

Gateway No.: 16371

28th July 2011

To: All NHS Chief Executives
All NHS Directors of Estates & Facilities

*Quarry House
Quarry Hill
Leeds
West Yorkshire
LS2 7UE*

Dear Colleague

ESTATES AND FACILITIES ASSURANCE: PUBLICATION OF THE UNIVERSAL NHS PREMISES ASSURANCE MODEL (NHS PAM)

The purpose of this letter is to advise you that following consultation with stakeholders, A Universal version of the NHS PAM is being released for Providers to use as a basis for locally derived Estates & Facilities Assurance. The Model can also be used by commissioners for inclusion within their Commissioning contracts at a local level and as a means for ensuring that healthcare services are being delivered from appropriate physical environments.

NHS Stakeholder groups have welcomed the prospect that wide scale use of the model will achieve maximum benefit in supporting organisations reporting on the contribution of their Estates & Facilities in relation the NHS Constitution and Quality, Innovation, Productivity and Prevention (QIPP).

Background

The NHS PAM identifies comparative performance. It promotes the sharing of best practice and lessons learnt across NHS providers with a common aim of improving the performance of premises utilised in the delivery of clinical services and the quality and productivity challenge.

All NHS provider organisations will benefit from the ability to clearly evidence that they are:

- delivering on the NHS Constitution pledge to ensure that services are provided in a clean and safe environment that is fit for purpose, based on national best practice,
- Operating efficient, safe and fit for purpose premises that support the delivery of high quality healthcare services and as required by the quality accounts agenda.

The unique benefit to providers is that for the first time a single methodology exists that is nationally consistent, peer comparable and aligned with the wider NHS management landscape. The NHS PAM has been extensively developed and tested in co-production with NHS Foundation and non-Foundation Trusts,

as well as other providers to deliver this improved version. It reflects changes in legislation, technology and working practice as well as lessons learnt from the original version in its design.

Assurance Process

The NHS PAM is orientated to support the process of assurance:

- The process is designed to facilitate evidence backed self-assessment for use by provider Trust boards as strategic management information;
- To have dialogue with Commissioners of service to demonstrate assurance of essential statutory undertakings and quality;
- Agreement on local needs and priorities, both internally and externally, for improving premises infrastructure efficiency and quality;
- To demonstrate regard for the NHS Constitution in the delivery of safe and effective environments that are utilised to deliver high quality healthcare services;
- To derive a quality statement for the healthcare environment which can be utilised in a providers wider quality account should they so wish;
- To provide evidence to any stakeholders requiring assurance regarding the safety and quality of the Providers Estates & Facilities e.g. Care Quality Commission (CQC).

The focus of the model is on five key domains;

- Safety;
- Effectiveness;
- Patient Experience
- Board Governance; and
- Finance/ Value for Money.

The information that a provider requires to complete this self-assessment should already be easily available within their organisation.

How to Access the Model

The NHS Premises Assurance Model (PAM) can be download, together with supporting guidance, from the Department of Health website at:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_128702

The Department is keen to learn from the NHS PAM assessments and will seek feedback on the experiences of all involved with the aim of continuously improving the process year on year.

Yours sincerely,

David Flory
Deputy NHS Chief Executive

Queries and additional information

Any queries about the Department's work on the Premises Assurance Model (PAM) should be addressed to the PAM helpdesk at:
pamhelpdesk@dh.gsi.gov.uk

Queries relating to Premises Assurance Policy:

Pete Sellars
Deputy Director
Gateway Review and Estates & Facilities Division (GREFD)
Finance, Performance and Operations Directorate
Room: 3N11 Quarry House
Office :- 0113 2546156
Mobile:- 0781 0154743
Email peter.sellars@dh.gsi.gov.uk

Questions relating to NHS Estates & Facilities Informatics:

Michael Bellas
Programme Lead – Information & Intelligence
Gateway Review and Estates & Facilities Division (GREFD)
Finance, Performance and Operations Directorate
Room: 3N09 Quarry House
Tel: (0113) 254 5757
Email mike.bellas@dh.gsi.gov.uk