

## QUALITY AND PERFORMANCE COMMITTEE

MEETING HELD ON 21 JANUARY 2020

### 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 21 January 2020.

#### MINUTE 6 – QUALITY AND PERFORMANCE REPORT

<p><b>Financial Management</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>HIGH</b> level of confidence in the CCG reported financial performance due to all statutory targets planned to be achieved. Track record of performance</p>
<p><b>Hull &amp; East Yorkshire Hospitals – A&amp;E 4 hour waiting times</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>
<p><b>Hull &amp; East Yorkshire Hospitals – Referral to Treatment waiting times</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>
<p><b>Hull &amp; East Yorkshire Hospitals - Diagnostics Waiting Times</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>
<p><b>Hull &amp; East Yorkshire Hospitals – Cancer Waiting Times (exc. 62 days target)</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to emerging improved performance but not yet assured of sustained improvement.</p>
<p><b>Hull &amp; East Yorkshire Hospitals – 62-day Cancer Waiting Times</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>

<p><b>Humber Foundation Trust – Waiting Times (all services)</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>
<p><b>City Health Care Partnership – Looked After Children Initial Health Assessments</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>
<p><b>City Health Care Partnership – Improved Access to Psychological Therapies waiting times</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>
<p><b>Yorkshire Ambulance Service – Ambulance Handover Times</b></p> <p><b>Process</b> A <b>HIGH</b> 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><b>Performance</b> A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>

## MINUTE 7 – SAFEGUARDING ADULTS/ CHILDREN REPORT

<p>Level of Confidence</p>
<p><b>Process</b> <b>Hull CCG</b> A <b>MEDIUM</b> level of confidence was given in Hull CCG due to discharging it's duties in relation to safeguarding adults and children. There are strong safeguarding assurance processes in place and the safeguarding executive nurse role is provided via North Lincolnshire CCG. There are designated professionals and Named GPs in post. It was highlighted during Q1 and Q2 that there were some gaps in compliance with reporting of Safeguarding Adult Reviews (SAR) and full implementation of the new safeguarding children arrangements.</p>
<p><b>Performance</b> <b>Hull CCG</b> A <b>MEDIUM</b> level of confidence was given in Hull CCG due to There is a MEDIUM level of confidence in NHS Hull CCG discharging it's duties in relation to safeguarding adults and children. The current Designated Doctor for Looked after Children is currently on long term leave, interim cover arrangements are in place via the Designated Doctor for Safeguarding Children. The CCG is represented at all levels of the HSAPB, HSCP and other multi-agency meetings in the city to safeguard vulnerable people including PREVENT, MAPPA and the Hull Community Safety Partnership.</p>
<p><b>Process</b> <b>Hull University Teaching Hospitals Trust (HUTHT)</b> A <b>HIGH</b> level of confidence was given in Hull University Teaching Hospitals Trust (HUTHT) due to discharging it's duties in relation to safeguarding adults and children. There are robust safeguarding processes in place with clear leadership, requisite professionals either in post or with interim cover arrangements in place and internal monitoring via a safeguarding committee with strong links to NHS Hull CCG.</p>
<p><b>Performance</b></p>

**Hull University Teaching Hospitals Trust (HUTHT)**

A **MEDIUM** level of confidence was given in Hull University Teaching Hospitals Trust (HUTHT) due to discharging its duties in relation to safeguarding adults and children. HUTHT has consistently maintained a safeguarding children compliance rate of over 80%, although over recent months this has declined. Figures for Counter Terrorism (CT) Prevent training remain below compliance targets (85%), and this has contributed to the medium level of confidence. This is also compounded by lack of reporting for safeguarding adults level 3 compliance. HUTHT are represented at the HSAPB, HSCP and other associated multi-agency groups to safeguard vulnerable people in the city and meet regularly with the CCG designated professionals.

**Process****Humber Foundation Trust (HTFT)**

A **HIGH** level of confidence was given in Humber Foundation Trust (HTFT) due to discharging its duties in relation to safeguarding adults and children. There are robust safeguarding processes in place with clear leadership, requisite professionals either in post or with cover arrangements in place and internal monitoring via a safeguarding committee with strong links to NHS Hull CCG.

**Performance****Humber Foundation Trust (HTFT)**

A **HIGH** level of confidence was given in Humber Foundation Trust (HTFT) due to discharging its duties in relation to safeguarding adults and children. HTFT are represented at all levels of the HSAPB, HSCP and other associated multi-agency groups to safeguard vulnerable people in the city and meet regularly with the CCG designated professionals.

**City Health Care Partnership (CHCP)****Process**

A **HIGH** level of confidence was given in City Health Care Partnership (CHCP) due to discharging its duties in relation to safeguarding adults and children. There are robust safeguarding processes in place with clear leadership, requisite professionals either in post or with cover arrangements in place and internal monitoring via a safeguarding group with strong links to NHS Hull CCG.

**Performance**

A **MEDIUM** level of confidence was given in City Health Care Partnership (CHCP) due to CHCP discharging its duties in relation to safeguarding adults and children. CHCP are represented at all levels of the HSAPB, HSCP and other associated multi-agency groups to safeguard vulnerable people in the city and meet regularly with the CCG designated professionals and Named GPs.

A judgement of medium confidence is given due to CHCP partially delivering against the current safeguarding service specification in relation to safeguarding adults training with no sessions delivered in Q1 or Q2 to primary care.

**SPIRE****Process**

A **HIGH** level of confidence was given in SPIRE due to discharging its duties in relation to safeguarding children and adults. There is a lead matron with responsibility for safeguarding within Spire who meets regularly with the CCG designated professionals and seek support on an ad hoc basis. Spire have actively engaged with the self-declaration and requested amendments from designated professionals.

**Performance**

A **MEDIUM** level of confidence was given in SPIRE due to discharging its duties in relation to safeguarding children and adults. There remains limited representation and engagement with multi-agency safeguarding meetings and committees.

**YAS****Process**

A **HIGH** level of confidence was given in YAS due to discharging its duties in relation to safeguarding children and adults. The required processes are in place, monitored by Wakefield CCG as the lead

commissioner. A current memorandum of agreement (MOA) is in place between all 23 CCGs and all local Safeguarding Adult Boards (SABs)/Safeguarding Children Partnerships (SCPs) across Yorkshire for communication and raising concerns. This MOA was updated in May 2019 and circulated for all CCGs to agree and return.

**Performance**

A **HIGH** level of confidence was given in YAS due to discharging it's duties in relation to safeguarding children and adults.  
Safeguarding training consistently remains at good levels of compliance.

## MINUTE 8 - SERIOUS INCIDENT SUMMARY REPORT QUARTER THREE

Level of Confidence

**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 due to The trust have declared two never events during Q3 bringing the total reported year to date to seven; the categories include removal of wrong tooth, a misplaced naso-gastric tube, a retained throat swab post-surgery, wrong site hand surgery, connection of a patient to an air flow meter instead of oxygen, undertaking of a lumbar puncture on the wrong baby and the removal of a fallopian tube instead of the appendix.

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 of practice.
- A culture within the surgical setting that is preventing appropriate safety checks to be undertaken.
- Lack of embedding of learning trust wide
- Recurring themes relating to diagnostics including of failure to act on abnormal results / failure or delay to follow up inclusive of diagnostic scans.
- Failure to follow guidance Trust wide (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.

**City Health Care Partnership (CHCP):**

A **LOW** level of confidence was given due to a thematic review was requested of the community nursing services inclusive of SIs, incidents and complaints. The review focused solely on serious incidents and was therefore requested to be redone. The organisation required support in understanding how to undertake this and demonstrate how the conclusion had been met.

There is concern that evidence submitted to support action plans to closure have not been through a ratification process raising concern with regards to the organisations governance processes. This has been raised at the quality forum where assurance will be requested on the organisations processes.

There remains a lack of understanding in the undertaking of multi-agency investigations as

a recent investigation report had failed to state which other agencies had contributed to the investigation and were omitted from the action plan. In addition there was a lack of sign off from the other agencies involved.

**Spire Hull and East Riding:**

A **MEDIUM** level of confidence was given due to No SIs has been reported during Q3. While the organisation continues to report appropriate SIs and never events, the timescale for submission are not always met.

**Primary Care:**

A **LOW** level of confidence was given due to No SIs have been reported during Q3.

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.

There is concern that primary care may not identify when an incident meets the threshold for a serious incident.

Therefore, 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 given that appropriate SIs are identified and reported as SIs as evidenced in this report.

## ITEM 10 - BESPOKE PACKAGES OF CARE 2019/20 QUARTER TWO REPORT

Level of Confidence
<b>NHS Hull CCG</b> <b>Process</b> A <b>HIGH</b> level of confidence was given in the Hull CCG due to Vulnerable People Out of area Policy agreed – updated October 2018. A <b>HIGH</b> level of confidence was given in the Hull CCG due to MH Funding Panel ToR agreed – updated October 2018 - virtual decision making with formal meeting when required. A <b>MEDIUM</b> level of confidence was given in Hull CCG due to Continued pressure on Case Management function due to the demands of NHS E – Transforming Care and discharges from secure hospital care

## ITEM 11 - WAS NOT BROUGHT (WNB) GUIDANCE

Level of Confidence
<b>NHS Hull CCG</b> <b>Process</b> There was a <b>HIGH</b> level of confidence given in NHS Hull CCG due to WNB incidents can be a flag for potential child neglect, and it is therefore important that they are dealt with appropriately and effectively. The guidance was adapted from Hampshire CCG's publication, which had been shared on a national named GP network, with permission for other professionals to use. Local application of this guidance was developed through detailed discussion over several meetings with safeguarding children leads from relevant organisations, including Spire Hospitals (as children are seen for some NHS outpatient appointments, and therefore the WNB guidance can be applicable in these situations). It became clear that there was a current lack of consistency in approach to responding to an incident where a child WNB to an appointment in secondary/tertiary care. Therefore it was agreed that the 'traffic light' approach was helpful in order to guide towards a more standardised process, where the potential risk of the child not being brought was considered and appropriate actions taken. There is a high level of confidence in NHS Hull CCG having developed this guidance in

partnership with other relevant organisations, and subsequently disseminating this to encourage further discussion and action within those organisations to inform adaptation of policies and procedures.

**Performance**

There is a **MEDIUM** level of confidence in NHS Hull CCG discharging its duties in relation to obtaining assurance from organisations that a review of existing policies/procedures against this guidance has taken place and appropriate changes have been agreed and implemented in practice.

Assurance has been sought through email correspondence with the safeguarding children leads, requesting confirmation of the above. This is still awaited from several of the organisations as the process of discussion with their SLTs and agreement on any changes is ongoing.

The Named GP has informed Hull GPs and individual practice safeguarding leads, both by email and at Level 3 training and Safeguarding GP lead forum events, where additional discussion about the guidance has taken place.

The Hull Safeguarding Children's Partnership has been informed and the Named GP has liaised with the East Riding Named GP and Designated Nurse for Safeguarding Children, in order to seek their views in relation to whether they are in agreement with the guidance being shared within ERCCG, to encourage consistency across the wider area.

## ITEM 12 – PATIENT RELATIONS 2019 Q1, Q2 AND Q3 REPORT

Level of Confidence

**NHS Hull CCG**

**Performance**

A **HIGH** level of confidence was given for the Patient Relations Service.

A **MEDIUM** level of confidence was given in the reporting of the PALS and complaints intelligence.

A **MEDIUM** level of confidence was given in the learning for PALS and Complaints intelligence.

## ITEM 13 - Q2 2019/20 PRESCRIBING REPORT

Level of Confidence

**NHS Hull CCG**

**Process**

A **HIGH** level of confidence was given due to the interpretation of budget position and QIPP performance.

A **HIGH** level of confidence was given due to the interpretation of prescribing quality.

**Performance**

A **HIGH** level of confidence was given due to the forecast of expenditure.

A **HIGH** level of confidence was given due to the 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 drugs prescribing charts.

## ITEM 14 - EQUALITY AND DIVERSITY UPDATE REPORT

Level of Confidence

**NHS Hull CCG**

**Process**

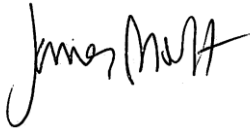
A **HIGH** level of confidence was given due to good engagement and involvement had taken place in the development of the plan.

**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.

## ITEM 15 - CORPORATE RISK REPORT

Level of Confidence
<b>NHS Hull CCG Process</b> A <b>HIGH</b> level of confidence was given to the Hull CCG risk process due to the Quality and Performance teams raise risks as they occur and regularly monitor and review any current risks.



**Dr James Moulton**  
**Chair**  
**Quality and Performance Committee**  
**27 February 2020**