

QUALITY AND PERFORMANCE COMMITTEE

MEETING HELD ON 25 JULY 2017

UPDATE REPORT

INTRODUCTION

This is the Chair's report to the Clinical Commissioning Group Board following the meeting of the Quality and Performance Committee held on 25 July 2017.

MINUTE 7 QUALITY AND PERFORMANCE REPORT

Assurance

PROCESS

A high Process for financial management and reporting
A high Process for contract and performance management

PERFORMANCE

A High level of confidence was Reported for Financial Position
A Medium level of confidence was reported for H&EY Hospitals A&E 4 hour waiting times
A Low level on confidence was reported for H&EY Hospitals Referral to Treatment waiting times performance inc. diagnostics
A Medium level of confidence was reported for H&EY Hospitals Cancer waiting times
A Low level of confidence was reported for H&EY Hospital Cancer Waiting Times – 62 Days
A Low level of confidence was reported for Humber Foundation Trust waiting times (all services)
A low level of confidence was reported for City Health Care Partnership Community Paediatrics waiting times
A low level of confidence was reported for Yorkshire Ambulance Service Ambulance Handover times

MINUTE 8 CARE AND SUPPORT REPORT

Assurance

PROCESS

A Low level of confidence was reported for Hull City Council brokerage service continues to source packages of home care. This function was in the process of being enhanced and although there are only 2 members of staff at the moment, a new manager and two additional officers are scheduled to start 24th July 2017.

PERFORMANCE

A Low level of confidence was reported for their continue to be two care homes rated as inadequate with the CQC and there continue to be delays in homecare Providers being

able to start delivering packages of care. There are contingencies in place and the LA's in house provision will support short term arrangements when required.

MINUTE 9 CONTINUING HEALTH CARE QUALITY & PERFORMANCE REPORT

Assurance

PROCESS

A High level of confidence had been reported for the Continuing Healthcare Electronic Assurance Tool (CHAT) and NHS England Independent Review Process provided assurance that the CHC Assessment Service and Pathway was compliant with the National Framework, however there were concerns regarding the process with regards to Conflict of Interest and partnership working with the Local Authority.

PERFORMANCE

A high level of confidence was reported for the CHCP performance reports provides assurance that the service is performing well and delivering the service specification.

ITEM 12 PATIENT RELATIONS ANNUAL REPORT

Assurance

PROCESS

A Medium level confidence was reported for NHS Hull CCG Patient Relations Process

PERFORMANCE

A medium level of confidence was reported for the Complaints timeline targets

A medium Level of confidence was reported for the Learning from patient relations intelligence

ITEM 13 Q4 CQUIN QUARTERLY RECONCILIATION REPORT 2016-17

Assurance

PROCESS

That a high level of confidence exists for the way in which Hull CCG reconciles its CQUIN schemes with its main providers through the NHS Standard Contract, including with partner CCGs.

PERFORMANCE

That an high level of confidence exists for the way in which Hull CCG's main providers have engaged with the 2016-17 CQUIN schemes per the NHS Standard Contract and have used CQUINs to improve services for patients.

HEYT

A Medium level of confidence was reported for HEYT All but one CQUIN scheme achieved.

Humber FT

A Medium level of confidence was reported for Humber FT One scheme withdrawn and another not achieved.

CHCP

A high level of confidence was reported for CHCP All Q4 milestones achieved

Spire

A high level of confidence was reported for Spire All Q4 milestones achieved

ITEM 14 Q1 INFECTION, PREVENTION AND CONTROL REPORT

Assurance

PROCESS

A high level of confidence was reported for the C diff objective delivered against for Quarter 1 demonstrating reduction against objective.

A high level of confidence was reported for the MRSA BSI CCG had no directly attributable cases for 2017/18.

A medium level of confidence was reported for the robust processes are being developed to undertake RCA reviews for cases of E coli BSI and provide themes and trends for lessons learnt to improve care and share learning across the health economy. An action plan has been developed and progress against the action plan commenced. The CCG is currently over objective at the end of Quarter 1.

PERFORMANCE

A low level of confidence was reported for the 10% reduction plan for E.coli BSI has commenced. The CCG is currently over objective at the end of Quarter 1.

ITEM 15 Q1 SERIOUS INCIDENT REPORT

Assurance

PROCESS

A high level of confidence was reported for the NHS Hull CCG has an effective management process in place for SIs with its main providers. Significant level of assurance following recent internal audit

PERFORMANCE

Hull and East Yorkshire Hospitals NHS Trust: A medium level of confidence was given – the Trust has submitted all reports on time, including ones subject to an agreed extension. While the Trust continue to submit extension to action plan requests, this has decreased during Q1. The number of outstanding action plans has also decreased.

The patient safety lead continues to work with the Trust on improving investigation reports and managing action plans. There remains concern with the recurring themes in maternity service SIs, which was covered as part of the site visit and quarterly progress reports have been requested from the Trust. Other areas of recurring types include treatment delay/sub-optimal care/failure to escalate deteriorating patients and lost to follow up. Performance will be closely monitored to ensure improvement is maintained.

Humber NHS Foundation Trust: A low level of confidence was given – the Trust submitted two late reports during Q4 and Q1 and was unable to produce any responses at the April SI panel, which resulted in a formal letter of concern sent to the Trust. The lack of consistency in Trust representatives at the SI panel and several changes in staffing has affected the Trusts ability to maintain robust and embedded management of its SIs. There are inconsistencies within investigation report and action plan templates, demonstrating poor version control and a lack of monitoring and auditing arrangements within the action plans. Several reports left the organisation containing both patient and staff identifiable detail. The Trust continues to implement action plans timely.

Recurring themes identified in investigation reports include poor risk assessments, documentation issues, and communication including with other agencies and training. These issues continue to be monitored via the SI panel/Quality arenas as part of the Trusts quality improvement plan.

City Health Care Partnership (CHCP): A medium level of confidence was provided – while CHCP continue to report SIs in a timely fashion and submit investigations to national timescales, a recent investigation report and action plan was not accepted by the SI panel review group due to the poor quality and lack of assurance.

Spire Hull and East Riding: A high level of confidence is given – Spire has shown evidence of reporting appropriate incidents as SIs when they occur and commissioners have the ability to scrutinise the organisation's incident data to ensure SIs are not missed.

Primary Care: that a low level of confidence exists – following the CCG becoming fully delegated for primary care in April 2017, there was evidence that practices do not have a clear understanding of SIs. This includes the criteria, identification, reporting and subsequent requirement to investigate as per national framework (2015). The Quality Lead is supporting a practice who is the first to have an SI declared. Work was planned to educate and work with primary care in SIs to ensure there was a consistent and robust mechanism for reporting and investigating SIs.

Hull CCG: that a high level of confidence exists given that appropriate SIs are identified and reported as SIs as evidenced in this report.

ITEM 16 Q4 & ANNUAL PRESCRIBING REPORT

Assurance

PROCESS

A high level of confidence was reported for Interpretation of Budget Position & QIPP Performance

A high level of confidence was reported for Interpretation of Prescribing Quality

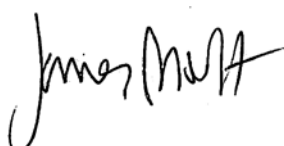
PERFORMANCE

A medium level of confidence was reported for the Forecast Expenditure

A medium level of confidence was reported for the Actual QIPP savings

A high level of confidence was reported for the Practice Performance within the Extended Service

A medium level of confidence was reported for the Red Drug Prescribing charts



Dr James Moulton
Chair

Quality and Performance Committee
27 September 2017