

NEWS RELEASE



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Continuous improvement should be at the heart of health performance management

New frameworks for performance management in NHS Scotland should seek to deliver continuous improvement, according to Northgate Information Solutions.

In a response to the Scottish Executive's consultation on managing poor performance, Northgate called for clear mechanisms to prevent and manage poor performance through enhanced risk management techniques and improved information systems.

Critical to the success of such systems is that health professionals and the general public have confidence in their accuracy and efficiency. Local involvement in the development and monitoring process is essential, and performance assessments should be based on the issues facing professionals at a local level in their day to day to work.

Speaking today, David Meaden, Managing Director of Northgate Public Services, said:

"We warmly welcome the Executive's consultation on developing a performance management framework for health professionals in Scotland.

"The public needs reassurance that everything possible is being done to reduce instances of poor performance, whilst health professionals need to know that any system in place is open and accountable.

"We would like to see the development of a holistic framework focused on risk management and accurate data that can help to support a system of continuous improvement in the Scottish health service".

-ENDS-

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Notes to editors

1. Northgate is a technology services company with a difference. It is committed to high quality public services and understands the public sector. That knowledge is core to its business.
2. Northgate's task is to enhance public sector value through intelligent use of people and information technology systems and to share in the economic and social benefits that this brings.
3. Northgate works with the Department of Health, Healthcare Commission and a number of local health trusts, helping them to review and improve performance.