

**QUALITY AND PERFORMANCE COMMITTEE**

**Item 9.2**

**MEETING HELD ON 19 MAY 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 19 May 2020.

**MINUTE 7 – QUALITY AND PERFORMANCE REPORT**

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| <p><b>Financial Management</b></p> <p><b>Process</b><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>  |

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| <p><b>Humber Foundation Trust – Waiting Times (all services)</b></p> <p><b>Process</b><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>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><br/>A <b>LOW</b> level of confidence in the achievement of this target due to ongoing underperformance.</p>                                  |

## MINUTE 8 – SERIOUS INCIDENTS ANNUAL REPORT

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| <p><b>Process</b><br/>A <b>HIGH</b> level of confidence in the CCG was given due to NHS Hull CCG has 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.</p>   |
| <p><b>Performance</b><br/><b>HUTHT</b><br/>A <b>LOW</b> level of confidence was given in HUTHT due to the total number of never events reported by the Trust during 2019/20 is eight; 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, the removal of a fallopian tube instead of the appendix and wrong site block.</p> <p>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.</p> <p>There are concerns in the following areas:</p> <ul style="list-style-type: none"> <li>• Trust staff not identifying safeguarding concerns</li> <li>• Delay in reporting a number of serious incidents by the Medicine Health Group</li> <li>• Failure / delay to escalate within the maternity services and undertaking of procedures outside of scope of practice.</li> <li>• A culture within the surgical setting that is preventing appropriate safety checks to be undertaken.</li> <li>• Lack of embedding of learning trust wide</li> <li>• Recurring themes relating to diagnostics including of failure to act on abnormal results / failure or delay to follow up inclusive of diagnostic scans.</li> </ul> <p>Failure to follow guidance Trust wide (including maternity services)</p> |

**Humber**

A **MEDIUM** level of confidence was given in Humber 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. In addition, band 3 staff triaging calls and not identifying or escalating 'red flags' has been identified as a commonality in recent SIs. The concerns were appropriately escalated to and are being monitored via the quality forum.

**CHCP**

A **MEDIUM** level of confidence was given in CHCP due to consistent representation at the SI panel has been maintained and there has been a notable improvement in the quality of investigation reports. Given the size of and services delivered by the organisation, the number of SIs reported is low.

**Spire**

A **MEDIUM** level of confidence was given in Spire due to One SI and one Never Event involving a wrong prosthesis were reported during 2019/20.

**Primary Care**

A **LOW** level of confidence was given in Primary Care due to No SIs have been reported during 2019/20.

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.

The Committee was not sure around the assurance for Primary care due to there been no SI's been reported.

**Hull CCG**

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

**ITEM 12 - SIX MONTHLY SAFEGUARDING REPORT****Hull CCG****Process**

A **HIGH** level of confidence was given to 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 continued to be provided via interim arrangements with North Lincolnshire CCG.

There were Designated Professionals and Named GPs in post throughout Q3 and Q4 of this reporting period ensuring compliance with statutory duties.

**Performance**

A **MEDIUM** level of confidence was given in Hull CCG due to discharging it's duties in relation to safeguarding adults and children.

The current Designated Doctor for Looked after Children remained on long term leave, interim cover arrangements remained in place via the Designated Doctor for Safeguarding Children, however this was placed on the CCG risk register in Q4 due to the longevity of this arrangement.

The CCG was represented at executive and all other levels of the HSAPB, HSCP and many other multi-agency meetings in the city to safeguard vulnerable people and families, including Counter Terrorism PREVENT, Multi Agency Public Protection Arrangements (MAPPA) and the Hull Community Safety Partnership (CSP).

## **HUTHT**

### **Process**

A **MEDIUM** level of confidence was given to HUTHT due to discharging its duties in relation to safeguarding adults and children.

There are 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. A delay in recognising and reporting safeguarding concerns was also highlighted through the Serious Incident panel process during Q4.

### **Performance**

A **MEDIUM** level of confidence was given to HUTHT due to discharging its duties in relation to safeguarding adults and children.

HUTHT has maintained a safeguarding training compliance rate of over 80% in most areas. Figures for Counter Terrorism (CT) Prevent training stagnated and remained 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 in Q3. 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.

## **HTFT**

### **Process**

A **HIGH** level of confidence was given in 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.

### **Performance**

A **HIGH** level of confidence was given in 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.

## **CHCP**

### **Process**

A **HIGH** level of confidence was given in 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 links to NHS Hull CCG.

### **Performance**

A **HIGH** level of confidence was given to CHCP due 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.

## **ITEM 13 – LAC REPORT**

### **Hull CCG**

#### **Process**

A **MEDIUM** level of confidence was given to Hull CCG due to there is a Designated Nurse for CLA (22.5 hours per week). The post of Designated Doctor CLA is vacant and is currently being covered on an interim basis (long term) by the designated Doctor Safeguarding Children.

#### **Performance**

A **MEDIUM** level of confidence was given in Hull CCG due to the performance around statutory timescales for initial health assessment (IHA) for Looked after Children, Escalation processes have commenced.

## **HUTHT**

### **Process**

A **MEDIUM** level of confidence was given to HUTHT due to the process in relation to IHA. HUTHT has been appropriately represented at a series of process mapping meetings and has increased administrative capacity, working collaboratively with the local authority.

### **Performance**

A **MEDIUM** level of confidence was given to HUTHT due to performance around statutory timescales for IHAs and a lack of performance information in relation to dental and immunisation uptake.

## **CHCP**

### **Process**

A **HIGH** level of confidence was given in CHCP due to processes in place to undertake review health assessments. There is a team led by a Named Nurse for CLA with dedicated administrative support. There is close liaison with the local authority including via membership of the CCG led Integrated Looked After Children health group.

### **Performance**

A **HIGH** level of confidence was given to CHCP due to the timeliness of RHAs is good. Where there have been exceptions the reasons are identifiable and there is good liaison with local authority colleagues.

## **ITEM 14 - CONTINUING HEALTHCARE REPORT**

### **Process**

A **HIGH** level of confidence was given in Hull CCG due to NHS Hull CCG are compliant with the National Framework and is meeting and in some cases exceeding the statutory responsibilities around NHS funded care.

### **Performance**

A **HIGH** level of confidence was given in Hull CCG due to NHS Hull CCG submits quarterly reports to NHS England to evidence the delivery of NHS funded care. The CHCP service is for the most part exceeding the quality premium targets for NHS-CHC and local key performance indicators. The hard work engaging with clinicians and practitioners across the local system has paid off and for Q3 2019/20 Fast track conversion is now back on track at 100%

## **ITEM 16 - Q3 CQUIN REPORT**

### **Process**

A **HIGH** level of confidence was given in Hull CCG due to the way in which Hull CCG reconciles its CQUIN schemes with its main providers through the NHS Standard Contract, including with partner CCGs.

### **Performance**

A **HIGH** level of confidence was given in Hull CCG due to the way in which Hull CCG's main providers have engaged with the 2019-20 CQUIN schemes per the NHS Standard Contract and have used CQUINs to improve services for patients.

## **ITEM 16i - PROPOSAL FOR Q4 CQUIN REPORT**

**Process**

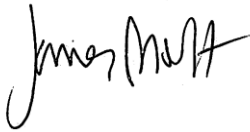
A **HIGH** level of confidence was given in Hull CCG due to the way in which Hull CCG reconciles its CQUIN schemes with its main providers through the NHS Standard Contract, including with partner CCGs.

**Performance**

A **HIGH** level of confidence was given in Hull CCG due to the way in which Hull CCG's main providers have engaged with the 2019-20 CQUIN schemes per the NHS Standard Contract and have used CQUINs to improve services for patients.

**ITEM 17 – BAF****Process**

A **HIGH** level of confidence was given in the Hull CCG BAF process, in that the BAF is regularly monitored, reviewed and updated.



**Dr James Moulton**  
**Chair**  
**Quality and Performance Committee**  
**24 June 2020**