

QUALITY AND PERFORMANCE COMMITTEE

MEETING HELD ON 22 JANUARY 2019

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 22 January 2019.

MINUTE 6 – QUALITY AND PERFORMANCE REPORT

<p>Financial Management</p> <p>Process A HIGH level of confidence in the CCG process 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 in the CCG 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 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>Hull & East Yorkshire Hospitals – Referral to Treatment waiting times</p> <p>Process A HIGH level of confidence 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>Hull & East Yorkshire Hospitals - Diagnostics Waiting Times</p> <p>Process A HIGH level of confidence 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>Hull & East Yorkshire Hospitals – Cancer Waiting Times (exc. 62 days target)</p> <p>Process A HIGH level of confidence 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 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 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>Humber Foundation Trust – Waiting Times (all services)</p> <p>Process A HIGH level of confidence 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 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 – Improved Access to Psychological Therapies waiting times</p> <p>Process A HIGH level of confidence 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>Yorkshire Ambulance Service – Ambulance Handover Times</p> <p>Process A HIGH level of confidence 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>

MINUTE 7 – Q3 SERIOUS INCIDENT REPORT

Level of Confidence
<p>Process A HIGH level of confidence was reported in NHS Hull CCG as an effective management process was in place for SIs with its main providers. Significant level of assurance following the last internal audit.</p>
<p>Performance Hull and East Yorkshire Hospitals NHS Trust: A MEDIUM level of confidence is given – there have been no never events declared by the Trust year to date. Work continues on the actions arising from the Never Events declared in 2017/18, including the development of a corporately-branded patient safety campaign, ‘Stop the Line’ empowering all staff to challenge poor practice more effectively.</p> <p>The Trust has appointed a deputy Chief Medical Officer with specific focus on quality improvement and whole system changes. The first piece of work will focus on sub optimal care of the deteriorating patient including failure/delay to act on abnormal test results.</p> <p>Humber NHS Foundation Trust: A MEDIUM level of confidence is given – The Trust continues to demonstrate improvements to its overall management of its SIs following the development of a recovery plan however the Trust has yet to demonstrate that this is sustainable and target the key areas where further work is needed including consistent quality of investigations and action plans.</p> <p>Following the recent high profile case in the media relating to a police officer which followed a previous high profile case, the Trust are undertaking a review of learning from deaths from suicide for the last 18 months to look at any themes to provide assurances regarding care delivery, actions taken and any further areas the Trust need to address which will be shared with commissioners upon completion. The review will incorporate the recurring themes of poor documentation and risk assessments and communication between teams.</p>
<p>City Health Care Partnership (CHCP): A LOW level of confidence is given – A letter of concern was sent from the chair of the SI</p>

panel on the 14th November 2018 to raise concerns in relation to the organisations management of its SIs and quality of investigations and action plans where assurance was requested in the following key areas:

- Ensuring that the organisation has the capacity and capability to undertake robust comprehensive investigations that are consistent in their quality, underpinned by recognised root cause analysis tools;
- Ensuring there is a clear understanding of the Serious Incidents (2015) and Never Events (revised 2018) National Frameworks;
- Understanding and executing Duty of Candour obligations;
- Identifying and undertaking robust multi-agency investigations;
- Developing robust action plans;
- The organisation has a robust process in place for the management of its serious incidents; and
- Learning is identified and effectively shared and embedded into practice

A meeting took place on 17th December 2018 with the Executive Nurse/Care Group Director, CHCP to discuss the concerns following which an improvement plan was shared. This is now being monitored via both the CHCP quality forum and the SI panel.

Spire Hull and East Riding:

A **MEDIUM** level of confidence is given – No SIs or never events were reported during 2018/19. A meeting took place between the Patient Safety Lead, Hull CCG and the newly appointed Clinical Governance & Compliance Lead and the Modern Matron on the 20th November 2018. The purpose of the meeting was to ensure that the organisation undertook investigations as per national SI framework (2015) expectations, as this had not always been consistent in the past leading to poor quality investigations and none adherence to national timeframes. The meeting was positive and the organisation has welcomed the support from the CCG.

Primary Care:

A **LOW** level of confidence exists – This level should remain until such a time that there is evidence that SIs and subsequent requirement to report and investigate as per national framework (2015) is achieved.

Hull CCG:

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

MINUTE 8 - Q2 PRESCRIBING REPORT

Level of Confidence
NHS Hull CCG
Process
A HIGH level of confidence was reported in the Interpretation of budget position & 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 savings.
A MEDIUM level of confidence was reported in the practice performance within the extended medicines management scheme.



Dr James Moulton
Chair
Quality and Performance Committee
27 February 2019