

QUALITY AND PERFORMANCE COMMITTEE

MEETING HELD ON 23 JULY 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 23 July 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 – MATERNITY SERVICES FORUM WORK PLAN UPDATE

Level of Confidence
<p>Hull CCG</p> <p>Process A HIGH level of confidence was given in Hull CCG due to there was evidence of progress. Where issues have been identified there are robust improvement plans in place.</p>

MINUTE 8 – HEALTH WATCH ANNUAL REPORT

Level of Confidence
<p>NHS Hull CCG</p> <p>Process A HIGH level of confidence was given in forecast budget expenditure. A HIGH level of confidence was given in the Management of the budget.</p> <p>Performance A MEDIUM level of confidence was given in the Forecast Expenditure.</p>

MINUTE 10 – LAC ANNUAL REPORT

Level of Confidence
<p>NHS Hull CCG</p> <p>Process A HIGH level of confidence was given in Hull CCG due to discharging its duties in relation to Looked after Children. There is a strong assurance process in place with strategic leadership of the Integrated Looked after Children and Care Leaver Health Forum.</p> <p>Performance A HIGH level of confidence was given in Hull CCG due to discharging its duties in relation to Looked after Children (LAC). Monitoring through the Integrated Looked after Children (ILAC) and Care Leaver Health Forum has resulted in improved performance of statutory requirements</p>

and a greater understanding of the health needs of Looked after Children.
CHCP
Process A MEDIUM level of confidence was given in CHCP due to discharging its responsibilities to LAC owing to the recruitment challenges within the community paediatric service.
Performance A MEDIUM level of confidence was given in CHCP due to discharging its responsibilities to LAC owing to the recruitment challenges within the community paediatric service.

MINUTE 11 – Q1 INFECTION, PREVENTION AND CONTROL

Level of Confidence
NHS Hull CCG
Process A HIGH level of confidence was given for the interpretation of budget position & QIPP performance. A HIGH level of confidence was given for the interpretation of prescribing quality.
Performance A HIGH level of confidence was given for the forecast expenditure. A HIGH level of confidence was given for the actual QIPP savings A HIGH level of confidence was given for the practice performance within the extended medicines management scheme. A HIGH level of confidence was given for the red drug prescribing charts.

MINUTE 13 - CONTROLLED DRUGS ANNUAL REPORT

Level of Confidence
NHS Hull CCG
Process A HIGH level of confidence was given for the interpretation of prescribing data. A HIGH level of confidence was given for the collation of incidents relating to controlled drugs.
Performance A HIGH level of confidence was given for the representation on local intelligence network. A HIGH level of confidence was given for the review of incidents/ issues. A HIGH level of confidence was given for the sharing of learning from incidents/ issue reviews.

MINUTE 14 - SERIOUS INCIDENTS REPORT

Level of Confidence
NHS Hull CCG
Process A HIGH level of confidence was given in the Hull CCG due to having an effective management process in place for SIs with its main providers. Significant level of assurance following the last internal audit.
Performance Hull University Teaching Hospitals NHS Trust A LOW level of confidence was given in the Hull Teaching Hospitals NHS Trust due to the trust had declared three never events during Q1; removal of wrong tooth, a misplaced naso-gastric tube and a retained throat swab post-surgery. There are concerns in the following areas: <ul style="list-style-type: none"> • Lack of embedding of learning particularly in relation to pressure ulcers. • Recurring themes of failure to act on abnormal results / failure or delay to follow up. • Treatment and management of diabetic patients (including maternity). • Failure to follow guidance (including maternity services)
Humber NHS Foundation Trust

A **MEDIUM** level of confidence was given in Humber NHS Foundation Trust due to The failure to undertake accurate or appropriate reviews of risk assessments and poor / inadequate documentation continues to be a theme identified in a significant proportion of the Trusts investigation reports. The concerns were appropriately escalated to and are being monitored via the quality forum.

City Health care Partnership

A **LOW** level of confidence was given due to City Health Care Partnership (CHCP): While there has been a noticeable improvement in the overall management of its SI process following the development of an improvement plan there are concerns relating to a failure to embed the identified learning, specifically in relation to pressure damage within the community nursing teams. Recurring themes are evident in this area inclusive of the identification and treatment of wounds, undertaking a holistic review of patients and poor documentation.

The organisation has been asked to resubmit its last pressure ulcer investigation report and to undertake a thematic review of the service inclusive of SIs, incidents and complaints which is to be presented at both the SI panel and quality arenas.

Spire Hull and East Riding

A **MEDIUM** level of confidence was given due to No SIs have been reported during Q1. The never event report remains outstanding due to delays in obtaining information from an acute Trust as the patient would not give consent. The report is currently with the organisations legal department awaiting sign off. The organisation did not communicate timely that the report was not going to be submitted on time. This incident occurred in 2016 and was only recently identified due to patient presenting with symptoms. The organisation has already made improvements in a theatre checklist since this incident occurred.

Primary Care

A **LOW** level of confidence was given due to: The SI reported during Q4, related to IT issues / accessing clinical systems was subsequently de-logged due to the incident no longer meeting the threshold. There has been positive engagement with primary care in a number of end to end reviews recently undertaken, of which some have been following other provider’s serious incident investigations. This level should remain low 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 was given due to appropriate SIs are identified and reported as SIs as evidenced in this report.

MINUTE 15 - ANNUAL PROVIDER QUALITY ASSURANCE VISITS REPORT

Level of Confidence
<p>NHS Hull CCG</p> <p>Process</p> <p>A HIGH level of confidence was given in the Hull CCG due to having an effective management process in place for identifying and undertaking provider quality assurance visits and monitoring of subsequent actions.</p>

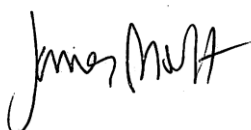
MINUTE 16 - QUALITY BOARD REPORT

Level of Confidence
<p>NHS Hull CCG</p> <p>Process</p> <p>A MEDIUM level of confidence was given due to the meeting has good engagement from Partners.</p> <p>The quality report received by the meeting requires development;</p> <p>A Quality Assurance framework is being developed by the commissioners and the CCG Quality Team had been involved in the development.</p>
<p>Performance</p> <p>A MEDIUM level of confidence was given due to Adult Social Care is identifying risks and</p>

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 17 - QUALITY ACCOUNTS

Level of Confidence
NHS Hull CCG Process A HIGH level of confidence was given in accordance with The Health Act 2009, the Department of Health expect the CCG to provide a statement of no more than 500 words for inclusion in the CCG Quality Account. The CCG will take reasonable steps to check the accuracy of data provided in the Quality Account against any information they have been supplied during the year (e.g. as part of a provider's contractual obligations) and provide a statement, to be included in the organisation's Quality Account.
Performance A HIGH level of confidence was given in NHS Hull CCG has completed the review of each provider's Quality Account and supplied a statement signed by the Chief Officer within the required timescale



Dr James Moul
Chair
Quality and Performance Committee
18 September 2019