

Subject:	Patient Safety & Clinical Quality Committee (PSCQC) Chair's Report
Presented by:	Sue Hayter, Governing Body Nurse Member, Chair PSCQC
Submitted to:	NHS West Norfolk CCG Governing Body, 29 January 2015
Purpose of Paper:	For noting and approval

The key areas discussed at the meeting held on Tuesday 16 December 2014 were as follows:

1. The Action Log

The action log was reviewed in detail, identifying areas which would be addressed by the contract quality meetings, reporting back to PSCQC if there are any areas of risk not being addressed.

2. Children and Maternity Update – Jayne Lunn

- It was confirmed that maternity services at The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust (QEHL) are part of the Clinical Quality Review Meeting (CQRM) discussion at QEHL; any update on causes for concern will be reported back to the PSCQC.
- The lead in North East London Commissioning Support Unit (NELCSU) for Children's Services will be asked for a quarterly report, ie March 2015.
- School nurses have moved offices, details of their contacts can be found on the Norfolk County Council (NCC) website.

3. Patient and Public Involvement Update – Penny Sutton (PS)

- The West Norfolk CCG Engagement Manager will be producing a report on engagement activity by the CCG for the January 2015 PSCQC.
- PS spoke of her recent attendance at an Innovation Solutions to Transport meeting, which came out of a meeting with the Health and Wellbeing Board, with the proposal that liver services were being transferred from Norfolk & Norwich University Hospital (NNUH) to Cambridge. As a result the transport across Norfolk is now being looked at and what the problems are in the differences in patient transport across the 20 mile radius around Swaffham.
- PS advised that from April 2015 there will be a contractual obligation for each Surgery to have a Patient Participation Group.

4. Healthwatch Report – Barry Dane (BD)

- BD advised that there are a number of projects being undertaken by Healthwatch Norfolk, Access to Urgent Care in West Norfolk being one of them.
- A survey on mental health service users to be taken forward.
- Details of the Dementia Service mapping project will be included in the regular Healthwatch monthly newsletter.
- The Committee discussed the planned visits to Care Homes by Healthwatch, with a request that Sarah Taylor be made aware of the areas they would be looking at.
- Copy of the recent Healthwatch report on Complaints to be circulated to Committee members.

5. Provider Review: Norfolk Community Health and Care NHS Trust (NCH&CT) West Locality – Jayne Lunn

- The Committee reviewed the report and confirmation was requested on the period being covered; the data covered both October and November but the front sheet identified it as an October Report.
- The following areas were discussed in detail; any comments to be reported back to the locality manager for NCH&CT:
 - Diagnostic Doppler;
 - Confirmation on what sites are included on the information for VIDA Healthcare;
 - Specification of Key Performance Indicators (KPIs) as part of the contract discussion;
 - Musculoskeletal services and the monitoring of performance;
 - Clarification on complaint, for the reporting period;
 - Also clarification on the Smoking Cessation service;
 - The Care Quality Commission (CQC) report on NCH&CT was expected to be published on Friday 19 December 2014.

6. Risk Register – Jean Clark

The following areas were updated:

- Out of Hours (OOHs) re staffing concerns; the lead CCG (Norwich CCG) has reported that staffing is improving; the risk rating was downgraded.
- Bariatric patient care – Tier 3 Specialist Weight Management has been included in the CCG's commissioning intentions.
- Clostridium difficile (C. diff) has been added as a new risk.
- Deprivation of Liberty Safeguards (DOLS) has been added as a new risk for the number of patients who are NHS Continuing Health Care funded, as it is not known if a DOLS has been completed, if necessary.

7. Complaints

NELCSU has been requested to forward the monthly tracker to Jayne Lunn each month, to be reviewed by PSCQC.

8. Future Meeting Dates

2015 dates: 20 January 17 February, 17 March, 21 April, 19 May, 16 June, 21 July, 18 August, 15 September, 20 October, 17 November and 22 December.

The key areas discussed at the meeting held on Tuesday 20 January 2015 were as follows:

1. The Action Log

The action log was reviewed in detail, identifying areas which would be addressed by the contract quality meetings, reporting back to PSCQC if there are any areas of risk not being addressed.

2. Infection Control – Rowan Slowther, Infection Prevention and Control Nurse (by 'phone)

- The Improvement Plan is in place following the 30 new C. diff cases in the QEHL between December 2013 and March 2014; a large increase in incidence compared to the 9 cases in the previous 9 months.
- The improvement plan identified the following themes which may have contributed to the outbreak:
 - Delayed isolation of patients against the national guidance of 2 hours from suspected Clostridium Difficile Infection (CDI);
 - Delayed sending of specimens;
 - The numbers of new staff.
- The Committee reviewed in detail the action plan which includes actions for:

- QEHL - training to staff on specimens and isolation, focused actions following an outbreak, and environmental audits, antibiotic prescribing, monitoring the time of obtaining specimens to having authorised results;
- NCH&CT - employment of a Liaison Nurse to work with GPs in the event of a CDI;
- GPs – Where clinically appropriate for stool specimens to be taken, antibiotic prescribing.
- The action plan is monitored through the monthly Health Care Acquired Infection data, and at the meetings attended by the CCG, QEHL and the Infection Prevention and Control Nurse in Public Health.

3. Eastern Pathology Alliance (EPA) Update – Stephen Wells

- Contract signed with the CCGs on the 13 January 2015; the lead CCG is arranging a meeting in February to review:
 - Activity reports by each CCG and GP practice;
 - Quality performance, and Quality Incident Reports (QIRs) from all the CCGs;
 - Complaints received by the CCGs and EPA;
 - Any contract variations.
- The Committee discussed the change in transport procurement with the new contract being awarded by the end of January 2015, to be in place for 1 May 2015. The new sample collection times to be agreed with CCGs/GP practices as part of the implementation phase.
- The Committee reviewed the QIRs received by West Norfolk CCG since November 2014. The following areas are being investigated and possible solutions identified:
 - Raised potassium results;
 - Sample collection and storage;
 - Sample labelling in GP practices.
- Confirmation that all histopathology samples would be transported directly from GP practices to Addenbrooke's Hospital from the 1 April 2015; further clarification on the new arrangement to be sought.
- EPA has arranged a series of information visits for GP practices for February 2015.

4. NHS Continuing Health Care (NHS CHC) Update- Maggie Carter

- Members had a copy of the NHS CHC dashboard. It was noted that action is in place to reduce the overdue 3 monthly and annual reviews, with a deadline of no overdue reviews by the end of March 2015.
- A CHC workshop was held on the 15 January, with participants from the CCG Quality team, NCC, QEHL, NCH&CT and Learning Disabilities to review the discharge pathways and the notion of Discharge to Assess which would include the completion of the checklist prior to discharge and a full CHC assessment within 6 weeks, which is in line with the national guidance on CHC.

5. Practice Nurse Forum – Yodah Galloway

- The last quarterly meeting was held on the 13 November 2014 to discuss the West Norfolk Alliance/West Norfolk CCG Practice Nurse Professional Development project.
- One project aim is to map practice nurse competencies and skill mix, to analyse gaps in training which will lead to a Practice Nurse Training and Development programme using innovative funding streams.
- It was agreed to hold a workshop to develop a questionnaire to identify current nursing competencies and trends to inform future training and development needs across West Norfolk.
- The process of Doppler assessment was raised; the nurses were advised to complete a QIR if they identified long delays.
- All Patient Group Directions for child immunisations now in place. Travel vaccines are now out of date and have been removed from the Knowledge Anglia website.

6. Patient and Public Involvement Update – Penny Sutton

The paper outlines the current programme of patient and public engagement:

- 21 of the 23 GP practices have Patient Participation Groups (PPGs).
- Chairs and representatives of PPGs meet together on a bi-monthly basis to form the West Norfolk Patient Partnership.
- West Norfolk Voluntary and Community Action which aims to co-ordinate the local voluntary and community groups.
- The West Norfolk Community Health Involvement Panel allows the CCG to actively seek the views of people accessing and using specific health services.
- Annual stakeholder events to support the CCG in prioritising commissioning intentions and strategic priorities.
- In January 2015 there have been a series of events on current issues faced by the QEHKL and the wider West Norfolk health economy.
- PS also identified the current concerns on Specialist Services being transferred to CCGs, eg renal services.

7. Clinical Quality and Patient Safety January Dashboard – Maggie Carter

The report is to be completed this week. The Committee discussed the information to date on all the key providers:

- **QEH** – pressure ulcers and the review of Never Events and staffing;
- **NCH&CT** – pressure ulcers, complaints and the reducing staff turnover rate.
- **Norfolk & Suffolk NHS Foundation Trust (NSFT)** – the number of patients placed out of area, the caseload of Adult and Dementia services, and staffing issues for Band 5 and 6 nurses; Agency staff have been block booked to have stability in the teams.

8. Care Home Summary (presented by Maggie Carter as Sarah Taylor on leave)

A West Norfolk Care Home Forum, which was attended by a number of care home managers, was held in November, the following points were discussed:

- Working with the acute sector to facilitate 7 day discharge from hospital;
- 111/OOH call-outs;
- GP care rounds in care homes;
- Discharge of patients back to care homes to include medications, dressings, personal effects and discharge letters.

Visits took place in November and December, one of them was a full audit the remainder were follow-up visits.

9. Risk Register – Jean Clark (JC)

- The Committee reviewed in detail the sections on the Corporate Risk Register which relate to quality; JC updated the register following discussion.

10. Internal Audit Reports

The Committee reviewed and discussed in detail the Internal Audit reports byTIAA on:

- Care Homes - significant changes have been made since the audit with the appointment of the Care Home Lead;
- Safeguarding Children Team – Third Party Assurance Report;
- Safeguarding Adults Team - Third Party Assurance Report.

11. For Information

- December Healthwatch Newsletter
- Healthwatch Norfolk – Report on NHS Complaints Handling in Norfolk.

11. Future Meeting Dates

2015 dates – 17 February, 17 March, 21 April, 19 May, 16 June, 21 July, 18 August, 15 September, 20 October, 17 November and 22 December.

KEY RISKS
Clinical: The Committee reviews clinical risks and the effectiveness of mitigation actions.
Finance and Performance: The Committee reviews the CCG's performance against clinical targets and actions to improve.
Impact Assessment (environmental and equalities): N/a
Reputation: Any clinical risks not properly identified or mitigated could have a significant impact on the reputation of the CCG.
Legal: There is a risk of litigation if clinical quality and patient safety issues arise.
Patient focus (if appropriate): The Committee's role is to oversee patient safety and clinical quality.
Reference to relevant Governing Body Assurance Framework (GBAF): Quality risks outlined in the GBAF
RECOMMENDATION: The Governing Body is asked to note the Chair's Report.