

**SCHEDULE 4 PART C
LOCAL QUALITY REQUIREMENTS**

Quality Requirement	Threshold	Method of Measurement	Consequence of Breach	Monthly or Annual Application of Consequence	Applicable Service Specification
Outcomes Members of the Dorset ME Support Group (DMESG) that contact the Self-Care Coordinator will be contacted in a timely manner	80% of members requesting a contact will be contacted within 7 days	Bi annual report to commissioners	Discussion at review meeting	Annual	11J/0211 ME Self-care Coordinator
Members of DMESG seeking support from the self-care coordinator will receive on-going information they require as determined by their own needs	50% of members will receive on-going information as required	Bi annual reporting	Discussion at review meeting	Annual	11J/0211 ME Self-care Coordinator
Members of DMESG will be offered a personalised care plan	100% of members will be offered a personalised care plan	Bi annual reporting	Discussion at review meeting	Annual	11J/0211 ME Self-care Coordinator
Members of DMESG contacting the Self-Care Coordinator are referred to other members of the Support Group team when and where appropriate e.g. benefits adviser	100% of members are referred on when required	Annual patient questionnaire: results in annual report	Discussion at review meeting	Annual	11J/0211 ME Self-care Coordinator
Service User experience DMESG member satisfaction	80% of DMESG members will be satisfied with the service	Patient questionnaire: Annual Report	Discussion at review meeting	Annual	11J/0211 ME Self-care Coordinator