

GUIDANCE NOTES FOR PRIMARY CARE TRUSTS (PCTS) ON COMPLETING CHI'S TRUST QUESTIONNAIRES

Guidance on answering questions in the 'trust questionnaire PCT':

What do we mean by 'describe the PCT's managed systems and processes for...?'

This type of question appears frequently in several questionnaires. You should (as a minimum) answer this type of question for each of the different areas of clinical governance by using the following format:

- a) Accountabilities and structure:**
Who is accountable for the managed system and/or process? Which directorate is responsible for organising or delivering the process and/or activities? Which PCT committee is accountable for scrutinising the managed system and/or process?
- b) Planning and priority setting:**
Who plans the activities? Who determines priorities? How are priorities set?
- c) Communication:**
Who is responsible for communicating the priorities and plans? How are these communicated within the PCT?
- d) Monitoring:**
Who is responsible for monitoring processes and/or activities? What is the PCT mechanism for monitoring relevant activities?
- e) Evaluation:**
Who is responsible for evaluating outcomes? What is the PCT mechanism for evaluating outcomes? (e.g. how does the PCT know what was achieved? What clinical governance improvements occur due to the system?)
- f) Reporting:**
What is the mechanism for reporting activities and outcomes up through the accountability structure to the board and across the PCT?

How to answer questions that begin: 'Please describe briefly either one or two examples of.....'

This type of question appears in several sections. You should (as a minimum) structure your answer to this type of question using the following format:

- 1) What was (were) the objective(s) of the initiative?
- 2) Which staff and services were involved?
- 3) What activities did the initiative deliver (outputs)?
- 4) What clinical governance improvements occurred (outcomes)?

(Please do not provide the same example in the questionnaire.)

Wherever possible please describe current arrangements and examples:

Your answers should always describe your **current managed systems and processes** and examples of initiatives that have been **completed** or are **underway**. **Please do not provide**, instead, a description of what your PCT intends to do in the **future unless a question specifically asks for this**.

In addition PCTs providing inpatient and day case services will need to complete the 'Trust questionnaire – PCT community hosp precoded.doc' questionnaire:

Guidance on completing 'Trust questionnaire PCT-community hosp precoded.doc'.

Some PCTs have different clinical governance arrangements in place for staff working in community hospitals. 'Trust questionnaire PCT-community hosp precoded.doc' is intended to identify clinical governance arrangements for community hospitals that contain inpatient and, or day case beds that are operated and managed by your PCT.

You will need to complete a version of this questionnaire for each community hospital operated by the PCT. Do not complete this questionnaire if your PCT operates a community hospital that is solely a base for staff working in the community or as a venue for outpatient clinics.

If completing more than one community hospital questionnaire please amend the file name of each questionnaire to indicate which site it refers to.

When you tell us about the work that you are doing:

When you answer the trust questionnaires you should make sure that you tell us about work that is being done at the moment and work that has been done in the past, as well as work that is planned for the future.

If you have any questions please contact the phase one team for guidance.