5	
	White	Yes	Benefit	1000	5	
	White British other ethnic backgrounds	Yes	Benefit	77924 200	5 2	
Disability	Physical	Yes	Benefit	2000	5	Total estimated from Gloucestershire figures (2011) and apportioned evenly
	Sensory (hearing and/or partial sight)	Yes	Benefit	2000	5	
	Deaf people	Yes	Benefit	2000	5	
	Learning Disabilities	Yes	Benefit	2000	5	
	Mental Health	Yes	Benefit	2000	5	
	Dementia	Yes	Benefit	2000	5	
	Other long term conditions	Yes	Benefit	2000	5	
Sexual Orientation	Lesbian, gay men and bisexual	Yes	Benefit	4000	5	Crude estimate based on Stonewall national assumptions
Gender reassignment	Men to women	Yes	Benefit	160	1	Crude estimate based on Gender Identity Research and Education Society national research
	Women to men	Yes	Benefit	160	1	
	Trans	Yes	Benefit	160	1	
Age	<5 years old	Yes	Benefit	4000	5	Estimated from Gloucestershire figures (2011)
	5 - 18 years old	Yes	Benefit	12000	5	
	18 - 65 years old	Yes	Benefit	42000	5	
	65 - 85 years old	Yes	Benefit	25000	5	
	>85 years old	Yes	Benefit	1000	5	
Faith or Belief		Yes	Benefit	1000	5	
Maternity and Pregnancy		Yes	Benefit	130	1	Based on births 2011 - 2015 from Gloucestershire CC figures
Marriage and Civil Partnership		Yes	Benefit	42700	5	
Others	Asylum seekers and refugees	Yes	Benefit	unk	5	
	Travellers	Yes	Benefit	unk	5	
	Economically challenged	Yes	Benefit	unk	5	
	Rurally Isolated	Yes	Benefit	80000	5	
	Any others....	Yes	Benefit	0	0	
Inequalities Check	Least deprived parts of the population	Yes	Benefit	100	-1	
	Most deprived parts of the population	Yes	Benefit	80000	5	

Total number of groups affected

37

Total Impact Score

152

Next Steps (Summary)

Outline any actions to ensure equality and consistency for all?

EIA Completed?

Yes



[Click to return to menu](#)

Please upload your attachments in this workbook.

Staff impact assessment (Draft) Feb 1	
<a href="#">FoD health profile</a>	

[Click to return to menu](#)

### **Guide to completion of the tool**

A copy of the policy can be found here on the website.

1. Fullscreen. Sometimes it is easier to work in fullscreen mode to see as much as possible on the screen. Buttons to enter and exit fullscreen mode are on the main menu.

Navigation. Use the Hyperlinks or the buttons to navigate around the workbook - hyperlinks are always underlined in blue. These go purple after they have been clicked. You may then return to the main menu by clicking on the return to menu in the top left hand corner of the worksheet.

Work in turn on each worksheet from Safety, Effectiveness, Experience and other impacts using the NEXT buttons. Finally review the summary (which can be printed).

2. Any white area requires your input into the tool, either with narrative, inserting documents or using the drop down lists. Orange areas show information that has been entered or feedback from figures entered into scoring.

3. Where you add narrative please describe the evidence behind any assertions made or the score chosen. In addition detailed evidence such as papers, links to data etc may be added in each section by embedding the document as an object (see help files in excel to do this).

4. The calculation in the QIA matrix is designed to give a graphical view of the relative scores. Scores can be positive or negative.

5. To ensure consistency of scoring please use the decision matrix tab which gives a narrative guidance to the score meaning.

### **Useful Links...**

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/85041/equality-duty.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85041/equality-duty.pdf)

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

<https://www.gov.uk/equality-act-2010-guidance>

<https://www.gov.uk/government/publications/public-sector-quick-start-guide-to-the-public-sector-equality-duty>



Review body - threshold for authorisation

Very High Risk	High Risk	Medium Risk	Low Risk	No Risk
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Total Score

Composite or any individual Quality score	<20	20-50	51 - 80	>80
Rating	Low Impact	Medium Impact	High Impact	Very High Impact
Review & Approval Required by	Governing Body			

	-5	-4	-3	-2	-1	0	1	2	3	4	5
	Negative					Neutral	Positive				
	Catastrophic	Major	Moderate	Minor	Negligible	Neutral	Negligible	Minor	Moderate	Major	Excellence
<b>Safety</b>	Incident leading to death Multiple permanent injuries or irreversible health effects An event which impacts on a large number of patients	Major injury leading to long-term incapacity/disability Requiring time off work for >14 days Increase in length of hospital stay by >15 days Mismanagement of patient care with long-term effects	Moderate injury requiring professional intervention Requiring time off work for 4-14 days Increase in length of hospital stay by 4-15 days RIDDOR/agency reportable incident	Minor injury or illness, requiring minor intervention Requiring time off work for >3 days Increase in length of hospital stay by 1-3 days	Minimal injury requiring no/minimal intervention or treatment. No time off work	No effect either positive or negative	Minimal benefit requiring no/minimal intervention or treatment.	Minor benefit, requiring minor intervention Reduction in length of hospital stay by 1-3 days	Moderate benefit requiring professional intervention Reduction in length of hospital stay by 4-15 days	Major benefit leading to long-term improvement/reduction in disability Reduction in length of hospital stay by >15 days Improvement in management of patient care with long-term effects	Incident leading to enhanced benefit Multiple permanent benefit or irreversible positive health effects
<b>Effectiveness</b>	Totally unacceptable level or effectiveness of treatment	Non-compliance with national standards with significant risk to patients if unresolved	Treatment or service has significantly reduced effectiveness	Overall treatment suboptimal	Peripheral element of treatment suboptimal	No effect either positive or negative	Peripheral element of treatment optimal	Overall treatment optimal	Treatment has significantly improved effectiveness	Compliance with national standards with significant benefit to patients	Totally acceptable level of effective treatment
<b>Experience</b>	Gross failure of experience if findings not acted on Inquest/ombudsman inquiry Gross failure to meet national standards	Multiple complaints/ independent review Low performance rating Critical report	Formal complaint (stage 2) complaint Local resolution (with potential to go to independent review) Repeated failure to meet internal standards	Formal complaint (stage 1) Local resolution Single failure to meet internal standards	Informal complaint/inquiry	No effect either positive or negative	Informal positive expression/inquiry	Letter of praise Local recognition Meets internal standards	Letter of praise to board Local recognition Repeatedly meets internal standards	Multiple letters of praise / positive independent review Repeatedly exceeds internal standards	Consistently exceeds local and national standards of experience verified by external scrutiny.
<b>Patient Numbers</b>						0	1-50 patients	51-200 patients	201 - 500 patients	500 - 1000 patients	>1000 patients



Other Impacts Scorer

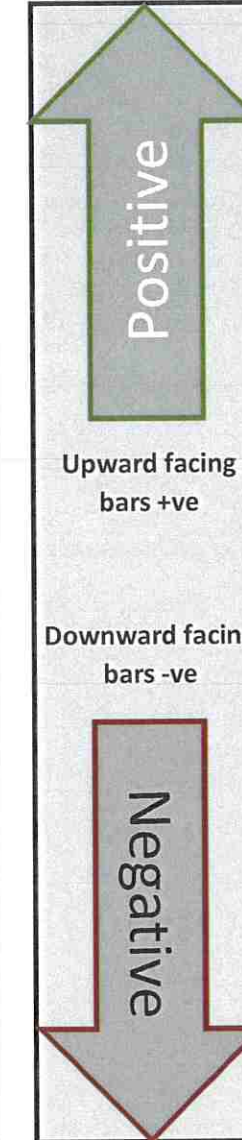
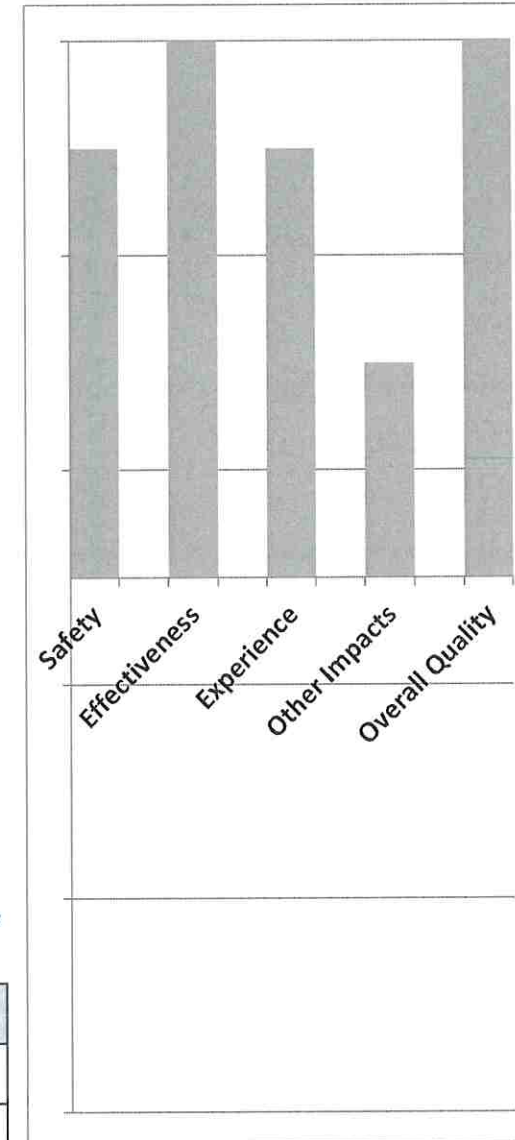
	-5	-4	-3	-2	-1	0	1	2	3	4	5
	Negative					Neutral	Positive				
	Catastrophic	Major	Moderate	Minor	Negligible	Neutral	Negligible	Minor	Moderate	Major	Excellence
<b>Publicity &amp; Corporate Finance and/or Claims</b>	<b>CATASTROPHIC</b> Adverse publicity / reputation PLUS Corporate level over performance against budget AND/OR Finance claims	<b>MAJOR</b> Adverse publicity / reputation PLUS Corporate level over performance against budget AND/OR Finance claims	<b>MODERATE</b> Adverse publicity / reputation PLUS Corporate level over performance against budget AND/OR Finance claims	<b>MINOR</b> Adverse publicity / reputation PLUS Corporate level over performance against budget AND/OR Finance claims	<b>NEGLECTIBLE</b> Adverse publicity / reputation PLUS Corporate level over performance against budget AND/OR Finance claims	<b>NEUTRAL</b> Adverse publicity / reputation PLUS Corporate level over performance against budget AND/OR Finance claims	<b>NEGLECTIBLE</b> Positive publicity / reputation PLUS Corporate level under performance against budget AND/OR Finance reclaims	<b>MINOR</b> Positive publicity / reputation PLUS Corporate level under performance against budget AND/OR Finance reclaims	<b>MODERATE</b> Positive publicity / reputation PLUS Corporate level under performance against budget AND/OR Finance reclaims	<b>MAJOR</b> Positive publicity / reputation PLUS Corporate level under performance against budget AND/OR Finance reclaims	<b>EXCELLENCE</b> Positive publicity / reputation PLUS Corporate level under performance against budget AND/OR Finance reclaims
<b>Publicity &amp; Locality Finance and/or Claims</b>	<b>CATASTROPHIC</b> Adverse publicity / reputation PLUS Locality level over performance against budget AND/OR Finance claims	<b>MAJOR</b> Adverse publicity / reputation PLUS Locality level over performance against budget AND/OR Finance claims	<b>MODERATE</b> Adverse publicity / reputation PLUS Locality level over performance against budget AND/OR Finance claims	<b>MINOR</b> Adverse publicity / reputation PLUS Locality level over performance against budget AND/OR Finance claims	<b>NEGLECTIBLE</b> Adverse publicity / reputation PLUS Locality level over performance against budget AND/OR Finance claims	<b>NEUTRAL</b> Adverse publicity / reputation PLUS Locality level over performance against budget AND/OR Finance claims	<b>NEGLECTIBLE</b> Positive publicity / reputation PLUS Locality level under performance against budget AND/OR Finance reclaims	<b>MINOR</b> Positive publicity / reputation PLUS Locality level under performance against budget AND/OR Finance reclaims	<b>MODERATE</b> Positive publicity / reputation PLUS Locality level under performance against budget AND/OR Finance reclaims	<b>MAJOR</b> Positive publicity / reputation PLUS Locality level under performance against budget AND/OR Finance reclaims	<b>EXCELLENCE</b> Positive publicity / reputation PLUS Locality level under performance against budget AND/OR Finance reclaims
<b>Publicity/ Reputation</b>	Loss of public confidence. Sustained and open external criticism of organisation/individual by (named) staff/GPs on social media. Sustained criticism by MPs/ministers leading to resignation of chair/chief officer. Sustained external criticism of organisation/individual by staff/GPs on social media leading to resignation of chair/chief officer. Sustained criticism of organisation/individual by staff/GPs in media leading to resignation of chair/chief officer. Local and national broadcast/print/trade news coverage over more than seven days. PMQ discussion with Governmental and shadow parties critical of CCG. Political crisis as result of CCG action. Loss of criminal proceedings.	Long-term reduction of public confidence. Sustained criticism by MPs. Sustained external criticism of organisation/individual by staff/GPs on social media. Sustained criticism of organisation/individual by staff/GPs in media. Sustained PALS/complaints contacts. National broadcast news coverage over more than two days. Local broadcast news coverage over more than three days. Front page trade press coverage. Front page broadsheet coverage. Escalation and public comment at ministerial/PM level with intervention. Sustained criticism by Health and Wellbeing Board and intervention. National/international recognition of campaigning. OSC escalation to ministerial level with intervention. Loss of civil court proceedings due wilful act. Criminal proceedings.	Medium-term reduction in public confidence. Moderate external criticism of organisation/individual by staff/GPs on social media. Local media coverage with criticism by another statutory organisation. Front page negative local media coverage Local negative lead broadcast item. National broadsheet coverage limited to inside pages. National broadcast news coverage. Trade (HSJ etc...) media coverage. Heavy increase in PALS/complaints contacts about issue. National negative broadsheet coverage of issue. Difficult MP enquiries and/or requests to meet to discuss/criticism. Escalation internally or externally to ministerial level. Difficult Healthwatch presentation with criticism/escalation. Escalation of Health and Wellbeing Board presentation with criticism/escalation. Persistent and effective campaigning. OSC escalation to ministerial level. Loss of civil court proceedings due negligence or maladministration.	Short-term reduction in public confidence. Internal criticism by staff. Local print media coverage limited to inside pages/small articles. Moderate social media comment with criticism by patient/s and/or carer/s. Increase in PALS/complaints contacts about issue. MP enquiry. Healthwatch questions/FOI request to present. Health and Wellbeing Board request to meet. Overview and scrutiny committee (OSC) presentation request. Active social media campaigning. Loss of civil court proceedings.	Public awareness of issue. Discussion among staff. Questions from staff/other NHS organisation. Limited critical social media comment. Questions from public/FOI. Healthwatch interest or questions. Health and Wellbeing board interest or questions. Overview and scrutiny committee interest or questions. Interest from campaigning organisation. Civil court proceedings.	No effect either positive or negative	Public awareness of issue. Discussion among staff. Questions from staff/other NHS organisation. Limited supportive social media comment. Questions from public/FOI. Healthwatch interest or questions. Health and wellbeing board interest or questions. Overview and scrutiny committee interest or questions. Interest from campaigning organisations.	Short-term improvement in public confidence. Internal support by staff. Local print media coverage limited to inside pages/small articles. Moderate social media comment with support by patient/s and/or carer/s. Increase in PALS/complaints contacts about issue. MP enquiry. Healthwatch questions/FOI request to present. Health and wellbeing Board request to meet. Overview and scrutiny committee (OSC) presentation request. Active social media campaigning.	Moderate external improvement of organisation/individual by staff/GPs on social media. Local media coverage with positive comment by another statutory organisation. Front page positive local media coverage Local positive lead broadcast item. National broadsheet coverage limited to inside pages. National broadcast news coverage. Trade (HSJ etc...) media coverage. Heavy increase in PALS/complaints contacts about issue. National positive broadsheet coverage of issue. Positive MP enquiries and/or requests to meet to discuss/support. Escalation of positive work internally or externally to ministerial level. Supportive Healthwatch presentation with positive/escalation. Positive Health and Wellbeing Board presentation with support/escalation. Persistent and effective campaigning. OSC escalation to ministerial level	Long-term enhancement of public confidence. Sustained support by MPs. Sustained external support of organisation/individual by staff/GPs on social media. Sustained positive stories of organisation/individual by staff/GPs in media. Sustained PALS/complaints contacts. National broadcast news coverage over more than two days. Local broadcast news coverage over more than three days. Front page trade press coverage. Front page broadsheet coverage. Escalation and public comment at ministerial/PM level with intervention. Sustained support by Health and Wellbeing Board and intervention. National/international recognition of campaigning. OSC escalation to ministerial level with intervention.	Enhancement of public confidence. Sustained and open external support of organisation/individual by (named) staff/GPs on social media. Sustained support by MPs/ministers leading to ministerial support of chair/chief officer. Sustained external support of organisation/individual by staff/GPs on social media leading to positive recognition of chair/chief officer. Sustained support of organisation/individual by staff/GPs in media leading to positive recognition of chair/chief officer. Local and national broadcast/print/trade news coverage over more than seven days. PMQ discussion with Governmental and shadow parties enhancing reputation of CCG. Political positive reform as result of CCG action.
<b>Locality level Percentage over / under performance against budget</b>	> 2.1% over performance against budget	1.51% - 2% over performance against budget	1% - 1.5% over performance against budget	0.51% - 1% over performance against budget		On budget	0 - 0.5% under performance against budget	0.51% - 1% under performance against budget	1% - 1.5% under performance against budget	1.51% - 2% under performance against budget	> 2.1% under performance against budget
<b>Finance including claims</b>	Loss of 0.2% or more of budget £2m + Claims over £1million	Loss of 0.1% to 0.2% - 0.5% of budget £2m - Claim(s) between £100,000 and £1million	Loss of 0.05% to 0.1% of budget £0.5m - £1m Claim(s) between £10,000 and £100,000	Small loss (less than 0.05% to 0.01% of budget) <£0.5million Claim less than £10,000	Less than 0.01% or £100k. Risk of claim remote	On budget	Saving of 0.01% or £100k. Potential claim awards	Small saving (less than 0.05% to 0.01% of budget) <£0.5million Claim awards less than £10,000	Saving of 0.05% to 0.1% of budget £0.5m - £1m Claim(s) awards between £10,000 and £100,000	Savings of 0.1% to 0.2% - 0.5% of budget £2m - Claim(s) awards between £100,000 and £1million	Savings of 0.2% or more of budget £2m + Claims awards of over £1million
<b>Corporate level Percentage over / under performance against budget</b>	>1.51% over performance against budget	1% - 1.5% over performance against budget	0.5% - 1% over performance against budget	0.26% - 0.5% over performance against budget	0 - 0.25% over performance against budget	On budget	0 - 0.25% under performance against budget	0.26% - 0.5% under performance against budget	0.5% - 1% under performance against budget	1% - 1.5% under performance against budget	>1.51% under performance against budget



[Click to return to menu](#)

**Quality Impact Table and Weighting adjustment**

0	1	2	3	4	5
Defect (-ve) / Benefit (+ve)	+ve / -ve impact score per pt (-10 to 10)	No. pts affected by defect / benefit (by band)	No. wks pt affected (max 52)	Weighting	Outcome Score
Safety	4	5	5	100%	100
Effectiveness	5	5	5	100%	125
Experience	4	5	5	100%	100
<b>Total quality impact score (using absolute values)</b>					<b>325</b>
Overall Quality (total include positive benefits score and negative disbenefits scores)					325
Other Impacts	2	5	5	100%	50
Global Quality Impact Score					375



[Decision Matrix Guidance](#)  
(Use hyperlink to review detailed guidance)

Total Score				
Composite or any Individual Quality score	<20	20-50	51 - 80	>80
Rating	Low Impact	Medium Impact	High Impact	Very High Impact
Review & Approval Required by	Governing Body			