

QUALITY AND PERFORMANCE COMMITTEE

MEETING HELD ON 23 OCTOBER 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 October 2019.

MINUTE 6 – E&D UPDATE REPORT

Level of Confidence
<p>Hull CCG</p> <p>Process A HIGH level of confidence was given due to the good engagement and involvement had taken place in the development of the plan.</p> <p>Performance A MEDIUM level of confidence was given due to the level of progress against elements of the plan varies from good to requiring further attention – hence an amber rating overall.</p>

MINUTE 7 – 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 8 – CHILD DEATH REVIEW STATUTORY AND OPERATIONAL GUIDANCE

Level of Confidence
<p>Hull CCG</p> <p>Process A MEDIUM level of confidence in NHS Hull CCG discharging its duties in relation to the implementation of the child death review guidance. There is an Executive Group and an operational group in place. However, the finalisation and discharge of an implementation plan is not complete.</p> <p>Performance A MEDIUM level of confidence in relation to NHS Hull CCG discharging its duties in relation to the child death review process. There is a plan in place for the review of outstanding cases and to review new cases.</p>

MINUTE 9 – HULL SAFEGUARDING CHILDRENS PARTNERSHIP ARRANGEMENTS

Level of Confidence
NHS Hull CCG

Process

A **MEDIUM** level of confidence in NHS Hull CCG discharging its duties in relation to the implementation of HSCP arrangements. There is an Executive Board with representation from the NHS Hull CCG executive lead for safeguarding children and adults and a transition group with representation from the NHS Hull CCG designated Nurse Safeguarding Children in place. However, the finalisation and implementation of the revised safeguarding arrangements is not complete.

Performance

A **MEDIUM** level of confidence in NHS Hull CCG discharging its duties in relation to the implementation of HSCP arrangements. The transition group has been extended until January 2020 in order to finalise revised arrangements. A stakeholder group event is planned for December 2019.

MINUTE 10 – SERIOUS INCIDENT SUMMARY REPORT QUARTER TWO

Level of Confidence

Hull CCG**Process**

A **HIGH** level of confidence was given in Hull CCG due to an effective management process in place for SIs with its main providers. Significant level of assurance was obtained following a recent internal audit undertaken in August 2019.

Performance**Hull University Teaching Hospitals NHS Trust**

A **LOW** level of confidence was given in Hull due to The trust have declared two never events during Q2 bringing the total reported year to date to five; the categories include wrong site surgery removal of wrong tooth, a misplaced naso-gastric tube, a retained throat swab post-surgery, wrong site hand surgery and connection of a patient to an air flow meter instead of oxygen.

Whilst it is acknowledged that never events are wholly preventable and should never occur, the level of harm in the majority of the cases we see locally are not as great as that seen in incidents categorised as SIs.

There are concerns in the following areas:

- Failure / delay to escalate within the maternity services and undertaking of procedures outside of scope are beginning to be noticed commonalities seen within maternity related investigations that have been completed to date.
- Lack of embedding of learning particularly in relation to pressure ulcers.
- Recurring themes relating to diagnostics including 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 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.

The Trust is undertaking a piece of work around how community care is being integrated via a community service model, how risk assessments in community setting within new model are being reviewed, how handover of care will be concentrated on, and assurance around competency of staff undertaking risk assessments.

City Health Care Partnership (CHCP):

A **LOW** level of confidence was given due to 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 review and resubmit a number of action plans and to enhance investigation reports.

A thematic review of the community services inclusive of SIs, incidents and complaints has been undertaken which will be discussed at a planned meeting taking place on 11th October.

Spire Hull and East Riding:

A **MEDIUM** level of confidence was given due to no SIs has been reported during Q2. While the organisation continues to report appropriate SIs and never events, the timescale for submission are not always met.

Primary Care:

No SIs have been reported during Q2.

There continues to be positive engagement with primary care in a number of end to end reviews 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 exists given that appropriate SIs are identified and reported as SIs as evidenced in this report.

MINUTE 11 - Q1 2019/20 PRESCRIBING REPORT

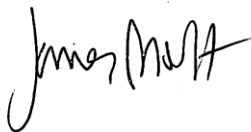
Level of Confidence
NHS Hull CCG
Process
A HIGH level of confidence was given due to Interpretation of Budget Position & QIPP Performance.
A HIGH level of confidence was given due to Interpretation of Prescribing Quality.
Performance
A HIGH level of confidence was given due to Forecast Expenditure.
A HIGH level of confidence was given due to Actual QIPP savings.
A MEDIUM level of confidence was given due to Practice Performance within the Extended Medicines Management Scheme.
A HIGH level of confidence was given due to Red Drug Prescribing charts

MINUTE 12 - R&D SIX MONTH STATUS REPORT APRIL 2019 – OCTOBER 2019

Level of Confidence
Hull CCG
Process
A HIGH level of confidence was given due to Hull CCG continues to be at the forefront of promoting research and the use of research evidence.
Performance
A HIGH level of confidence was given due to the R&D activity was monitored through the shared R&D service which links into the Hull research, innovation, evaluation and improvement group.

MINUTE 13 - CARE AND SUPPORT SERVICES QUALITY BOARD

Level of Confidence
NHS Hull CCG Process A HIGH level of confidence was given due to The meeting has good engagement from Partners. The quality report received by the meeting provides a clear narrative around the risks and mitigations relating to providers in the City; A Quality Assurance framework has been developed by the commissioners and the CCG Quality Team have been involved in this.
Performance A HIGH level of confidence was given due to Adult Social Care is identifying risks and concerns, managing these and escalating internally and externally as appropriate. The Quality report provides assurance that risks are being identified and mitigated appropriately.



Dr James Moulton
Chair
Quality and Performance Committee
20 November 2019