

QUALITY AND PERFORMANCE COMMITTEE

MEETING HELD ON 24 JULY 2018

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 24 July 2018.

MINUTE 6 – QUALITY AND PERFORMANCE REPORT

<p>Level of Confidence</p> <p>Financial Management</p> <p>Process A HIGH level of confidence was reported in the processes for financial management due to Established systems and processes for financial management that are verified by internal and external audit.</p> <p>Performance A HIGH level of confidence was reported in the reported financial performance due to all statutory targets planned to be achieved. Track record of performance.</p>
<p>Hull & East Yorkshire Hospitals – A&E 4 hour waiting times</p> <p>Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information.</p> <p>Performance A LOW level of confidence was reported in the achievement of this target due to ongoing underperformance.</p>
<p>Hull & East Yorkshire Hospitals – Referral to Treatment waiting times</p> <p>Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information.</p> <p>Performance A LOW level of confidence was reported in the achievement of this target due to ongoing underperformance.</p>
<p>Hull & East Yorkshire Hospitals - Diagnostics Waiting Times</p> <p>Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information.</p> <p>Performance A LOW level of confidence was reported in the achievement of this target due to ongoing underperformance.</p>
<p>Hull & East Yorkshire Hospitals – Cancer Waiting Times (exc. 62 days target)</p> <p>Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target established systems and processes for reporting performance information.</p>

<p>Performance A MEDIUM level of confidence was reported in the achievement of this target due to emerging improved performance but not yet assured of sustained improvement.</p>
<p>Hull & East Yorkshire Hospitals – 62-day Cancer Waiting Times Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information. Performance A LOW level of confidence was reported in the achievement of this target due to ongoing underperformance.</p>
<p>Humber Foundation Trust – Waiting Times (all services) Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information. Performance A LOW level of confidence in the achievement of this target due to ongoing underperformance.</p>
<p>City Health Care Partnership – Looked After Children Initial Health Assessments Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information. Performance A LOW level of confidence was reported in the achievement of this target due to ongoing underperformance.</p>
<p>City Health Care Partnership – Improved Access to Psychological Therapies Waiting times Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information. Performance A LOW level of confidence was reported in the achievement of this target due to ongoing underperformance.</p>
<p>City Health Care Partnership – Tier 3 weight management waiting times Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against the target due to established systems and processes for reporting performance information. Performance A LOW level of confidence was reported in the CCG Performance for reporting the performance against the target due to ongoing under performance.</p>
<p>Yorkshire Ambulance Service – Ambulance Handover Times Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information. Performance A LOW level of confidence was reported in the achievement of this target due to ongoing underperformance.</p>
<p>TASL – Key Performance Indicators (all) Process A HIGH level of confidence was reported in the CCG processes for reporting the performance against this target due to established systems and processes for reporting performance information. Performance</p>

A **Medium** level of confidence was reported in the achievement of this target due to emerging improved performance but not yet assured of sustained improvement.

MINUTE 7 – IFR ANNUAL REPORT

Level of Confidence
Process A HIGH level of confidence was reported in the process of IFR due to the CCG has sought support from the NHS North of England Commissioning Support (NECS) to administer the IFR process. This process is robust and effective in its delivery of clinical triage and the IFR panel
Performance A HIGH level of confidence was reported in the process of IFR due to The IFR Policy is in place to ensure that the IFR process set out in this policy will be used to consider individual requests for funding where a service, intervention or treatment falls outside existing service agreements. All IFR requests for individual funding is considered in a fair and transparent way with decisions based on the best available evidence and in accordance with the CCG commissioning principles and in doing so the targets and KPIs set out in the NECS contract are met

MINUTE 8 - PRESCRIBING ACTIVITY Q4 AND ANNUAL REPORT

Level of Confidence
Process A HIGH level of confidence was reported in the Interpretation of Budget Position & QIPP A HIGH level of confidence was reported in the Interpretation of Prescribing Quality
PERFORMANCE A HIGH level of confidence was reported in the Forecast Expenditure A HIGH level of confidence was reported in the Actual QIPP savings A MEDIUM level of confidence was reported in the Practice Performance within the Extended Medicines Management Scheme A HIGH level of confidence was reported in the Red Drug Prescribing charts

MINUTE 12 - Q1 CARE AND SUPPORT SERVICES QUALITY BOARD

Level of Confidence
NHS Hull CCG Process There is a MEDIUM level of confidence in the Quality Board due to The meeting has good engagement from Partners. The quality report received by the meeting requires development; A Quality Assurance framework is being developed by the commissioners. process There is a MEDIUM level of confidence in the Quality board due to Adult Social Care is identifying risks and concerns, managing these and escalating internally and externally as appropriate. The Quality report still requires development and as a result it is not possible to provide complete assurance to the Committee that performance is green at this point.

MINUTE 13 – Q1 INFECTION, PREVENTION AND CONTROL REPORT

Level of Confidence
Process A HIGH level of confidence was reported in the process due to a robust C diff review process continues across the health economy with the CCG coming in on objective for Q1 against the agreed stretch objective for 2018/19. A LOW level of confidence was reported in the process due to the process for reviewing

E.coli BSI cases is to be changed to in both secondary and primary care to include the completion of the primary care data set for 100% of all E.coli BSI cases in Q2 and 50% of case in Q3 onwards. The process will continue to be reviewed in line with the Quality premium requirements.

Process

A **LOW** level of confidence was reported in the performance due to the CCG is over objective for the end of Q1 and there has been a significant increase in the number of HEY attributed cases at the end of Q1 2018/19 compared to the end of Q1 2017/18.

A **HIGH** level of confidence was reported in the performance due to the CCG is on target to meet the C diff stretch objective for 2018/19

MINUTE 14 - Q1 SERIOUS INCIDENT REPORT

Level of Confidence

Process

There is a **HIGH** level of confidence in NHS Hull CCG due to an effective management process in place for SIs with its main providers. Significant level of assurance following the last internal audit.

HEY

A **LOW** level of confidence is given – there have been no further never events declared by the Trust during Q1. The Trust has undertaken a thematic review of the incidents and visited East Lancs Trust who have experienced similar never events. An overall improvement plan is being developed to demonstrate the action the Trust is taking to prevent recurrences.

If the Trust do not declare any further never events during Q2 and sustain noted improvement, the rating of confidence should be reviewed to increase to medium.

Humber

A **MEDIUM** level of confidence is given – The Trust is progressing well with its recovery plan following a formal letter of concern, which was sent to the Trust in quarter two, 2017. The patient safety lead, Hull CCG is a member of the work stream, which has been established to deliver the improvement plan. There have been some notable improvements to date in responses given by the Trust at the SI panel and the work which is being implemented by the improvement work stream.

The recovery action plan is monitored via both the clinical quality forum arena to ensure milestones are met.

CHCP

A **LOW** level of confidence is given – a recent investigation report was not accepted by the SI panel due to the poor quality and the lack of identification by the organisation that it required a multi-agency approach to robustly investigate the incident. This demonstrated that the organisation does not have the depth of knowledge or skill required to undertake investigations. The organisation is being supported by both Hull and ERY CCGs in the undertaking of a multi-agency investigation.

Spire

A **HIGH** level of confidence is given – Spire has shown evidence of reporting appropriate incidents as SIs when they occur and submit investigations to national timescales. Commissioners have the ability to scrutinise the organisation's incident data to ensure SIs are not missed.

Primary Care

A **LOW** level of confidence exists – work has been undertaken with practices via PTL events and other forms of communication to aid in the understanding of SIs and subsequent requirement to investigate as per national framework (2015).

It is difficult to measure improved understanding until SIs are declared and subsequent investigations undertaken.

Hull CCG

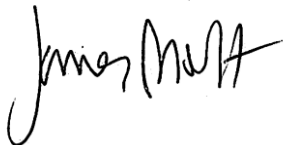
A **HIGH** level of confidence exists given that appropriate SIs are identified and reported as SIs as evidenced in this report.

MINUTE 15 - ANNUAL QUALITY VISIT REPORT

Level of Confidence
<p>Process</p> <p>There is a HIGH level of confidence in NHS Hull CCG due to an effective management process in place for SIs with its main providers. Significant level of assurance following the last internal audit.</p>
<p>HEY</p> <p>A LOW level of confidence is given – there have been no further never events declared by the Trust during Q1. The Trust has undertaken a thematic review of the incidents and visited East Lancs Trust who have experienced similar never events. An overall improvement plan is being developed to demonstrate the action the Trust is taking to prevent recurrences.</p> <p>If the Trust do not declare any further never events during Q2 and sustain noted improvement, the rating of confidence should be reviewed to increase to medium.</p>
<p>Humber</p> <p>A MEDIUM level of confidence is given – The Trust is progressing well with its recovery plan following a formal letter of concern, which was sent to the Trust in quarter two, 2017. The patient safety lead, Hull CCG is a member of the work stream, which has been established to deliver the improvement plan. There have been some notable improvements to date in responses given by the Trust at the SI panel and the work which is being implemented by the improvement work stream.</p> <p>The recovery action plan is monitored via both the clinical quality forum arena to ensure milestones are met.</p>
<p>CHCP</p> <p>A LOW level of confidence is given – a recent investigation report was not accepted by the SI panel due to the poor quality and the lack of identification by the organisation that it required a multi-agency approach to robustly investigate the incident. This demonstrated that the organisation does not have the depth of knowledge or skill required to undertake investigations. The organisation is being supported by both Hull and ERY CCGs in the undertaking of a multi-agency investigation.</p>
<p>Spire</p> <p>A HIGH level of confidence is given – Spire has shown evidence of reporting appropriate incidents as SIs when they occur and submit investigations to national timescales. Commissioners have the ability to scrutinise the organisation’s incident data to ensure SIs are not missed.</p>
<p>Primary Care</p> <p>A LOW level of confidence exists – work has been undertaken with practices via PTL events and other forms of communication to aid in the understanding of SIs and subsequent requirement to investigate as per national framework (2015).</p> <p>It is difficult to measure improved understanding until SIs are declared and subsequent investigations undertaken.</p>
<p>Hull CCG</p> <p>A HIGH level of confidence exists given that appropriate SIs are identified and reported as SIs as evidenced in this report.</p>

MINUTE 16 - INTERNAL AUDIT REPORT – QUALITY GOVERNANCE

Level of Confidence
Process A HIGH level of confidence exists for the way in which all parties were engaged in the process.
Performance A HIGH level of confidence exists for the way in which the Quality and Performance Committee has undertaken its duties to ensure it has commissioned high quality accessible services including the commitment to quality of care, safety and patient experience.



Dr James Moulton
Chair
Quality and Performance Committee
25 September 2018