

QUALITY AND PERFORMANCE COMMITTEE

MEETING HELD ON 23 OCTOBER 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 23 October 2018.

MINUTE 6 – Q2 SERIOUS INCIDENT REPORT

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| <p>Level of Confidence</p> <p>Process Process A HIGH level of confidence was reported in the That NHS Hull CCG has an effective management process in place for SIs with its main providers. Significant level of assurance following the last internal audit.</p> |
| <p>Hull and East Yorkshire Hospitals NHS Trust Performance A MEDIUM level of confidence is given – there have been no further never events declared by the Trust during Q2. Work continues on the actions arising from the Never Events declared in 2017/18, including the development of a corporately-branded patient safety campaign, which will include concepts akin to 'Stop the Line' and 'below 10,000 feet' and raising more awareness and empowering all staff to challenge poor practice more effectively.</p> <p>The Trust are undertaking a review of all near miss never events to identify the commonalities from these and formulate an action plan.</p> |
| <p>Humber NHS Foundation Trust 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.</p> <p>The recovery action plan is monitored via both the clinical quality forum arena to ensure milestones are met.</p> <p>There are concerns in relation to recurring themes of poor documentation and risk assessments and communication between teams which have been escalated to the relevant quality forum.</p> |
| <p>City Health Care Partnership (CHCP): A LOW level of confidence is given - The organisation submitted a substandard investigation report during Q1 which was not accepted by the SI panel. A revised submission was submitted during Q2 which remained of poor quality, despite the organisation being supported by both Hull and ERY CCGs to undertake a multi-agency approach to the investigation. Further concerns were identified in relation to a pressure ulcer investigation, which involved an ERY CCG patient, where it was identified that the clinical records had not been reviewed robustly as part of the investigation, which had failed to identify omissions in care. Duty of Candour had also failed to be undertaken, which has been identified as an issue during a previous investigation. Concerns have been escalated to the quality forum.</p> |

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| <p>Spire Hull and East Riding</p> <p>A MEDIUM level of confidence is given – An investigation report was due to be submitted during Q1 on the 15th June. Despite several requests, including via the contract monitoring board, the final report was not submitted until 24th September. The rationale provided included the investigation was being conducted by the organisations corporate services head office compounded by CQC inspection preparation. The report will now go through the SI panel review process following which feedback will be provided as well as any escalation from identified concerns to relevant forums.</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 7 – OUT OF AREA/ OUT OF CONTRACT

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| Level of Confidence |
| <p>Process</p> <p>A HIGH level of confidence was reported in the Vulnerable People Out of area Policy agreed and in place.</p> <p>A HIGH level of confidence was reported in the MH Funding Panel ToR agreed – virtual decision making with formal meeting when required.</p> <p>A MEDIUM level of confidence was reported in the Continued additional case management support since June 2017 – however Transforming Care is putting pressure on Case Management function due to the demands of NHS E</p> |
| <p>Performance</p> <p>A MEDIUM level of confidence was reported due to the Budget forecast was to overspend due to number of acute out of area placements.</p> <p>A LOW level of confidence was reported due to pressure on Hull CCG from NHS E re patients being discharged from low secure hospital this is creating additional workload and financial pressure</p> |

MINUTE 8 - CAMHS UPDATE

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| Level of Confidence |
| <p>Process</p> <p>A HIGH level of Confidence was reported in the commissioning and contracting of Children and Young People mental health and learning disability services in the City</p> |
| <p>Performance</p> <p>A LOW level of Confidence was reported in the delivery of Children and Young People mental health and learning disability services in the City.</p> |
| A LOW level of Confidence was reported in Anxiety and Low Mood Pathway |
| A HIGH level of Confidence was reported in Early Onset Psychosis |
| A LOW level of Confidence was reported in ADHD |
| A LOW level of Confidence was reported in Conduct |
| A LOW level of Confidence was reported in Learning Disabilities |
| A HIGH level of Confidence was reported in Long Term Conditions – Diabetes (psychological input) |
| A MEDIUM level of Confidence was reported in Deliberate Self Harm |
| A MEDIUM level of Confidence was reported in Trauma Pathway |
| A HIGH level of Confidence was reported in Eating Disorders |

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| A HIGH level of Confidence was reported in CAMHS Crisis Team |
| A LOW level of Confidence was reported in Autism – Waiting List |
| A MEDIUM level of Confidence was reported - Autism – Commissioning of New Pathways |

MINUTE 11 - QUALITY AND PERFORMANCE REPORT

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| Level of Confidence |
| <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</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> |
| Humber Foundation Trust – Waiting Times (all services) |

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| <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 in the achievement of this target due to ongoing underperformance.</p> |
| <p>City Health Care Partnership – Looked After Children Initial Health Assessments</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>City Health Care Partnership – Improved Access to Psychological Therapies 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>City Health Care Partnership – Tier 3 weight management waiting times</p> <p>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.</p> <p>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</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>TASL – Key Performance Indicators (all)</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 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> |

MINUTE 12 – PAEDIATRICSPEECH AND LANGUAGE

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| Level of Confidence |
| <p>Process A LOW level of confidence was reported in the Referral to initial assessment and Initial assessment to treatment/ intervention.</p> |

MINUTE 13 - Q2 CARE AND SUPPORT SERVICES QUALITY BOARD REPORT

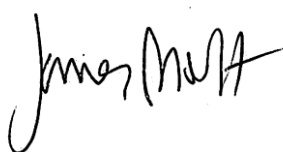
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| Level of Confidence |
| Process A MEDIUM level of assurance was given that the meeting has good engagement from Partners. The quality report received by the meeting requires development; A Quality Assurance framework is being developed by the commissioners and the CCG Quality Team has been involved in the development. |
| Process A MEDIUM level of assurance was given due to the 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 14 - Q2 INFECTION, PREVENTION AND CONTROL REPORT

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| Level of Confidence |
| Process A HIGH level of confidence was given in NHS Hull CCG due to a robust C diff review process continues across the health economy with the CCG coming in on objective for Q2 against the agreed stretch objective for 2018/19. A MEDIUM level of confidence was given in NHS Hull CCG due to The process for reviewing E.coli BSI has changed both secondary and primary care cases 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. |
| Performance A LOW level of confidence was given in NHS Hull CCG due to The CCG is over objective for the end of Q2 for cases of E.coli BSI. Though this remains over objective the increase in numbers has reduced compared to those seen in the previous financial year. A HIGH level of confidence was given in NHS Hull CCG due to CCG been on target to meet the C diff stretch objective for 2018/19. |

MINUTE 15 - Q1 PRESCRIBING REPORT

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| Level of Confidence |
| Process A HIGH level of confidence was reported in the Interpretation of budget position and QIPP performance. 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 saving. 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. |



Dr James Moul
Chair
Quality and Performance Committee
27 November 2018