

QUALITY AND PERFORMANCE COMMITTEE

Item: 9.2

MEETING HELD ON 21 APRIL 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 April 2020.

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 8 – CONTINUING HEALTH CARE REPORT

<p>Process A HIGH level of confidence in the CCG was given due to NHS Hull CCG are compliant with the National Framework and is meeting the statutory responsibilities around NHS funded care</p>
<p>Performance A HIGH level of confidence in the CCG was given 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. Regionally Hull and ERYC continue to be below expectations regarding Fast Track conversions rates which sit at 85% (Q4 rates were 82% for Hull) and 88% (Q4 rates were 85% for ERYC) respectively; in opposition to the national picture of 90-95%. Joint discussions have taken place with HUTHT discharge liaison team, local Macmillan nurses and with other local partners which is starting to move this issue forwards.</p>

ITEM 12 - Q3 PRESCRIBING REPORT

PROCESS
A HIGH level of confidence was given in Interpretation of Budget Position & QIPP Performance
A HIGH level of confidence was given in Interpretation of Prescribing Quality
PERFORMANCE
A HIGH level of confidence was given in Forecast Expenditure
A HIGH level of confidence was given in Actual QIPP savings
A MEDIUM level of confidence was given in Practice Performance within the Extended Medicines Management Scheme
A HIGH level of confidence was given in Red Drug Prescribing charts

ITEM 13 – SERIOUS INCIDENT REPORT

PROCESS

A **HIGH** level of confidence was given in NHS Hull CCG had 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 the that the trust declared one never event during Q4 bringing the total reported year to date to 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.

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:

- Trust staff not identifying safeguarding concerns
- Delay in reporting a number of serious incidents by the Medicine Health Group
- 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 in the provider 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.

Concern was raised that the information with the report doesn't match the rating that was given for this provider Confidence was provided this is the right rating and this was due to no new changes and that concerns are staying the same.

City Health Care Partnership (CHCP):

A **MEDIUM** level of confidence was given due to the providers 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 Hull and East Riding: A **MEDIUM** level of confidence was given in the provider due to One SI and one Never Event involving a wrong prosthesis were reported during Q4.

Primary Care: A **LOW** level of confidence was given due to no SIs have been reported during Q4 or 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.

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

Dr James Moul

**Chair
Quality and Performance Committee
20 May 2020**