

## Quality Impact Analysis Toolkit Guide

Ensure that you have scored each indicator in the Stage 1 assessment

When scoring for impact, all levels should be considered before moving up to the next score

Consider what evidence can be used to make scoring more robust

Some questions you should ask when completing the assessments

- 1 What is the impact on the organisation's duty to secure continuous improvement in the quality of healthcare it provides and commissions (in accordance with the Health & Social Care Act 2008)
- 2 Does it impact on the organisation's commitment to the public to continuously drive quality improvement as reflected in the rights and pledges of the NHS constitution
- 3 What is the impact on partner organisations and any aspect of shared risk?
- 4 Will the proposed scheme impact on the organisation's duty to protect children, young people and adults?
- 5 What is the impact on patients?
- 6 What is the impact on preventable harm?
- 7 Will it affect the reliability of safety systems?  
How will it impact on systems and processes for ensuring that the risks of healthcare acquired infections to
- 8 patients is reduced?
- 9 What is the impact on clinical workforce capability care and skills?
- 10 What is the impact on implementation of evidence based practice?
- 11 What is the impact on clinical leadership?
- 12 Does it reduce or have a negative impact on variations in care provision?
- 13 Does it affect supporting staff to stay well?
- 14 Does it promote self-care for people with long terms conditions?
- 15 Does it impact on ensuring that care is delivered in the most clinically and cost effective setting?
- 16 Does it eliminate inefficiency and waste by design?
- 17 Does it lead to improvements in care pathways?  
What is the impact on race, gender, age, disability, sexual orientation, religion and belief for individual and
- 18 community health access to services and experience?  
What is the likely impact on self-reported experience of patients and service users?
- 19 (response to national and local surveys, FFT, complaints, PALS, incidents)
- 20 How will it impact on the patient choice agenda?
- 21 How will it impact on the compassionate and personalised care agenda?

**Stage 1 of 2 Quality Impact and Equality Analysis Initial Assessment v2.0**

Could the proposal impact positively or negatively on any of the following areas ?

Section	Area No:	Indicator	Protected Characteristics Equality & Diversity Impact, either positive or negative? Yes/No													Will there be an impact either positive or negative? Yes or No	Description of impact (positive or negative)	Risk Rating (5 x 5 risk matrix)			Full assessment required Yes or No If risk score is 8 or more Go to Stage 2
			Age	Disability (see key)	Race	Religion or Belief	Sex	Sexual Orientation	Gender Re-assignment	Pregnancy & Maternity	Marriage & Civil Partnership	Carers	Rural & Urban Populations	Access to Public Transport	Veterans			Likelihood Score 1-5	Impact Score 1-5	Risk Score Likelihood x Impact	
Duty of Quality	1	Safety																	0	No	
	2	Clinical Effectiveness																	0	No	
	3	Patient Experience																	0	No	
	4	NHS Constitution																	0	No	
	5	Workforce -staff groups, capacity, training and competency																	0	No	
	6	Safeguarding																	0	No	
	7	Public Involvement																	0	No	
	8	Partnership working																	0	No	
	9	Privacy Impact Assessment																	0	No	
	10	Use of resources (finance)																	0	No	
NHS Outcomes Framework	11	Preventing people from dying prematurely																	0	No	
	12	Enhancing quality of life																	0	No	
	13	Helping people recover from episodes of ill-health or following injury																	0	No	
	14	Ensuring people have a positive experience of care																	0	No	
	15	Treating and caring for people in a safe environment and protecting them from avoidable harm																	0	No	
CCG 5 year plan	16	Alignment with 5 year plan																	0	No	

**KEY for Protected Characteristics**  
**Disability includes:**  
 Mental Health  
 Learning Disability  
 Physical Disability  
 Sensory Impairment



**Appendix 1 Risk Scoring Matrix**

		Impact				
		1	2	3	4	5
Likelihood	1	1	2	3	4	5
	2	2	4	6	8	10
	3	3	6	9	12	15
	4	4	8	12	16	20
	5	5	10	15	20	25

Likelihood score				
1	2	3	4	5
Rare	Unlikely	Possible	Probable	Almost Certain
Within the realms of possibility but extremely unlikely to occur. Occurs once in 10 years.	Do not expect to happen/recur but it is possible it may do so	Risk event will probably occur at some time in the coming 2 to 5 years.	A risk event is likely to occur at least once in the next 12 months.	High likelihood of risk event happening several times within the next year.

Impact Score						
Score	Consequence	Safety	Effectiveness	Experience	Financial	Access
1	Negligible	Short term low staffing level that temporarily reduces service quality (<1 day) Minimal injury requiring no treatment or intervention Length of stay unaffected	No or minimal impact on breach of guidance/statutory duty	Informal complaint/inquiry Rumours	Insignificant or no cost increase/ schedule slippage	No breach of NHS constitution requirements
2	Minor	Low staffing level that reduces the service quality Minor injury or illness requiring minor (first aid) intervention Increase in length of stay by 1-3 days	Overall treatment suboptimal	Formal complaint (stage 1) Local resolution Single failure to meet internal standards Minor implications for patient safety if unresolved Reduced performance rating if unresolved Local media coverage Short term reduction in public confidence	<5% over project budget Schedule slippage	No breach of statutory duty Reduction in performance but no significant lapses
3	Moderate	Late delivery of key objective/ service due to lack of staff Unsafe staffing level or competence (> 1 day) Low staff morale as evidenced by staff FFT and workforce indicators Poor staff attendance at mandatory/key training Moderate injury requiring professional intervention Increase in hospital stay by 4-15 days	Treatment or service has significantly reduced effectiveness Challenging external recommendations/ improvement notice	Formal complaint (Stage 2) Local resolution (with potential to go to independent review) Repeated failure to meet internal standards Major patient safety implications if findings are not acted upon Local media coverage Long term reduction in public confidence	5-10% over project budget	Single breach of statutory duty Some minor lapses in performance over a period of months
4	Severe	Uncertain delivery of key objective/ service due to lack of staff Unsafe staffing level or competence (>5 days) Loss of key staff Very low staff morale as evidenced by staff FFT and workforce indicators No staff attending mandatory/ key training Major injury leading to long term incapacity/disability Mismanagement of patient care with long term effects	Non-compliance with national standards with significant risk to patients if unresolved Enforcement action Improvement notices Critical report	Multiple complaints/ independent review Low performance rating Critical report National media coverage with < 3 days service well below reasonable public expectation	Non-compliance with national 10-25% over project budget	Continuing lapses in performance over a period of months Multiple breaches in statutory duty
5	Catastrophic	Non-delivery of key objective/ service due to lack of staff Ongoing unsafe staffing levels or competence Loss of several key staff No staff attending mandatory / key training on an ongoing basis	Unacceptable level or effectiveness of treatment Prosecution Complete systems change required Severely critical report	Gross failure of experience if findings not acted upon Inquest/ombudsman inquiry Gross failure to meet national standards National media coverage with > 3 days service well below reasonable public expectation MP concerned (questions in the House)	Incident leading to >25% over project budget	Zero performance rating Multiple breaches in statutory duty