

Quality Service Improvement and Redesign of Gathering and Delivery of Information to the Board and its Committees



Project Team

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About the Project

The Board and its committees operate under intense scrutiny from the public, media, and regulators. Legal and regulatory demands exacerbate pressure on the Board and its committees. The Governance Team identified inconsistencies and slippage in Board and committee information processing and quality. The team found that most reports were not submitted on time for processing, or were incomplete; thus, were not distributed in early enough to allow members time to read them ahead of meetings. This negatively affected the quality of scrutiny and discussions at meetings.

Aims

To improve preparation and delivery of meeting papers through effectively selling both process and value addition deriving from good practice to members and those who prepare the reports.

Objectives

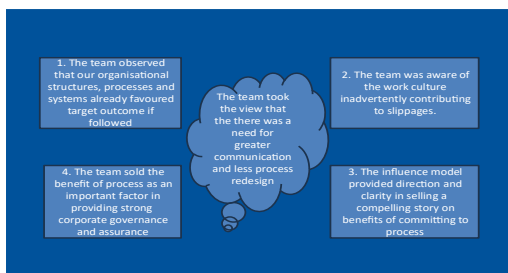
To adopt a SMART approach by making the exercise specific, measurable, achievable, relevant and delivering timely outcomes.

Measures Used

The team picked the System Resources Committee as a preferred sample. A structured process followed is employed below:

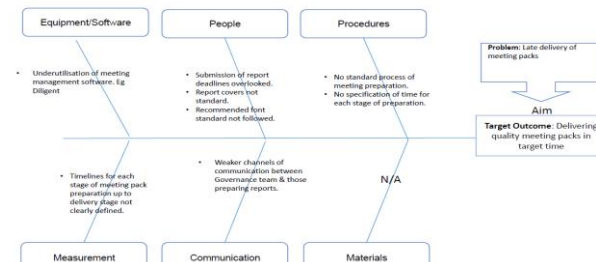
- **4 weeks before meeting:** agenda setting and contacting report writers and issuing a 2-week deadline for reports.
- **2 weeks before meeting:** submission of reports and informal meeting with chair to review reports and progress.
- **1 week before meeting:** distributing reports to members and if appropriate, publishing meeting reports on internet.

Quality Service Improvement and Redesign (QSIR) Tools: Methodologies used and contribution to your project



- Comparative analysis of data relating to quality and time taken in report preparation for the period covering November 2024 - May 2025.
- An adaptation of the Influence Model as a change agent.

Fishbone diagram



A fishbone diagram was used to identify cause of slippage and lower quality of reports.

Project Outcomes, Progress and Impact

The project covered a period of 6 months, and its outcome resulted in:

- Delivery of meeting packs within agreed timeframes.
- Delivery of quality meeting packs.
- More time of scrutiny of reports by members and enhancement of assurance.
- Supporting process by reducing slippage in report preparation, and the gaps in meeting facilitation.
- Enhancing corporate governance by improving appreciation of process.

Learning for the Improvement Community

- Applying a QSIR approach improved good governance.
- Good governance assists the organisation to make clear, informed decisions around health commissioning and service delivery.
- Effective health commissioning helps improve health outcomes and reduce health inequalities in communities.